



FRIENDS OF LILYVILLE SURGERY

(PATIENT PARTICIPATION GROUP)

Friends of Lilyville (PPG) meeting minutes – 18/06/2024

Friends of Lilyville members: BM,CG, MH,JG,CR,CG,JB,MW,

Surgery Members: VC (Practice Manager, Lilyville),RL (Associate Director, South Fulham Primary Care Network), MP (Operations Manager, Lilyville)

1. Introductions/Apologies

- Warm welcome to everyone by PPG Chair Ms Merril Hammer. Apologies were received from Dr Weston-Price. RL is joining us today who is an Associate Director for south Fulham primary care network.

2. Minutes/Matters Arising

- On Patches, the issues raised about the need for supported training and developing understanding for all patients about Patches will be taken up at a later date by Merril with the practice and with the PCN to ensure that ongoing work is undertaken to ensure patients understand and can easily navigate the system as appropriate. This may need to be extended to other technical innovations from the NHS so people can cope with changes.
- Merril will discuss with practice what is the best way people can engage, between meetings, with the PPG. so we have slight indication of numbers, so we can arrange accordingly.
- Feed back on the news letter was excellent. Everyone in the meeting found it very informative and very useful.

3. CQC Inspection focus on 'effective'

- Following the previous meeting where we discussed 'Safety' as a CQC key inspection focus, we looked this time at 'effective'.
- CQC- effective - 'People and communities have the best possible outcomes because their needs are assessed. Their care, support and treatment reflects these needs and any protected equality characteristics. Services work in harmony, with people at the centre of their care.



Leaders instil a culture of improvement, where understanding current outcomes and exploring best practice is part of everyday work.'

- The key ideas raised in the very lively discussion included:
 - There needs to be trust and patients need confidentiality
 - Patients need the ability to correct mistakes as there are from time to time mistakes in NHS recording and in transmission which can affect patient care. Patients need to know that corrections have been made at practice level.
 - Effective means that different parts of the NHS are working in harmony so that the practice and the GPs are coordinating clearly with secondary and community NHS services
 - PPG members were clear that needed timely responses when they had been seen by part of the service as delays can increase anxiety and uncertainty. This also applied to getting test results back. There was some concern at patients only being informed about test results if these were 'negative'.
 - One PPG member informed the meeting that the system used by some hospitals and NHS services, DrDoctor, allows patients to access all of their records and provides information about results etc.
 - Blood test results are checked by practice doctors and get filed to the individual patient's notes with comment on the outcome. Patients can find the results online via NHS app or system online. Also if patients call the surgery the team can also provide results/GP comments over the phone. Results can also be provided via email if a patient needs to share it with their hospital consultant.
 - Some patients, because they need to talk about more than a single condition, need more than 10 minutes. Longer appointments can be given – just ask for this.
 - Once source of anxiety for those in the discussion was receiving unexpected calls from the practice – or from the PCN (see below). It was felt that it was extremely important that the person making a call out of the blue needed to spend a few moments introducing themselves and explaining who they were and what the purpose of the call was in general terms before proceeding with any detailed personal discussion with the patient.
- Merril noted that 'effective' is such a vast topic, that we will continue to discuss it at the next PPG meeting too. Medicines reviews (and reordering) are also part of effectiveness and we will include this also on the next agenda.
- VC- we work hand in hand with the secondary card and make sure we correct the information that has been added to patients records incorrectly. Some time our doctors also communicate it with the hospital consultant when wrong information are received from the hospital. Also all our team member receive training to deal with patient information with utmost confidentiality



- VC- Blood test results are checked by our doctors and gets filed to the individual patients notes with comment of the outcome. Patients can find the results online via NHS app or system online. Also if patients call to the surgery our team can also provide results/GP comments over the phone. We are also happy to provide results via email if patient need to share it with their hospital consultant
- BM- doctor doctor and Patient Knows Best has some fantastic service. You can view your blood test results online and also look up and understand your treatment. It can show you the ranges and also breakdown of what the results mean for you. They always upload clinic letters and other hospital information.

4. South Fulham Primary Care Network (PCN) – Discussion led by Ross Lambdon, Associate Director, South Fulham PCN.

- A primary Care Network is a group of local GP practices that have become a mechanism for sharing staff and Resources. The South Fulham PCN is made of seven practices: Ashville Surgery, Cassidy Medical Centre, Fulham Cross Medical Centre, Fulham Medical Centre, Lilyville Surgery, Palace Surgery, Sands End Health Clinic. Our PCN has more than 63,000 patients.
- Each GP practice still maintains its independence as an individual practice but PCNs allow for greater collaboration to serve local patient need.
- The PCN has staff directly employed who help surgeries. The PCN team works alongside practices to support them in providing a variety of kinds of appointments, clinics and services for patients. This may mean that Lilyville patients, at times, are asked to go to a different surgery – but this will be at the direction of our own practice.
- Ross's presentation led to a very useful and detailed discussion. We will circulate his slides with our next newsletter – and arrange for them to go on the Friends of Lilyville (PPG) website.
- The PCN is holding a Patient Information and Engagement meeting on July 10th at Palace surgery. Three of our Lilyville friends have volunteered to attend this meeting – we look forward to their report-back!

5. Date of Next Meeting

The next meeting should be in September – to be confirmed.