



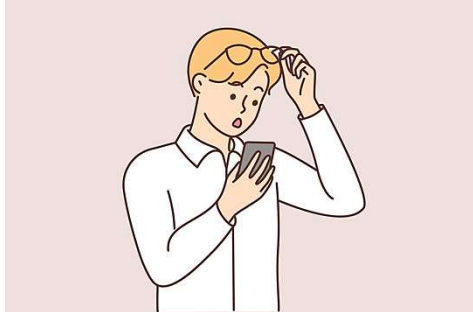
## October 2025

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



[Patient-Charter.pdf](#) **Do come along and share your thoughts and concerns on the Charter – Thursday 16<sup>th</sup> 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