



FRIENDS OF LILYVILLE SURGERY

(PATIENT PARTICIPATION GROUP)

AGENDA – 16th October 2025

- 1. Introductions/Apologies**
- 2. Minutes of previous meeting/matters arising** (see PPG on website)
 - a. Reducing abuse to staff on Reception Team. We should have had a member of the team at this meeting. Apologies for not organising this. Suggest we invite Reception Team to join us for a Christmas meeting and social event.
 - b. Patient Charter – on agenda
 - c. Vaccinations follow-up. We have raised this at PCN level but need to follow up again! Since H&F has continued to have comparatively very low vaccination rates, we have raised it with the H&F Patient Reference Group. There is to be a second meeting on this – Thursday 27th November 10-12am – at the Irish Centre in Hammersmith. This is open to ALL residents in H&F.
- 3. Election of Chair for PPG**
- 4. Lilyville Surgery – Patients Charter.** The Practice to introduce.
- 5. Communications from Lilyville to patient(s).** Jim Grealy to introduce
- 6. Date of next meeting – and agenda items for next meetings.** Christmas event...