

Action Plan

Service Name:	Clinica Medica
Service Number:	00174
Service Provider:	Clinica Medica Ltd
Address:	49-51 Crow Road, Glasgow, G11 7SH
Date Inspection Concluded:	21 November 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that an appropriate notice is displayed on the treatment room door when the laser is in use (see page 21). Timescale – by 1 February 2024</p>	<p>A laminated ‘Room in Use’ notice has been produced for use by the laser room practitioner.</p> <p><i>Additional information (not noted in the report) – current practice has been that the laser is also locked from the inside after entering with the client following explanation to the client regarding the safety reasons for this. This prevents the unintended entry of any other person during treatment.</i></p>	Completed	Marion MacDonald
<p>Requirement 2: The provider must replace the defibrillator battery (see page 27). Timescale – by 1 February 2024</p>	<p>Replacement of defibrillator battery.</p>	Completed	Marion MacDonald

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<p>Recommendation a: The service should ensure that information about the services mission, vision and values is available to its patients (see page 14).</p>	<p>The clinic mission statement will be added to the website by the website provider (suggested timescale is subject to the website company work schedule)</p>	<p>28 February 2024</p>	<p>Marion MacDonald</p>
<p>Recommendation b: The service should introduce a formal method of sharing with patients the improvements made in the service as a result of their feedback (see page 17).</p>	<p>A 'You said...We did' notice has been added to the reception waiting area.</p>	<p>Completed</p>	<p>Marion MacDonald</p>
<p>Recommendation c: The service should review the cleaning schedules in relation to the frequency of cleaning in the treatment rooms to make sure surface dust levels are minimal to reduce infection risks (see page 27).</p>	<p>The cleaning company has been advised of the detail of the report and is providing additional weekly hours. Sustained improvement has been observed in the routine environmental audits.</p>	<p>Completed</p>	<p>Marion MacDonald</p>
<p>Recommendation d: The service should review the storage arrangements for scrub suits to minimise risk of contamination (see page 27).</p>	<p>Scrub suits are contained within individual wraps on return from the professional laundry service.</p>	<p>Completed</p>	<p>Marion MacDonald</p>
<p>Recommendation e: The service should ensure that patients are instructed on how to safely administer weight loss injections, this should be documented in the patient care record (see page 28).</p>	<p>Following initial consultation, a 'weight management medicine instruction' appointment is arranged. This is recorded on a clinical note citing medicine explained, administration demonstrated with supervision of successful self-administration.</p>	<p>Completed</p>	<p>Marion MacDonald</p>

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<p>Recommendation f: The service should ensure it adheres to the guidance given by MHRA CAS (central alerting system) for national patient safety alerts, relevant to its practice and update the weight loss management protocol to reflect the changes to treatment options as per the MHRA CAS (see page 28).</p>	<p>The weight management protocol has been updated to reflect the MHRA NPSA ‘Shortage of GLP-1 receptor agonists’.</p> <p>All alerts and notifications will be added as a regular agenda item to the weekly business meetings to ensure relevant consideration/actions taken.</p>	<p>Completed</p>	<p>Marion MacDonald</p>
<p>Recommendation g: The service should monitor fridge temperatures daily to comply with national guidance for temperature-sensitive medicines (see page 28).</p>	<p>Clinica Medica Ltd is a paper-light environment maximising the use of technology such as digital data loggers to minimise waste in keeping with our carbon footprint.</p> <p>The frequency of recording well exceeds the recommended daily checks of pharmacy fridges. Unlike person dependent checks/records, this device continues outwith the working hours of the clinic to enable the retrospective review of temperature recordings at 10 min intervals should the audible fridge alarm be activated as result of failure for any reason to sustain the correct temperature conditions. A standard operating procedure is available which describes in detail the actions to be taken should the fridge alarm be activated in any circumstances.</p> <p>In providing a higher level and more reliable level of scrutiny with the added benefit of less waste, it is considered that this guidance / recommendation is out-dated, unnecessary and offers less reliability in the safe storage of temperature sensitive medicines. However, for the purposes of cited current compliance requirements, a paper process reliant on</p>	<p>Completed</p>	<p>Marion MacDonald</p>
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	persons within working hours has been re-established.		
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Name	Marion MacDonald	Date 3 February 2024
Designation	Clinic Manager	
Signature	<i>Marion MacDonald</i>	

Guidance on completing the action plan.

- **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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