

2014 PRACTICE IMPROVEMENT REPORT

Results taken from the survey question

“What improvements or changes would you like this practice to make?”

Item	Category	Action to be/ taken (suggested)	Completed by (date)
A	Access to appointments and Communication (15)	Email contact currently available On-line facility now available Self-check in facility Out of core hours appointment availability Clearer explanation of routine vs. urgent appointments – what is an urgent appointment?	
B	Customer Service (6)	Annual training for all front line staff. Re-look at Patient/Practice Charter	
C	Building Facilities (internal) (3)	Larger consulting rooms and waiting rooms	
D	Privacy and Confidentiality (10)	Redesign/ use of front desk to protect confidentiality.	
E	Car Park and environs (4)	Building and space restrictions	
F	Infection Control (1)	Spot checks	
G	No improvements Required (16)	N/A	

Priorities/suggestions to be discussed :- 6th May 2014

A – Access and Communication = 15

B – Customer Service = 6

C – Building facilities/space = 3

D – Privacy and Confidentiality = 10

E – Car Park = 4

F – Infection Control = 1

G – No improvements required = 16