

Action Plan

Service Name:	TLC Clinic		
Service number:	00419		
Service Provider:	Invercoast Limited		
Address:	194 Mossbank Drive, Glasgow, G52 1JS		
Date Inspection Concluded:	20 April 2023		
Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure a record is made in the patient care record, as closely as possible to the time of the relevant event, of the following matters:</p> <p>(a) the date and time of every consultation with, or examination of, the service user by a healthcare professional and the name of that healthcare professional</p>	<ol style="list-style-type: none"> 1. All practitioners have been informed of their obligation to complete the patient care record with all relevant information either during or immediately after a consultation. 2. A new comprehensive patient care record document is currently being planned in conjunction with all practitioners. 		

<p>(b) the outcome of that consultation or examination</p> <p>(c) details of every treatment provided to the service user including the place, date and time that treatment was provided and the name of the healthcare professional responsible for providing it, and</p> <p>(d) every medicine ordered for the service user and the date and time at which it was administered or otherwise disposed of (see page 8).</p> <p>Timescale – immediate</p>			
<p>Requirement 2: The provider must ensure all staff receive regular performance reviews and appraisals to make sure that their job performance is documented and evaluated (see page 10). Timescale – immediate</p>	<p>A review process has been developed. The transient nature of some practitioners (they may have PP privileges at other clinics or move to open their own clinic) will make this challenging but it will be a requirement of continued PP status.</p>		

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and improvement actions implemented (see page 7).	Train TLC staff to conduct audits		
Recommendation b: The service should record patient consent for sharing information with the patient's GP and other medical staff in an emergency, if required, in patient care records (see page 8).	Included in new form		
Recommendation c: The service should develop and implement a quality improvement plan (see page 12).	Audits to identify areas requiring improvement		

Name	<input type="text" value="Brendan Semple"/>	
Designation	<input type="text" value="Owner"/>	
Signature	<input type="text" value="Brendan Semple"/>	Date <input type="text" value="07 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.

- **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.