

### BURWELL SURGERY ACTION PLAN 4.3.14

<b>Points Raised 4.3.14</b>	<b>Action Points</b>	<b>Outcome of Practice Discussion 17.3.14</b>
1. More availability of Minor Injuries Unit information	To put MIU opening hours in the next issue of Clunch. To put a sign on the front door displaying MIU info Also posters in Post Office & library	All agreed – to be completed by end April
2. Waiting room display screen	To put a screen in the waiting room – to include info re local exercise classes	Ongoing research into feasibility of having a waiting room screen by the Practice Manager – end June
3. Introduction of a surgery newsletter	? quarterly newsletter to include nurse treatments, flu clinics, PPG info etc Also to include details of exercise on referral & health lifestyle topics such as stopping smoking.	This was agreed – 1 <sup>st</sup> issue to be ready by end June
4. Waiting room display board	Rotating display of health information, including national days info	This was agreed. Displays have started & will be ongoing
5. Surgery website	Greater promotion of the website. To include staff photos & nurse treatment info	This was agreed – to be updated by end May
6. Patient co-ordinator	Adoption of a pt co-ordinator in the practice to assist pts with multiple diseases to attend appts & therefore reduce DNAs. To check with Soham.	It was agreed that the practice manager would investigate further – for completion by end April.
7. Dietician	To investigate the possibility of having a dietician in practice more often.	It was decided that information about different dieting options would be gathered and put on display in the waiting room – to be ready by end April
8. Facebook	To consider the possibility of having a surgery facebook page.	It was agreed that Dr Manning & the Practice Administrator would look into the IG implications of having a facebook page - ongoing

