

Millview Surgery

IMPROVING PATIENT SATISFACTION

PRACTICE ACTION PLAN 2013

Area for improvement	Action required	Practice lead	Timeframe for changes	Comments/achievements
Education of patients regarding how to access suitable services when the Surgery is closed.	To ensure relevant and up to date information is always displayed in the surgery waiting room. Leaflets	Amanda Raybould	6 months	From the survey 2013/14 we can see a vast improvement in this area: Awareness of pharmacy assistance has increased by 49.39%, NHS helplines/111 increased by 33.79%, walk in clinics by 37.79% and

	to be produced with all information on. Practice newsletter to have this information on and to ensure the newsletter can be found on the Practice website.			telephone consultations at the Practice have increased by 50.64% We feel this area still needs further development in particular with the awareness of walk in clinics, it will therefore continue on the 2014 plan.
To achieve full representation on the PPG	To raise awareness of the PPG and its role in the Practice. In particular to engage younger people	PPG members and Amanda Raybould	6 months	The PPG has now increased to a satisfactory group size, we would all still prefer a greater age range and ethnic diversity, this area will continue on our plan for 2014

	by contacting schools and colleges			
--	------------------------------------	--	--	--