

Action Plan

Service Name:	Ruth McWilliam Acupuncture
Service number:	01756
Service Provider:	Ruth McWilliam
Address:	12 Chapelhill, Clackmannan Stirling FK10 4JP
Date Inspection Concluded:	28 October 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Recommendation a: The service should further develop its participation policy to structure its approach to gathering and analysing patient feedback. This will help drive improvements in the service and demonstrate the impact of change from the improvements made.	The service will look into implementing an online survey, every 6 months, using survey monkey. The participation policy will be rewritten. Results from the surveys will be displayed online in a 'you said we did' type of format.	end of May 2023	Ruth McWilliam-service manager
Recommendation b: The service should develop a comprehensive risk register to support the management and review of identified risks.	A risk register will be formalised and reviewed annually as part of the service annual review.	end of Jan 2023	Ruth McWilliam-service manager

Recommendation c: The service should introduce a system to record any accidents or incidents in the service.	A risk register book will be created to record any incidents or accidents	end of Jan 2023	Ruth McWilliam-service manager
Recommendation d: The service should continue to develop its programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented.	The auditing system will be formalised and a report written as part of the service annual review to demonstrate that audits have actually taken place. This will feed into the service improvement plan.	end of Jan 2023	Ruth McWilliam-service manager
Recommendation e: The service should record patient consent to share information with their GP and other medical staff in an emergency (if required) in patient care records.	This information has been added into the electronic consent form.	completed	Ruth McWilliam-service manager
Recommendation f: The service should record equipment used for patient treatments, including stock batch number and expiry dates.	It is not standard practice to record batch information of needles in acupuncture where up to 30 needles or more can be used per treatment (nor are batch numbers recorded from hypodermics I use in other healthcare settings (operating theatres) where I work). The risk of doing this very time-consuming task will distract me from monitoring my patient and may create an unnecessary risk to the patient. I will investigate whether or not this is feasible or safe, and if it is I will record the information in notes.	end of May 2023	Ruth McWilliam-service manager
Recommendation g: The service should document consent from patients for each new treatment they receive.	A tick box has been added to the patient continuation sheets to document this.	completed	Ruth McWilliam-service manager

Recommendation h: The service should provide written aftercare information.	An aftercare sheet has been created and is now given to every new client on their first appointment.	completed	Ruth McWilliam- service manager
Recommendation i: The service should further develop its quality improvement plan to help measure the impact of improvement initiatives and demonstrate a culture of continuous improvement.	Action plans with timescales will be added to the service improvement plan, to allow outcomes to be assessed and measured.	end of Jan 2023	Ruth McWilliam- service manager

Name	<input type="text" value="Ruth McWilliam"/>		
Designation	<input type="text" value="Service Manager"/>		
Signature	<input type="text" value="Ruth McWilliam"/>	Date	<input type="text" value="05/12/22"/>

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