



FRIENDS OF LILYVILLE SURGERY

(PATIENT PARTICIPATION GROUP)

Friends of Lilyville (PPG) meeting notes – 25/03/2025

Attendees: 10 patients; 3 practice members; 3 medical students

1. Merrill welcomed attendees, noted apologies and we introduced ourselves as there were some new attendees.

2. Discussion on CQC concept of Caring

Dr Weston-Price introduced the topic pointing out that Lilyville tries to create a nurturing and warm relationship with patients, recognising that medical staff and patients may come at this issue from different angles. Medical staff at the practice attempt to respond appropriately to the different care needs of the individual patient. She pointed out that there are a number of different care plans, including plans for patients with frailty needs (and there are frailty meetings twice a week); there are also Universal Care Plans tailored to the needs of individual patients with critical needs which are available to emergency services etc should need arise. And for some patients, liaison with social services may arise. And home visiting for a small number of patients takes place when needed.

There was some discussion of **Continuity of Care** and how this might be managed in a context where there are many GPs in the practice who work part-time and also where there are supervised trainee GPs who are not always at the practice. After discussion, it was noted that at times patients may have to wait to see a preferred GP or see an alternative GP if the need is more urgent. But there is also a need for the practice to ensure that receptionists explain to patients that the preferred GP is not always available and talk through the options with patients so that patients feel they have a choice.

Appointment times, as set by the NHS not by the practice, are only 10 minutes although a double slot may be given if the need is complex.



The new website will be available from the end of this month – and sounds as though it will be a great improvement: friendly, accessible, with pictures, with multiple language translations, and with all the information that patients should



need. And for those using PATCHES, this will be at the top of the page and thus should be easier to find and use! There is also a suggestion that we should discuss the use of AI in the practice at a future meeting.

ONE REALLY POSITIVE PIECE OF NEWS! DR EMILY WESTON-PRICE REPORTED THAT AFTER AN ITEM IN OUR NEWSLETTER ON THE IMPORTANCE OF SMEAR TESTS, THE NUMBERS COMING FORWARD TO HAVE A SMEAR TEST INCREASED SIGNIFICANTLY – AND THE PRACTICE REACHED ITS TARGET.

NEXT MEETING: This will be in JUNE – and we are looking to hold a meeting from 10.30 – 12.00am – hopefully this will enable some ‘new’ people to come to our meetings – which are always lively, friendly, constructive and interesting!

We hope, in this meeting, to look at our PPG organisation as well as some other patient issues – things like chairing, newsletters, and importantly, the topics we might discuss. And how more of us can be involved!!