

Action Plan

Service Name:	Julia Hart Skin Clinic
Service Number:	00633
Service Provider:	Julia Hart Skin Clinic Limited
Address:	42 Chalmers Street, Dunfermline, KY12 8DF
Date Inspection Concluded:	28 March 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that details of all medicines prescribed and administered to patients are documented in every patient care record (see page 14).</p> <p>Timescale – immediate</p>	<p>Currently medications used in the clinic have photos of their batch number and expiry date included in the patient records, there is also data fields which records batch numbers and expiry dates in the injection record.</p> <p>Weight loss at home medication records do not have the same level of data fields due to the variability of advice offered to patients. Patient records have text boxes where clinical staff can record discussions , doses and medications provided.</p> <p>We will now include more data fields to match our injection record so more detailed records are on this particular medication are held. In addition scans /photos of all issued prescription will also be recorded in patient records.</p>	1.6.2023	Julia Hart

Recommendation a: The service should ensure that the duty of candour report is published and available where patients can easily access it (see page 9).	Duty of candour policy is completed every year. It will now be published on our website and Social media platforms.	Completed	Julia Hart

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
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Recommendation b: The service should ensure that the patients' right to complain to the healthcare regulator at any time is included in all information relating to complaints (see page 10).	Extensive information on how to complain is already on all correspondence supplied to every patient who uses our service and is also available on our website. We have now added the additional information on how to complain through HIS to the office copy of our complaints policy.	Completed	Julia Hart
Recommendation c: The service should include the prescribing of weight loss medication specifically for the use of weight loss as part of the existing medicines management policy (see page 13).	There is no cluster/guidance document identified in either England or Scotland with regards to how Ozempic or weight loss medications should be included in a medicine management policy. Our Medicine Management Policy identifies how medicines are ordered, purchased, stored, supplied and prescribed. Ozempic/weight loss medications are appropriately managed within this policy. We had not yet added Ozempic/weight loss to our monthly Medicine Management Audit - this has now been amended. We continue to seek additional guidance on including Ozempic in our Medicine Management Policy .	Completed	Julia Hart
Recommendation d: The service should have a system in place to ensure all medicines are locked away and keys held securely when the treatment room is unattended (see page 13).	The treatment room door has a self closing hinge, a key pad entry system and locks on all cabinets and fridges. Patients are <u>never left unattended</u> in the treatment room. There is always a clinic room assistant on duty when the nursing staff are using the room. At all other times the door is closed and secured. Keys are removed when room is unattended. We find no room for improvement.	No change	Julia Hart

Name	<input type="text" value="Iulia Hart"/>	
Designation	<input type="text" value="Clinic Director/Nurse Practitioner"/>	
Signature	<input type="text"/>	Date <input type="text" value="19/ 05 /2023"/>

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.