

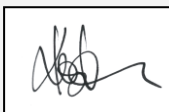
Action Plan

Service Name:	Medigold Health Glasgow
Service number:	00275
Service Provider:	Medigold Health Consultancy Ltd
Address:	4 th Floor, City Park, 368 Alexandra Parade, Glasgow
Date Inspection Concluded:	09 January 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must ensure that Healthcare Improvement Scotland is notified of the planned refurbishment.	Uploaded 16.02.2023	N/A	N/A
Recommendation a: The service should develop a patient participation policy that includes a structured approach to gathering and analysing patient feedback to demonstrate the impact of improvements made (see page 7). This was previously identified as a recommendation in the June 2022 inspection report for Medigold Health (Glasgow).	Our Head of Customer Experience is currently reviewing our current processes and is working on the development of our policy	End July 2023	Head of Customer Experience

Recommendation b: The service should produce and publish an annual duty of candour report (see page 8). This was previously identified as a recommendation in the June 2022 inspection report for Medigold Health (Glasgow).	Report Due end March 2023	End March 2023	Dr Kent Haworth
Recommendation c: The service should include the cleaning of clinical hand wash sinks in its cleaning schedule and develop a process of cleaning mops heads (see page 10).	Our contracted cleaners now complete a daily checklist which includes cleaning of the hand wash basins which is then checked by our Clinic Administrator on site and audited on a monthly basis – this template was provided to the auditor during our audit on the 9 th January 2023	Completed	N/A
Recommendation d: The service should develop improvement action plans to address issues that have been identified (see page 11). This was previously identified as a recommendation in the June 2022 inspection report for Medigold Health (Glasgow).	Ongoing	End July 2023	Associate Director of Nursing Associate Director of Compliance and Data Protection
Recommendation e: The service should request GP and next of kin contact details for every patient, and retain this information following patients' appointments (see page 11). This was previously identified as a recommendation in the June 2022 inspection report for Medigold Health (Glasgow).	GP details are only collected for individuals attending Vaccination appts – these details are then destroyed at the end of the day We are an OH provider, we do not diagnose, provide care or treat individuals, therefore no requirement to request or hold onto this information and we would breach GDPR requirements if we were to do so	Completed	N/A

	We only liaise with GP's when found to be appropriate		
Recommendation f: The service should develop and implement a quality improvement plan to measure the impact of improvement initiatives on the service and demonstrate a culture of continuous improvement (see page 13).	Ongoing	End July 2023	Associate Director of Nursing Associate Director of Compliance and Data Protection

Name	<input type="text" value="Dr K Haworth"/>		
Designation	<input type="text" value="CMO"/>		
Signature		Date	<input type="text" value="16 Feb 2023"/>

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