

Action Plan

Service Name:	Headlines Professional Headache & Aesthetic Services
Service number:	01514
Service Provider:	Headlines Professional Headache & Aesthetic Services
Address:	10 Kingsburgh Drive, Paisley PA1 3TP
Date Inspection Concluded:	08 August 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Recommendation a: The service should develop a process of informing patients about how their feedback has been addressed and used to help improve the service.	Publish the results and proposed changes on the company website. Pass this information on in emails	6 months	Catherine Gillies
Recommendation b: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented.	Audits will continue to be done annually and changes required will be implemented as required in the action plans shown to me	12 months	Catherine Gillies

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:1 of 3	Review Date:
Circulation type (internal/external): Internal/External		

Recommendation c: The should develop a comprehensive risk register to support the management and review of identified risks.	A risk register is now in place and this will be updated as required	2 months	Catherine Gillies
Recommendation d: The service should implement a suitable system to ensure all medications and any items needed to administer medications are within their expiry date.	Expiry dates will be checked monthly	ongoing	Catherine Gillies
Recommendation e: The service should ensure patient care records are regularly audited to ensure good record keeping standards are maintained and all relevant information is captured.	Annual audits will be carried out on patient care record standards are maintained	12 months	Catherine Gillies
Recommendation f: The service should record the contact details of patients' next of kin in patient care records.	Care records have now been updated to contain next of kin details	1 month	Catherine Gillies
Recommendation g: The service should develop and implement a quality improvement plan to demonstrate and direct the way it measures improvement.	A quality improvement plan will be put in place	12 months	Catherine Gillies

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:2 of 3	Review Date:
Circulation type (internal/external): Internal/External		

Name

Catherine Gillies

Designation

Company Director

Signature

Catherine Gillies

Date

20 09 /2022

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

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:3 of 3	Review Date:
Circulation type (internal/external): Internal/External		