



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. Merril 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.





Patients who do not arrive for an appointment can cause difficulties for other patients waiting for an appointment. However, the practice also recognises that there can be reasons for non-attendance, and in these instances – not least, for young children and for those with mental health issues, the practice may well contact the patient.

Interestingly, many younger patients prefer phone appointments while others prefer in person appointments. However, the practice is short of clinical rooms and is trying to persuade local health bosses (the ICB) to fund further rooms at Lilyville. Merril has agreed to write to the ICB, on behalf of patients, to press for a speedy decision on this as the need is urgent and shortage of space is limiting and forcing clinical staff to work remotely when this is not the preferred option.

The practice is also looking to extending Saturday hours for further clinics ... watch this space!!

In this lively discussion, the issue of referrals to hospital, particularly to Chelsea and Westminster, hospital was raised e.g. where an appointment was cancelled, repeatedly, because of the illness of a consultant. This is disturbing and something we should follow up at a later time.

It was startling to learn that approximately 50% of the work of the practice is related to patients with mental health issues where longer appointment slots may be needed to offer appropriate support and where the practice may need additional time for liaison with other services.

3. Access Issues

Varsha reported that the survery is open from 8am to 6.30pm. The phone lines are open for the same hours; but it would be really positive if patients, rather than waiting online, used the call-back facility as this helps. Patches is available all day.

4. New Website

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, newletters, and importantly, the topics we might discuss. And how more of us can be involved!!