


## Action Plan

Service Name:	Superdrug Nurse Clinic (Aberdeen)
Service Number:	00794
Service Provider:	Superdrug Stores Plc
Address:	Unit E1, St. Nicholas Shopping Centre, Aberdeen, AB10 1HW
Date Inspection Concluded:	07 November 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Requirement 1:</b> The provider must update the complaints policy to make it clear that patients can refer a complaint to Healthcare Improvement Scotland at any stage of the complaints process (see page 17). Timescale – immediate	Website complaints policy to be updated to include that patients can refer a complaint to Healthcare Improvement Scotland at any stage of the complaints process.	Change to website requested with digital marketing team 13/12/23. Digital marketing team to make change by 05/01/24.	Clinical excellence Manager and digital marketing team.
<b>Requirement 2:</b> The provider must notify Healthcare Improvement Scotland of specific events that occur, as required in Healthcare Improvement Scotland's notification guidance (see page 17). Timescale – immediate	Event mentioned was reported to health improvement Scotland on 6/12/23. We will continue to report in line with HIS notification guidance.	Completed	Clinical excellence manager

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<b>Requirement 3:</b> The provider must carry out a risk assessment on its ventilation system in the treatment room to mitigate against any risk associated with using a non-compliant system until the system can be upgraded to conform with national guidance for specialised ventilation for healthcare services (see page 20). Timescale – immediate	Ventilation system risk assessment produced and distributed to clinic to complete and implement. This is stored in clinic for reference.	Completed	Clinical excellence manager and service manager
<b>Recommendation a:</b> The service should develop a process of keeping patients informed of the impact their feedback has on the service (see page 14).	An update to the Superdrug website to include a section which will list the changes made as a result of patient feedback.	End of March 24	Regional nurse manager and clinical excellence manager
<b>Recommendation b:</b> The service should update its electronic complaints system so that all complaints, clinical and non-clinical, can be accessed by the service managers of individual services (see page 17).	Electronic internal complaints process amended to allow for access. Customer service team contacted to amend the process for informing wider team of complaints.	Completed	Clinical excellence manager

Name	Rachel Jones		
Designation	Clinical Excellence Manager		
Signature		Date	18/12/23

### Guidance on completing the action plan.

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- **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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