

ASPLANDS MEDICAL CENTRE & WOBURN SURGERY PATIENT PARTICIPATION GROUP

Asplands Medical Centre and Woburn Surgery formed the Patients Participation Group (PPG) in 2006. Since then, the PPG has started to operate independently.

The role of the PPG is to represent the patient community and respond to the Practice's services from the patients' point of view. In doing so, it helps the Practice to achieve its goal of optimising patient services and enhancing their care and welfare.

The PPG feeds back responses to the Practice's services and comments on its initiatives, acting as a critical friend. It also assists with the review of patient feedback and acts as a conduit for patients to inform Asplands or Woburn Surgery of their reaction to their services.

The PPG believes that improving direct communication between patients and surgeries is one of their most important functions as it is key to the Practice's understanding of the needs of the community.

However, the Group is not a channel for individual complaints, concerns or issue

Joining the PPG:

All registered patients are welcome to join the PPG although, in the interests of effective decision making, attendance at meetings is limited to twelve. Our group meets approximately every quarter.

Contacting the PPG: Please email asplands.surgery@nhs.net