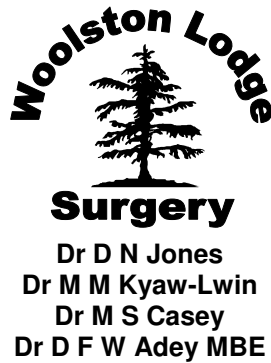


Main Surgery

Woolston Lodge Surgery
Hazeleigh Medical Centre
66 Portsmouth Road
Woolston
Southampton SO19 9AL
Telephone: 023 8044 6733
Fax: 023 8036 3568



Branch Surgery

Spitfire Surgery
39 Spitfire Court
Mitchell Close
Woolston
Southampton SO19 7TN
Telephone: 023 8042 0467
Fax: 023 8043 3050

Patient Representative Group

We are committed to improve the services we provide to you and we know that the only way we can successfully do this is to understand what you want from us.

We are therefore forming a Patient Representative Group here at the Surgery. A Patient Representative Group provides patients the opportunity to give their views on the Services we provide, changes that could be made to existing services or if there are any new services that the Surgery could offer.

How will the group function?

Building on the success of our online services we realise that a lot of you have access to a computer and we think that this would be a good starting point in gathering your ideas and suggestions quickly and efficiently. This will therefore initially function via email communication.

What does being a member of the Patient Representative Group involve?

We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

Can anyone join the Patient Representative Group?

Yes, anyone over the age of 16, registered at the Practice can join.

How do I join the Patient Representative Group?

If you are interested in joining the Patient Representative Group, please complete the attached form and return to reception, alternatively complete the registration form online at www.woolstonlodge.co.uk.

We will be in touch shortly after we receive your form. Please note that no medical information or questions will be responded to. The information you supply us will be used lawfully, in accordance with the Data Protection act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.

Thank you for your assistance.