



# FRIENDS OF LILYVILLE SURGERY

(PATIENT PARTICIPATION GROUP)

Friends of Lilyville (PPG) meeting minutes – 04.12.2025

Friends of Lilyville members – 29 members

Surgery members – 3 members

1. Welcome /introductions/Apologies

Warm welcome to everyone by PPG chair. It is very pleasing to see a huge turn out on the day when it's been raining all day. Introductions were dispensed with as the large turnout would have eaten into discussion time.

2. Minutes of previous meeting/matter arising (see on website under PPG)

A. Reception area issues – on agenda as main topic (see 5. Below)

B. Vaccinations – the patient reference Group for H&F did not cover this issue in last meeting. Merrill and Jim will follow this up in their next meeting with South Fulham PCN. There is a particularly virulent strain of flu going around at the moment with many hospital beds now being occupied by patients with flu.

C. Patient Charter is being updated now and will be updated on the website. It just needs a few changes following discussion at last PPG meeting.

D. Communication issues from Lilyville surgery to patients. Merrill suggested that the next meeting should look at this further at the next meeting which will also discuss the final CQC area for inspection: Topic: Is our practice 'well led'?

3. Merrill asked if we should have a patient secretary, to take minutes in order to take pressure off surgery staff? Everyone agreed, informally, that this might be a good idea. As there was no clear volunteer, we need to look at this further.

4. Proposal from the chair – that a small group of attendees meet together and then with practice staff to evaluate where the PPG is now some 2 years on – and to report back at next meeting. Some of the members are long standing from previous PPG.

5. Lilyville reception area

Care-coordinator Carly introduced herself. Although there have been occasional incidents of abuse of staff in reception, Carly has never faced any abusive or difficult patients and the patients she has talked to are all very nice - actually working at Lilyville is like breath of fresh air! A few PPG members, however, have witnessed abusive behaviour. It was suggested that we also prominently display the zero-tolerance warning that other NHS organisations have.



There was a concern that the reception area, as it is, is not always helpful for patients. Key issues were: the dividers between patients and reception staff which make communication difficult at time and mean that patients often have to raise their voice, losing privacy. The dividers can also be a barrier for staff hearing patients. The height of the counter – and of seats behind – can make staff hard to see or hear. Many patients find this difficult – and it is virtually impossible for those using wheel chairs. Reception needs to be welcoming as patients can be anxious when they arrive. Suggestions were also made about where the check-in machine is situated etc. The practice is meeting with the landlords about these issues. Merrill volunteered to attend if possible to ensure patient voice is heard. Any changes should facilitate the safety of both staff and patients.

6. Date of next meeting – Merrill suggested that we meet in February. Mira will send out save the date nearer the time.
7. Festive socialising –



**Wish you all very happy festive season and Merry Christmas from Merrill and everyone at Lilyville @ Parsons Green**