


## Action Plan

Service Name:	Nuffield Health Hospital - Glasgow
Service Number:	00042
Service Provider:	Nuffield Health
Address:	25 Beaconsfield Road, Glasgow, G12 0PJ
Date Inspection Concluded:	08 August 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Requirement 1:</b> The provider must notify HIS of certain matters as noted in the notification guidance (see page 18). Timescale – immediate	The provider will notify Health Improvement Scotland immediately of any matters which meet the notification guidance. Daily review of incident reports generated from the incident reporting systems (RADAR) with action points generated including confirmation of notifications to Health Improvement Scotland.	08 August 2023	Health Systems Director Director of Clinical Services
<b>Recommendation a:</b> The service should publicise speak up champions contact information to make it easy for staff to raise any concerns or queries (see page 12).	Speak up Champions training available to all staff. Clinical Heads of Department and Heads of Department tasked with promoting and recruiting link practitioners to support the promotion of these roles within each department throughout the hospital PSIRF training undertaken by all hospital staff including speak out training. Advertisement for contracted support role to lead speak out champions for each Nuffield Hospital overseen by the Speak Out National Lead. This	31 <sup>st</sup> January 2024  24 <sup>th</sup> October 2023  1 <sup>st</sup> September 2023	Health Systems Director Director of Clinical services

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	<p>opportunity has been promoted throughout Nuffield Health Glasgow Hospital.</p> <p>Link posters will be developed as each department identifies their link speak out champion.</p> <p>Sign posting to Speak Out National Lead undertaken in Glasgow Hospital</p>	1 <sup>st</sup> September 2023	
<b>Recommendation b:</b> The service should monitor and evaluate improvements made as a result of patient feedback, to determine whether actions taken have led to the improvement anticipated (see page 15).	A process for regular review of the Patient Feedback has been embedded once per month at the Clinical Forum ahead of discussion at the monthly Heads of Department meeting to ensure robust review of feedback and action points which is then reflected in the departmental meeting minutes and Heads Of Department forum.	11 <sup>th</sup> September 2023	Director of Health Systems Director of Clinical Services
<b>Recommendation c:</b> The service should work with the provider to amend its website to accurately represent the name of the Scottish healthcare regulator as Healthcare Improvement Scotland. Any grading published on its website following publication of our inspection reports should also accurately reflect the grading given in the inspection report (see page 15).	A request for amendment submitted with website changes awaited.	30 <sup>th</sup> November 2023	Director of Health Systems

Name	Samuel Hopper		
Designation	Health Systems Director		
Signature		Date	30/10/2023

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### 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.

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