

Strouts Place Medical Centre
Action Plan 2014-2015

The PPG agreed on 3 priority areas for improvement, based on Survey and patient feedback developed this Action Plan.

Area of Priority/Improvement	Recommendation from Patients	Action	Practice Lead/Time of changes	Comments and Actions implemented
1. Improve and create a brand new website for the practice	<ul style="list-style-type: none"> • Patients would like to see a brand new website • This should have up to date features • Easily accessible 	<ul style="list-style-type: none"> • Areef to contact the contractor who will set up a brand new website • Implement the suggestions from the patients 	Areef Rahman December 2014	<ul style="list-style-type: none"> • A brand new website has been added • Patients are now much happier with the brand new website from the feedback we have received from the PRG meeting. • To continue to monitor and advised patients to still give recommendations for any other improvements they would like to see on the website
2. Increase capacity for Phlebotomy sessions	<ul style="list-style-type: none"> • Patients want more appointments and availability for the phlebotomy clinic • Appointments for blood test clinic to be flexible 	<ul style="list-style-type: none"> • Areef to have a meeting with the phlebotomist and the partners of the practice • After the meeting Increase sessions for phlebotomy 	Areef Rahman March 2015	<ul style="list-style-type: none"> • Sessions have been increased for Phlebotomy • From the PRG meeting patients have given positive feedback, they are happy with the increase in sessions. • More flexible and availability for blood tests. • To continue to monitor

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<p>3. Increase sessions for the practice nurse</p>	<ul style="list-style-type: none"> • Great demand for more appointments to be available with the practice nurse • Want to be seen for minor health related issues with the practice nurse 	<ul style="list-style-type: none"> • Areef to sit down with the practice nurse and partners of the practice • After the meeting with the nurse and Partners increase sessions with the nurse 	<p>Areef Rahman March 2015</p>	<ul style="list-style-type: none"> • Sessions have been increased with the practice nurse • Patients have been able to have more options when booking with the nurse from feedback received in the PRG meeting. • To continue to monitor
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