



## **The Woodland Medical Practice Patient Participation Group Mission Statement 2016**

The Woodland Medical Practice Patient Participation Group (PPG) is a volunteer group of patients registered with the Practice who help in planning and improving services by ensuring that the patients' perspective is represented.

The PPG takes an active interest in the Practice and its staff, looks at the overall service as it affects patients, and fosters improved communication between the Practice, patients and other services.

The PPG works with Practice staff to share ideas, and provide information to patients. It encourages an understanding of local health provision, general medical issues, basic health needs and current challenges by representation at local or national health-related meetings, relating information back to the patients.

The PPG will be available at appropriate times during the year to talk to patients, undertake surveys, and provide practical support to implement change.

The PPG is responsible for determining its activities, priorities and involvement relying on good communication with the Practice staff.

The PPG is not a forum for complaints nor a vehicle for patients to resolve personal issues. It does not provide privileged access to the Practice's medical services.