

Action Plan

Service Name:	SmilePlus Dental Care
Service number:	00361
Service Provider:	SmilePlus Dental Care
Address:	4 Glasgow Road, Edinburgh EH12 8HL
Inspector:	Simon Morrow
Date Inspection Concluded:	05 February 2020

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop and implement a participation policy to direct the way it engages with its patients and uses their feedback to drive improvement.	We plan to do a statistical analysis of the feedback forms and online feedback to establish the current level of satisfaction of the service we provide. Following this we will identify areas for improvement and work with our team to implement them. We will continue to record the feedback and compare results in 6 months. We would therefore be grateful if you could share the online feedback from 178 patients that you received to assist us?	6 months	Fiona Davidson Jackie Cree

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Recommendation b: The service should develop and implement a quality improvement plan.	As above we will consider patient feedback and plan practice meetings to discuss ways of improving our service. We will implement measures in order to improve our service and increase the level of feedback in order to measure improvements.	6 months	Fiona Davidson Jackie Cree
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Name	<input type="text" value="Fiona Davidson"/>		
Designation	<input type="text" value="Owner"/>		
Signature	<input type="text" value="Fiona Davidson"/>	Date	<input type="text" value="13/3/2020"/>

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