

HEATHVILLE MEDICAL PRACTICE ACTION PLAN FOR 2013/2014

The chosen areas, both the practice and the patient participation group have agreed as priorities and intervention.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
New chairs to be delivered	It was agreed that more suitable chairs were required for the elderly/disabled patients in the downstairs waiting room	Mrs V Bassett Mrs C Barnfield	The chairs are on order and will be delivered within the next 6 weeks.
Trial new time for test results to be given out	It was agreed that the times the test results are given out should be changed to help alleviate reception at busy times.	The Secretarial Staff Mrs v Bassett Mrs C Barnfield Reception Staff	Aim to start the trial on 1 st April 2013. We will review the situation with the staff/PPG at our next meeting in September 2013
Practice newsletter	To ensure patients are kept up to date with information and latest news/changes within the practice	Mrs C Barnfield Mrs V Bassett	A newsletter should be drafted within the next 3 months and distributed to allocated groups and waiting rooms etc.
New computer system	To ensure the transition to a new computer system goes as well as possible and a separate action plan is in place to ensure a continuation of services	All staff at Heathville Medical Practice	Go Live date is 30 th April 2013
Moving to new Premises/ Improvements to Warwick Avenue Surgery	To ensure patients are kept up to date in the next year with regard to our move to new premises and the updating of our the Tuffley Branch	All staff at Heathville Medical Practice/Warwick Avenue	2013 into 2014

Report completed by Mrs C R Barnfield, Office Manager, Heathville Medical Practice.

Date 6th March 2013