

## Action Plan

Service Name:	Ardcroft Medical Clinic
Service Number:	01873
Service Provider:	Gillian Bruce
Address:	21 Main Street, Bothwell, Glasgow, G71 8RD
Date Inspection Concluded:	12 December 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Requirement 1:</b> The provider must ensure when unlicensed medicines are used, good medicines governance arrangements must be in place, including documented rationale and informed patient consent (see page 15). Timescale – by 1 March 2024	The use of bacterialstatic saline will be discussed and documented in patients notes prior to each treatment. Patients will be able to make an informed choice regarding use.	01/03/2024	Gillian Bruce
<b>Requirement 2:</b> The provider must carry out a risk assessment on its ventilation system in the treatment room to mitigate against any risk associated with using a non-compliant system until this can be upgraded to conform with national guidance for specialised ventilation for healthcare premises (see page 18). Timescale – by 1 March 2024	Current ventilation regulations have changed and until we upgrade our system a risk assessment has been formulated to ensure that patients have a safe and comfortable environment. Each morning the front door will be opened to provide a fresh air supply throughout the clinic. Treatment room doors will also be opened between consultations to ensure a fresh air supply between patients.	13/12/2023	Gillian Bruce

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<b>Requirement 3:</b> The provider must ensure patients' next of kin or emergency contact details are documented appropriately in patient care records. If the patient refuses to provide the information, this should be documented (see page 19). Timescale – by 1 March 2024	Emergency contact details are now recorded for each patient in the electronic software system.	13/12/2023	Gillian Bruce
<b>Recommendation a:</b> The service should develop and implement a process for reviewing its vision, purpose, aims and objectives and assessing their effectiveness (see page 10).	The clinic has continued to develop its services and vision. We now offer acute minor illness, private gp services and foot health. Staff rent under practising privileges. We will monitor staff performance and patient satisfaction and develop Services accordingly.	01/03/2024	Gillian Bruce
<b>Recommendation b:</b> The service should implement a structured approach to gathering and analysing patient feedback to help continually improve the service (see page 11).	Google reviews are now in use. Feedback will be monitored & clinical staff will aim to develop services as service needs.	01/03/2024	Gillian Bruce
<b>Recommendation c:</b> The service should develop a process of keeping patients informed of the impact their feedback has on the service (see page 12)	Patients will receive generic updates by email on changes made within the clinic.	01/03/2024	Gillian Bruce
<b>Recommendation d:</b> The service should ensure that the complaints information for patients is accessible on its website and that contact details are accurate (see page 15)	Complaints procedure was live on the website prior to site inspection.	13/12/2023	Gillian Bruce
<b>Recommendation e:</b> The service should develop a quality improvement plan that demonstrates and directs the way it measures improvement (see page 16).	Clinical and non-clinical audits will be audited every 3-6 months. Findings, recommendations and an improvement register will now be in place including which notes have been audited and what improvements have been made.	01/03/2024	Gillian Bruce

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<b>Recommendation f:</b> The service should further develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented, and improvement action plans implemented (see page 16).	Patient notes will continue to be audited every 3-6 months. A record of audited notes will be documented with an action plan formulated following audit.	01/03/2024	Gillian Bruce
<b>Recommendation g:</b> The service should further develop its patient care records audit process to make it clearer what records are being audited, and what actions are taken to address any findings (see page 16).	Notes audited will be recorded to prevent duplication for further audits.	01/03/2024	Gillian Bruce
<b>Recommendation h:</b> The service should ensure that the patient's emergency and GP contact details are routinely recorded in patient care records, along with the patient's consent to share relevant information with their GP, where relevant (see page 19).	Emergency contact details are now recorded in patient notes when bookings are made online.	01/03/2024	Gillian Bruce

Name	Gillian Bruce		
Designation	Service Manager		
Signature		Date	16/02/2024

**Guidance on completing the action plan.**

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- **Action Planned:** This must be a relevant to the requirement or recommendation. It must be measurable and focussed with a well-defined description of how the requirement/recommendation will be (or has been) met. Including the tasks and steps required.
- **Timescales:** for some requirements the timescale for completion is immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- Please do not name individuals or an easily identifiable person in this document. Use Job Titles.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector.

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