

## Action Plan

Service Name:	Pristine Aesthetics
Service number:	01671
Service Provider:	Suzanne Paton
Address:	172 Hamilton Road, Cambuslang, Glasgow, G73 3BD
Date Inspection Concluded:	26 July 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Requirement 1:</b> The provider must arrange for all hazardous waste produced by the service to be segregated and disposed of in line with appropriate national waste legislation.	Sharp box has been replaced with Botox sharps box and new waste contract for this in place	4 days	Suzanne paton
<b>Requirement 2:</b> The provider must ensure that every consultation with patients is clearly documented in patient care records, including the outcomes of consultations, all discussions, treatment plans and costs, every treatment provided to the patient and ensure each entry is signed and dated by the healthcare professional.	New medical/consultation history forms been made to reflect all requirements	2 days	Suzanne paton

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<b>Requirement 3:</b> The provider must ensure that it has full access to patient care records at all times. A contingency plan must be in place in case of future internet access issues.	Electronic records already in place have ordered internet booster so these are always accessible	4 days	Suzanne paton
<b>Recommendation a:</b> The service should consider more structured methods to obtain patient feedback to drive improvement of the service.	Survey monkey now in place	6 days	Suzanne paton
<b>Recommendation b:</b> The service should ensure staff are trained in the principles of duty of candour.	<b>Will complete testing for this online(learnpro)</b>	14 days	Suzanne paton
<b>Recommendation c:</b> The service should develop more audits to cover key aspects of care and treatment such as patient care records and the clinic environment. Audits and associated action plans should be documented and actions added to the quality improvement plan.	This will be added on to audit checklist	14 days	Suzanne paton
<b>Recommendation d:</b> The service should ensure that appropriate reassessments are carried out to verify that no changes have occurred to a patient's health or medications since their last treatment. Reassessments	This is done at each appointment however it will be recorded in notes for future reference		Suzanne paton

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should be documented in patient care records.			
<b>Recommendation e:</b> 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.	Medical history/consultation form Changed to include this	2 days	Suzanne paton
<b>Recommendation f:</b> The service should ensure patients' next of kin contact details are recorded in the patient care record in case of an emergency.	Medical history/consults forms have been changed to include this	2 days	Suzanne paton

Name

Suzanne naton

Designation

S.Paton

Signature

1/9/2022

Date

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

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