

2015 - 2016 Rise Park Surgery PPG Objectives

Projects	owner	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar
Appointment Review													
Review routine appointment availability	JOH												
Review triage appointment availability	JOH												
Review DNA Policy	JOH												
Improved Patient Communications													
Review Practice Leaflet	JOH												
Bi annual newsletter	JOH												
Improve communications on notice boards re DNA's and declutter posters	JOH/Reception Team												
Patient Educational Events													
Organise evening/Saturday morning event with external speakers (Stroke, Carers, Diabetes, Terence Higgins Trust)	MCJ/JOH												
Premises Upgrade													
Ongoing redecoration programme	SJP/JH												
Service Expansion													
Possible Bestwood Village Branch Surgery	ALL												

KEY

	Ongoing
	Completed