



FRIENDS OF LILYVILLE SURGERY

(PATIENT PARTICIPATION GROUP)

October 2025

Dear Fellow Lilyville Patients,



Hope everyone had a relaxing and enjoyable summer! Autumn is now with us — and some of the trees in Fulham are looking great with their leaves changing colour. But we also need to be thinking about winter and how we can best protect ourselves from cold and wet weather! Covid vaccinations can now be booked via the NHS website (https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/) or at several local

pharmacies. THIS YEAR - COVID JAB IS ONLY AVAILABLE FREE FOR THOSE 75 AND OVER!

And FLU JABS are also now available. For those 75+ you can have this at the same time as the covid jab. But the flu vaccination is also for: those 65 and over; for those between 6 months and 64 years who are considered 'at risk'; for pregnant women; for 2 and 3 year olds; for carers and for those in a care home. Please contact the surgery for an appointment.

Our October meeting of the Friends of Lilyville Surgery is a morning meeting – 10.30 – 12.00 – on 16th October. Friends of Lilyville is for everyone who is a patient at the surgery – and everyone is very welcome to these friendly meetings. Join us – at the surgery on:

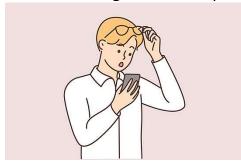
THURSDAY 16 OCTOBER – 10.30 – 12.00 (meet in the waiting area)

Lilyville Surgery has been drawing up a **PATIENT CHARTER.** This sets out what Lilyville's commitments to patients are; what our patient rights are; and what, as patients, we ourselves need to responsible for; and how the practice engages with our local community and the voluntary sector.

We will look at the draft Patient Charter in our meeting and can suggest amendments to it. If you can, please have a look at the draft here: https://practice365.co.uk/uploads/sites/2208/2025/10/Lilyville-

Patient-Charter.pdf Do come along and share your thoughts and concerns on the Charter – Thursday 16th October –10.30-12.00 – at Lilyville.

We also need to talk about 'Communications' at this meeting. Sometimes we as patients receive messages from the practice. Often these are quite straight forward and helpful. But



occasionally an unexpected message can lead to anxiety and/or confusion as patients don't know why they are receiving the message. And, for those who use PATCHES, sometimes patients are not clear about what is happening. This is worth a short discussion to ensure that communications between the practice and patients work well for both.

And we need – at the start of the meeting – to elect a chair for our PPG. We should do this every year!

UPDATE ON GP ACCESS

If you have a good memory, you may remember the Access Survey last year – 100,000+ patients filled it in, with Lilyville being one of the practices with a very high response rate. Results have been slow to go out to patients etc – but our local PCN covering South Fulham is developing some changes to make things better for patients. There are some detail on the practice website: https://www.lilyvilleatparsonsgreen.nhs.uk/2025/07/22/improving-access-to-care-our-progress-so-far/ If the meeting agrees, we might invite Ross Lambdon from the PCN to come again to Lilyville to talk about these developments and to get patients' views on these plans.

The PPG – Friends of Lilyville Surgery – is for ALL patients of Lilyville. The meetings are friendly and relaxed, inclusive, but we do talk about real issues of concern to patients. Do come if you can!

Best wishes,

Merril Hammer Patient and Chair, Friends of Lilyville