

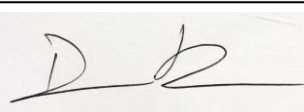
Action Plan

Service Name:	GP Matters
Service number:	00702
Service Provider:	GP Matters Ltd
Address:	24 Buckingham Terrace, Glasgow, G12 8ED
Date Inspection Concluded:	25 November 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must arrange for all hazardous waste produced by the service to be segregated and disposed of in line with appropriate national waste legislation (see page 12). Timescale – immediate	Actioned with our supplier Healthworx Hygiene.	Immediate	Dr McAlister
Requirement 2: The provider must implement effective systems that demonstrate the safe recruitment of appropriate staff (see page 15). Timescale – by 10 May 2023	Actioned - a new Employee Recruitment, Selection, Interview & Appointment Policy is now in placed.	Immediate	Daniel Diez
Requirement 3: The provider must ensure that relevant prospective employees are not included on the adults' or children's' list of the Protecting Vulnerable Groups (Scotland) Act 2007 (see page 15). Timescale – immediate	Actioned – Addressed in the Employee Recruitment, Selection, Interview & Appointment Policy. Also a PVG has been instructed for our medical staff.	Immediate	Daniel Diez
Requirement 4: The provider must ensure staff receive regular performance reviews and appraisals to make sure their job performance is documented and evaluated (see page 15).	Actioned – Annual staff reviews / appraisals have now been scheduled	Immediate	Daniel Diez

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:1 of 2	Review Date:
Circulation type (internal/external): Internal/External		

Timescale – by 10 May 2023			
Recommendation a: The service should develop and use a formal method of obtaining patient feedback to help evaluate and drive improvement (see page 9).	Actioned – We are now using Cliniko's (clinic's management software) to request patient's feedback together with Google Reviews.	Immediate	Daniel Diez
Recommendation b: The service should ensure that appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical wash hand basins, in line with national guidance (see page 12).	Actioned – Appropriate cleaning products have been bought as per guidance from: https://www.nipcm.scot.nhs.uk/chapter-1-standard-infection-control-precautions-sicps/	Immediate	Daniel Diez
Recommendation c: The service should document in patient care records the batch numbers and expiry dates of all medicines used (see page 13).	Actioned	Immediate	Dr McAlister

Name	<input type="text" value="Daniel Diez"/>	
Designation	<input type="text" value="Practice Manager"/>	
Signature		Date <input type="text" value="20 /01 /2023"/>

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:2 of 2	Review Date:
Circulation type (internal/external): Internal/External		