

## Action Plan

Service Name:	Superdrug Nurse Clinic (Forge SC)
Service number:	01830
Service Provider:	Superdrug Stores Plc
Address:	Unit 10a, Parkhead Forge SC, Glasgow, G31 4EB
Date Inspection Concluded:	09 May 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Recommendation a:</b> The service should update its complaints posters to clarify that patients can complain directly to Healthcare Improvement Scotland at any time (see page 9).	Review current complaints poster and update as suggested	3 months	Nominated individual/ pharmacy superintendent.

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<b>Recommendation b:</b> The service should comply with national guidance to make sure that the appropriate cleaning products are used for the cleaning of equipment with blood contamination and clinical hand wash basins (see page 13).	Liaise with the clinic operations team to ensure that nurse team are able to access the approved cleaning equipment (recommended by HIS) from suppliers.  Introduce to all clinics and ensure compliance.	3 months	nominated individual/ pharmacy superintendent.
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Name	Leigh Taor-Yunusova		
Designation	Clinical Excellence Manager		
Signature	L. Taor-Yunusova	Date	16 /06 /2023

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

### 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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

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