

West View Surgery  
Patient Reference Groups 2013/14

Action Plan

Plan	To be completed by	Comments
Re-decoration of the patient toilets to be added to the practice maintenance plan	End March 2015	
Diabetic Recall – Patients who are called in to see the nurse for a diabetic or other long term condition can choose whether to come for one visit and receive their blood test results separately at a later date or book two appts with the nurses, one to have their blood taken and one a few days later for their long term condition And blood test results review	With immediate effect	
Magazines: Practice to reconsider allowing magazines in the waiting room. Guidance to be sought from the Infection Control team and risk assessment to be undertaken.	Mar 2014	Latest guidance is that magazines should not be in waiting rooms. However the Practice will be looking at the possible use of TV screens etc.

If you would like to comment on this action plan or suggest other actions that you would like us to consider please drop us an email

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