

Parkview Medical Centre

Parkview Medical Centre Action Plan to be read in conjunction with the practice survey

Action Point	Objective	Action required	Constraints and/or impacts of not applying the action	Intended outcome	Monitoring
Q1	Staff Uniform	None	Survey Majority showed patients did not want staff to wear a uniform	Staff will discuss	Practice meeting 26 th March 2013
Q2 a and b	To signpost the Car Park more efficiently so that all patients are aware	Sign Posting and Notification	None	To make all patients aware of the car park	Mini survey
Q3	To create a web site to provide patients with information regarding the practice as well as links to other information. This will also give access to online information patients. To provide patients with a window to put forward ideas for improvement	Posters – Information on the jayex board and verbal information.	This site is now just requiring the Ok to go live.	To provide good up to date information for patients.	By the practice and the PRG if they agree.

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Q4.	To provide patients with an urgent service they can use.	Information will be posted on the website and in the surgery.	Agreement between the cluster group and governance.	To provide a better service	We have very few restrictions to seeing patients, we constantly review this matter.
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