
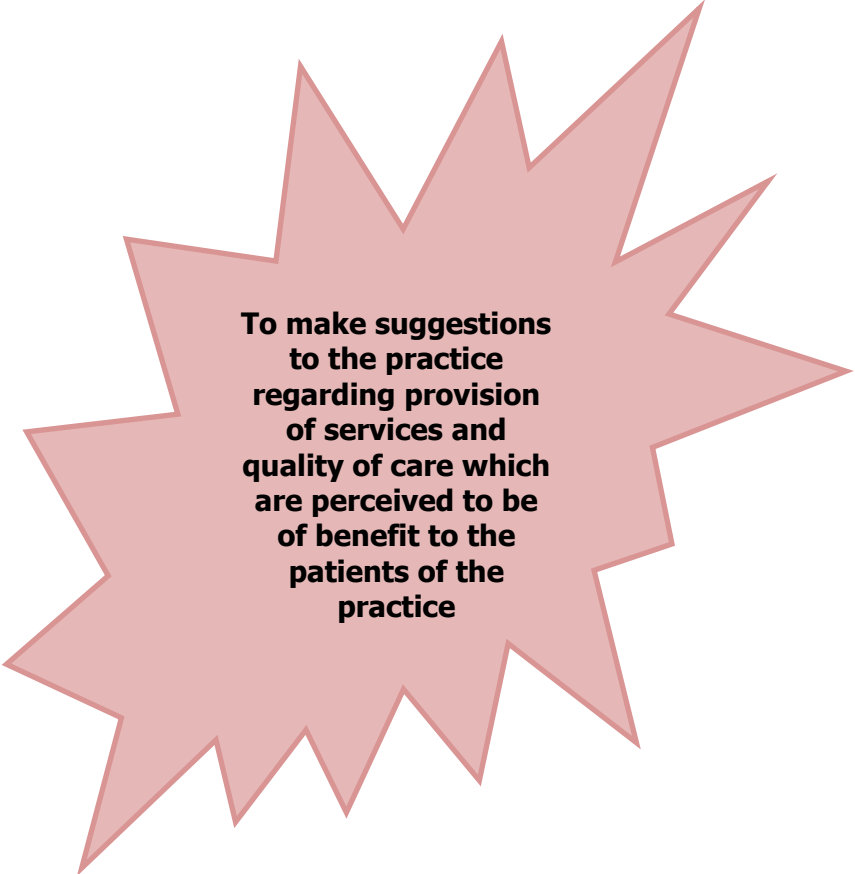


Loughton Health Centre

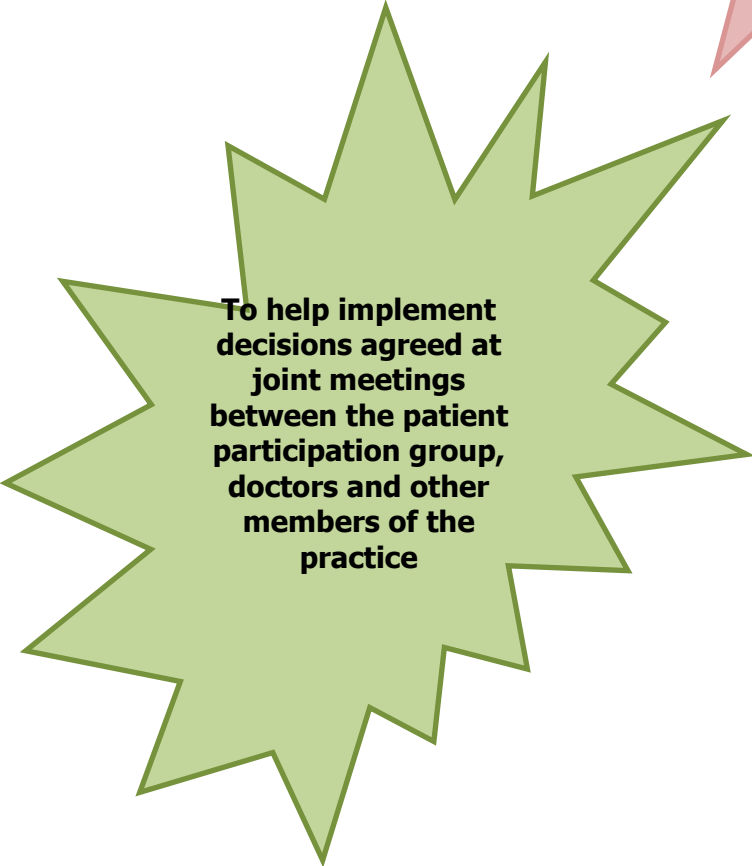
Our Patient Participation Group Aims



To provide an avenue of communication between the practice and patients of the practice



To make suggestions to the practice regarding provision of services and quality of care which are perceived to be of benefit to the patients of the practice



To help implement decisions agreed at joint meetings between the patient participation group, doctors and other members of the practice



To hold the practice accountable on areas of legitimate patient concern

The patient participation group is NOT, however, a channel for complaints. (There is a system in place for dealing with any complaints you may have, details of which can be obtained for the surgery)