



*heal with*  
**LASER**

Finish the Year Strong:

Reflect, Review and Grow Your Practice for 2026

## Workbook 3



Speeds the  
healing process



Relieves  
Pain



Reduces  
inflammation



Repairs  
damaged tissue

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# SESSION 3 — Consolidation, Action Plan and Implementation (Deep Dive)

## A. Consolidated action plan template

Turn insights into a deliverable plan. For each action include owner, resources, KPIs, timeline, and risks.

Action	Owner	Resources Required	KPI	Timeline	Risks / Mitigation
Implement standardised laser therapy protocols for MSK pain					
Launch patient education materials for laser therapy					
Monitor clinical outcomes post-laser (pain and swelling)					
Review and update laser protocols quarterly					
Increase referral pathways from local GPs and physios					

## B. KPI dashboard and monitoring plan

Select 6–8 KPIs to monitor monthly or quarterly. Use the example KPIs below and set targets.

### Suggested KPIs

KPI	Target	Current Month	Last Month	YTD
New patients – MSK				
Laser utilisation				
Average patient satisfaction (survey)				
Rebooking rate for chronic pain plans				
Protocol adherence (laser)				
Average time to improvement (MSK pain)				

## C. Audit schedule and sample audit form

Plan quarterly audits to check progress against the action plan.

### Sample audit form:

Audit period:

Auditor:

Audit Item	Evidence	Pass/Fail	Notes
Protocol for laser documented			
5 randomly selected cases show adherence to pathway			
KPI dashboard updated and reviewed			

## D. Risk register and mitigation

Identify top 6 risks related to implementation and plan mitigations.

Risk	Likelihood (H/M/L)	Impact (H/M/L)	Mitigation
Low patient uptake of laser			
Inconsistent clinician technique			
Equipment downtime or service issues			
Incomplete KPI tracking			
Regulatory non-compliance			
Low external referral engagement			

## E. Marketing and referral plan for new offerings

Short, practical plan to increase uptake for laser-based pathways and new services.

### Template:

Target Audience	Key Message	Channel	Timing	Owner
Existing patients with chronic MSK pain				
Local GPs and Physios				
Post-op and wound care patients				
New patients (digital)				

## F. CPD Evidence and Reflective Log

Complete this final reflective entry to qualify for CPD.

### Reflection Questions

Which KPIs will show early success for the changes you implement?

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1. How often will you review the dashboard and who will be responsible?

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2. What was the single most important insight from this review?

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3. How will this insight change your practice in the next 3 months?

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4. What outcome measure will you use to demonstrate improvement?

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5. What will you do if the change does not result in expected improvement?

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Signature of completion

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I confirm I have completed the workbook activities and attended the three sessions.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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