

## Action Plan

Service Name:	Transcend Consulting Rooms
Service number:	00533
Service Provider:	Anwar Khan
Address:	14 - 16 South Vesalius Street, Glasgow, G32 7XP
Date Inspection Concluded:	15 September 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Requirement 1:</b> The provider must regularly review and update its policies and procedures to ensure any necessary changes or updates to national guidance or legislation are reflected (see page 12).  Timescale – immediate	Last update of policies was carried out in December 2021. Safeguarding children, Safeguarding adults, consent and few other policies have been reviewed again since latest inspection of HIS. All other policies are being reviewed.	Immediate (Implemented)	Dr Khan
<b>Requirement 2:</b> The provider must ensure all clinical and hazardous waste is disposed of safely (see page 13).  Timescale – immediate	Clinic has a service contract with 365 Healthcare since 2015 for disposing clinical and hazardous waste. Company regularly collects waste as per contract.  Contract document and duty of care document were in place at the time of inspection.	Immediate	Dr Khan

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	<p>It is rare event to carry out any aesthetic procedure in the clinic. No Botulinum toxin treatment has been carried out in last two years.</p> <p>However, the company has been contacted to review and update the contract.</p>		
<p><b>Requirement 3:</b> The provider must ensure the correct personal protective equipment is used in the service at all times in line with Health Protection Scotland's National Infection Prevention and Control Manual (see page 13).</p> <p>Timescale – immediate</p>	<p>Nitrite gloves are now available in the clinic for examination of patients.</p>	<p>Implemented</p>	<p>Dr Khan</p>
<p><b>Requirement 4:</b> The provider must replace or cover the restraint boards with a durable waterproof finish to ensure they can be decontaminated appropriately after each patient use (see page 13).</p> <p>Timescale – immediate</p>	<p>There is a waterproof cover for restraining board. This can be easily cleaned and decontaminated in between patients.</p>	<p>Implemented</p>	<p>Dr Khan</p>
<p><b>Recommendation a:</b> The service should further develop its participation policy to ensure it details its approach to gathering and using patient, parent and carer feedback</p>	<p>1.Service user participation policy and 2. Patient's views and survey policy</p> <p>These policies are in place. These are being reviewed.</p>	<p>Immediate</p>	<p>Dr Khan</p>

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(see page 10).			
<b>Recommendation b:</b> The service should publish an annual duty of candour report (see page 10).	HIS advice has been noted	As soon as possible	Dr Khan
<b>Recommendation c:</b> The service should continue to develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented (see page 13).	<p>There is a regular on going audit programme in place and following audits were available at the time of inspection:</p> <ul style="list-style-type: none"> <li>• Circumcision audit</li> <li>• Review audit</li> <li>• Infection control audit</li> <li>• Care pathway audit</li> <li>• Actichlor preparation audit</li> </ul>	On going Programme	Dr Khan
<b>Recommendation d:</b> The service should ensure a regular programme of checking equipment and stock expiry dates is in place (see page 13).	The system is already in place. I will make sure this is carried out stringently.	implemented	Dr Khan
<b>Recommendation e:</b> The service should ensure contact details for patients' GPs, as well as consent to share information with other healthcare professionals in case of an	Each patient has a separate electronic folder. Electronic folder has a separate administrative file (an inquiry form) and clinical. file. Inquiry form is completed by the patient/parents at the time of booking an	Already in the system	Dr Khan

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emergency, is documented in patient care records (see page 15).	<p>appointment. The <b>administrative file</b> has full details of the customer, contact telephone number, email address and GP details. In case of children, also has parents' names.</p> <p>Electronic clinical <b>file</b> does have GP's details in the consent form at page 2. The file also has a copy of the discharge summary (GP letter). A letter to GP is sent after the procedure. A copy of the discharge summary is retained in patient's electronic file.</p> <p>HIS team has seen electronic clinical notes (33 patients) only on the inspection day.</p> <p>Sharing information with other healthcare have been added in patient guide document and consent form.</p>		
<b>Recommendation f:</b> The service should destroy Disclosure Scotland Protecting Vulnerable Groups (PVG) records in line with current legislation and implement a system to record PVG scheme identification numbers for all staff (see page 16).	<p>Protecting Vulnerable Groups (PVG) records have been destroyed for all staff.</p> <p>System is in place to record PVG scheme identification numbers for all staff</p>	Implemented	Dr Khan
<b>Recommendation g:</b> The service should accurately record minutes of any formal meetings and agree and document action points to be taken forward to ensure better reliability and accountability (see page 18).	HIS suggestion has been noted	Implemented	Dr Khan

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<b>Recommendation h:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 18).	Existing quality improvement plane is being reviewed	As soon as possible	Dr Khan

Name

Anwar Khan

Designation

Director

Signature

Anwar Khan

Date

27 / 12/22

**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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