

Survey 2013-14	Action/stages	Time Scales	Responsibility	Intended Outcome	Monitoring
<i>Identify objective</i>	<i>Tasks/stages required to be taken to meet the objective</i>	<i>Estimated timescales for each stage, and an estimation of when the objective will be met</i>	<i>Who will be responsible for taking this forward – name &amp; job title</i>	<i>What will be the continuous improvement to both patient care and the practice</i>	<i>How will outcome continued to be measured</i>
<p><i>Staff Training</i></p> <p><i>Premises</i></p> <p><i>Electronic prescribing</i></p> <p><i>Review of SMS Technology for booking appointments and receiving test results.</i></p>	<p><i>The practice has produced training plan for each member of staff involved with the operation of IT systems and patient care. To ensure that all practice staff clinical and non- clinical receive adequate training to adopt new methods. The Practice will maintain a training log.</i></p> <p><i>Improvements to the surgery. Patients pointed out the need to update waiting room.</i></p> <p><i>To get more patients joining Electronic prescribing</i></p> <p><i>SMS service is available to the practice for receiving test results but we want to expand this to meet patient needs.</i></p>	<p><i>6-8 months</i></p> <p><i>12 months. Plans are in progress to modernise waiting area, reception and clinical rooms.</i></p> <p><i>3-6 months</i></p> <p><i>3-6 months</i></p>	<p><i>Shamim Khan Practice manager</i></p> <p><i>Dr S.Rizvi Senior Partner</i></p> <p><i>Dr Rizvi/ Shamim Khan</i></p> <p><i>Shamim Khan Practice Manager</i></p>	<p><i>Improved patient care Less risk of mistakes</i></p> <p><i>Improve building and easy access for patients.</i></p> <p><i>Patients don't need to visit surgery to collect prescriptions, and will improve convenience. Will give patient greater freedom of choice, making it simple for them to use a pharmacy convenient to them as opposed to one near GP practice.</i></p>	<p><i>By log book</i></p> <p><i>By reviewing the situation in 6 months.</i></p>

This year's survey has now been published, and key findings were discussed. Overall view of the surgery, scores are higher than previous years and patients willing to recommend surgery to others. Our same day access system is working very well and has improved our access. Now we need to focus on other issues highlighted in our report.