



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...