

## Action Plan

Service Name:	Edinburgh Denture Clinic
Service number:	00265
Service Provider:	Roger McLachlan
Address:	43-45 Montrose Terrace, Edinburgh EH7 5DJ
Date Inspection Concluded:	08 March 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Requirement 1:</b> The provider must replace the clinical hand wash basin in the treatment room with a basin and tap assembly that meets the specification in Scottish Health Technical Memorandum 64.	I have just received the new hand wash sink and tap on Thursday and now need to organise the plumber to come and fit it. I spoke to him briefly on Friday so he is aware that it needs to be done.	I am hoping this will be completed within the next few weeks, just as soon as he can fit it in his diary.	Roger McLachlan

<p><b>Requirement 2:</b> The provider must further develop its complaints procedure to include clear timescales for when a patient can expect their complaint to be formally acknowledged, investigated and responded to. Consideration should also be given to making the complaints procedure available on the service's website.</p>	<p>This has now been updated with the required changes and will be laminated and pinned to the notice board in the waiting room for anyone to read.</p> <p>I will also try and upload it to the website as well.</p>	<p>I hope to do this next week beginning the 19/4/22</p>	
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Name	<input type="text" value="Roger McLachlan"/>		
Designation	<input type="text" value="Proprietor"/>		
Signature	<input type="text"/>	Date	<input type="text" value="/ /"/>

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