

Cannington Health Centre

2011/12 Patient survey action plan and progress

Action planned	Achievement during 2012/13	Further developments
<ul style="list-style-type: none"> <li>Convert the nursing team display into a patient information leaflet</li> </ul>	<p>Leaflet produced and on display in the waiting room</p>	
<ul style="list-style-type: none"> <li>Continue to expand the role of the nursing team whilst being mindful of the importance to our patients of choice</li> </ul>	<p>We have continued to develop awareness of the services of our nursing team and to guide patients towards seeing them for same day appointment requests when appropriate</p>	<p>From 1 March 2013, we will be offering up to 10 same day nurse appointments for minor illness. Our nurse practitioner is already able to prescribe in her own right but a second nurse is about to start training to become a nurse prescriber which will help provide a seamless service for patients.</p>
<ul style="list-style-type: none"> <li>Produce a regular PPG newsletter which could be distributed to key locations throughout the practice area. This would increase awareness of the PPG and help to engage hard to reach patients</li> </ul>	<p>We've had two editions so far, June and November and will publish a third with the 2012/13 survey results. PPG members have helped to distribute copies to key locations</p>	<p>Establish the newsletter as a regular quarterly publication</p>