

STROUTS PLACE MEDICAL

PPG ACTION PLAN 2014-2015

| <u>PRIORITY ISSUES</u> | <u>ACTION</u> | <u>LEAD & DEADLINE</u> |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Practice Website | <p><u>Update the practice Website:</u></p> <ul style="list-style-type: none">• Patients would like to see a brand new up to date website for Strouts Place Medical Centre• Areef to contact the contractor for the website• Implement a brand new website and publish the above information. | Areef Rahman December 2014 |
| Increase Phlebotomy sessions | <p><u>Increase Sessions for Phlebotomy</u></p> <ul style="list-style-type: none">• Patients would like to have more sessions available for their blood tests.• Areef to speak with the phlebotomist and the partners of the practice to increase capacity for blood test sessions.• Increase sessions for the phlebotomy clinic and all the above information to be published. | Areef Rahman March 2015 |
| Increase Sessions for the Practice Nurse | <p><u>Increase Sessions/availability with the practice Nurse</u></p> <ul style="list-style-type: none">• Patients want more sessions with the practice nurse to be available• Areef to arrange a meeting with the practice nurse and the partners to increase sessions• Increase sessions, and above information to be published | Areef Rahman March 2015 |