

BURWELL SURGERY ACTION PLAN 13.01.15

Points Raised 13.01.15	Action Points	Outcome of Practice Discussion 16.03.15
1. More availability of Minor Injuries Unit information	To ensure we have MIU posters in Lloyds, post office, library, local schools. Also, ask schools if they would like to make information available at parents evening. Contact Yvonne Rix for inclusion in the Burwell welcome packs.	Another suggestion was to include the minor illness leaflet in registration packs.
2. Waiting room display screen	This is still seen as valuable tool for communication. Quotes have been received and installation to take place when funds are available.	Agreed.
3. Social media	To use Burwell Community website and Clunch facebook page to advertise events such as flu clinics.	Agreed.
4. Complex patient appointment co-ordination	A patient printout of forthcoming review dates to assist patients to plan their appointments.	Recall dates printout to be set up on S1 print options.
5. Reducing missed appointments	Need to encourage patients to ring in to cancel any appointments not needed.	Text appointment reminder wording has been changed to invite cancellations if needed. GPs to check record of patients seen as “extras” in case they had previously booked a routine appointment that may not be needed now.
6. Staff photo display	Staff photos already on website and plans in place to seek professional photographer to assist with waiting room display.	Staff advised of plan.