

## Action Plan

Service Name:	Luxe Skin by Doctor Q
Service number:	00290
Service Provider:	Quvent Limited
Address:	227 Ingram Street, Third Floor, Glasgow, G1 1DA
Inspector:	Amelia MacDonald
Date Inspection Concluded:	5 March 2020

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Recommendation a)</b> The service should develop and implement a duty of candour policy (see page 9).	Policy to be drafted and finalised.	May 2020	Dr Usman Qureshi

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<p><b>Recommendation b)</b> The service should formalise its approach to gathering feedback from patients to demonstrate how this is used to improve the quality of the service (see page 9).</p>	<p>Online feedback will be collected by sending a survey link to patients and the results evaluated. This will be done every 6 months</p>	<p>October 2020</p>	<p>Dr Usman Qureshi</p>
<p><b>Recommendation c)</b> The service should adhere to national guidance for the disposal and handling of medicine following administration of medicines to patients (see page 12).</p>	<p>This has already been implemented</p>	<p>Done</p>	<p>Dr Usman Qureshi</p>
<p><b>Recommendation d)</b> The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and improvement action plans implemented (see page 12).</p>	<p>Audits to be carried out every 4 months of different aspects of care</p>	<p>August 2020</p>	<p>Dr Usman Qureshi</p>

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<b>Recommendation e)</b> The service should develop and implement an adult support and protection policy (see page 12).	Policy to be drafted and finalised	May 2020	Dr Usman Qureshi
<b>Recommendation f)</b> The service should record patient consent for sharing information with their GP and other medical staff in an emergency, if required, in patients' care records (see page 13).	Additional information field to be added to the software	May 2020	Dr Usman Qureshi
<b>Recommendation g)</b> The service should develop and implement a quality improvement plan (see page 15).	Regular policy updates and patient feedback will help achieve this	October 2020	Dr Usman Qureshi

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<b>Recommendation h)</b> The service should introduce a system for reviewing its policies and procedures on a regular basis or when changes occur to ensure they are in line with current legislation and reflect the service provided (see page 15).	Policies and procedures to be reviewed twice a year in October and April	October 2020	Dr Usman Qureshi
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Name	<input type="text" value="Dr Usman Qureshi"/>
Designation	<input type="text" value="Director"/>
Signature	<input type="text" value="Handwritten signature of Dr Usman Qureshi"/>
Date	<input type="text" value="16 / 4 /20"/>

**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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