

Action Plan

Service Name:	Queens Cross Dental
Service number:	00435
Service Provider:	Avsan Queens Cross Limited
Address:	80 Carden Place, Aberdeen, AB10 1UL
Date Inspection Concluded:	24 October 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must review its complaints procedure to ensure it accurately reflects the correct procedure for making a complaint, including making clear that complainants can complain to Healthcare Improvement Scotland at any time (see page 12). Timescale – immediate	The requirement to remove the additional detail for NHS and SPSO and only have HIS information listed – We are in correspondence with the Regulatory Manager and Head of Clinical Governance and Quality at Bupa to make the aforementioned changes to our complaint’s procedure.	31/01/23	Debbie Leonard, Regulatory Manager and Head of Clinical Governance and Quality
Requirement 2: The provider must ensure that all reporting of 3D scans is in line with relevant legislation (see page 12). Timescale – immediate	Practice meeting held with all clinical staff to discuss findings and cover new Radiography and Radiation Safety Policy and Procedures that covers the reporting of 3D scans. Clinical template to be created to aid the completion of reporting to the required standard.	Completion 16/12/22	Debbie Leonard and Clinicians.
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<p>Requirement 3: The provider must ensure that a copy of each Employer's Procedure is kept within the radiation protection file so that staff can easily access them (see page 12).</p> <p>Timescale – immediate</p>	<p>Our newly updated Radiography and Radiation Safety Policy and Procedures, which include employers procedures are now available and in place. The practice manager and the Radiation Supervisor has reviewed the document, implemented required changes, and discussed/reviewed with the practice team.</p>	<p>16/12/22</p>	<p>Debbie Leonard and Radiation Protection Supervisor.</p>
<p>Requirement 4: The provider must remove or cover items from within treatment rooms that are not able to be effectively decontaminated (see page 13).</p> <p>Timescale – immediate</p>	<p>Completed</p>	<p>2/12/22</p>	<p>Debbie Leonard and Lead Nurse</p>
<p>Recommendation a: The service should update their website to ensure that it accurately reflects the services it offered (see page 9).</p>	<p>There has been a freeze on website updates due to business wide work being completed. I have reached out to the head of marketing to get this issue resolved.</p>	<p>ongoing</p>	<p>Debbie Leonard</p>
<p>Recommendation b: The service should develop a protocol for informing patients if the practice closes or their dentist will no longer be working there (see page 9).</p>	<p>Both procedures are in place, which was evidenced at the inspection and resubmitted to HIS.</p>	<p>24/10/22</p>	<p>Debbie Leonard</p>
<p>Recommendation c: The service should ensure policies and procedures are regularly reviewed and updated to make sure staff always have access to the most up-to-date information (see page 13).</p>	<p>Given feedback to Regulatory Manager, the Head of Clinical Governance and Quality and the Clinical Team at Bupa to review the process of updating policies and date marking review on the main page of the policies.</p>	<p>7/12/22</p>	<p>Debbie Leonard & clinical team at head office.</p>

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

Name

Designation

Signature

Debbie Leonard

Date

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