

Action Plan

Service Name:	Centre for Implant Dentistry
Service number:	01719
Service Provider:	Centre for Implant Dentistry Ltd
Address:	100 Berkeley Street, Glasgow, G3 7HU
Date Inspection Concluded:	23 May 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should publish its complaints procedure on its website so that patients can easily find information on how to make a complaint (see page 9).	Our Complaints Procedure will be added to our website so that patients can easily see this information.	Within 2 weeks – By the 17/7/23	Chan Bains
Recommendation b: The service should develop and implement a quality improvement plan (see page 17).	A quality improvement plan will be implemented for the practice .	3 months – 23/8/23 & Ongoing monthly reviews	Chan Bains Louise Hatherall Tariq Ali

Name	<input type="text" value="Chan Bains"/>
Designation	
Signature	Date

Operations Manager

CB

03 / 07 /2023

In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.

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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

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