

Action Plan

Service Name:	The St Andrews Practice
Service number:	01711
Service Provider:	The St Andrews Practice Limited
Address:	Unit 3, 31 Largo Road, St Andrew's, Fife, KY16 8NJ
Date Inspection Concluded:	16 February 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should consider collecting more regular feedback from patients and develop a process of informing patients about how their feedback has been used to improve the service (see page 9).	Inform clients of the new electronic pre-assessment questionnaire system via email and follow-up by evaluating user experience. Add "you said, we did" poster in clinic area.	3 weeks to inform, 6 months for evaluation 4 weeks	Practice Directors
Recommendation b: The service should ensure that patients know how to make a complaint (see page 9).	Complaints policy has been added to website as of 1 st March.	Completed	Practice Directors
Recommendation c: The service should publish a duty of candour report every year and ensure staff receive training on the principles of duty of candour (see page 9).	Duty of Candour report added to website as of 1 st March. Duty of candour policy circulated, added to agenda for next team meeting.	Completed Review meeting May 2023	Practice Directors

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Recommendation d: The service should ensure that cleaning schedules are completed and signed by the people responsible for cleaning to verify that cleaning tasks are being carried out appropriately and in line with Health Protection Scotland's National Infection and Prevention Control Manual (see page 12).	Completed/implemented from 1 st April.	1 st April 23	Practice Manager
Recommendation e: The service should further develop its programme of audits to cover additional key aspects of care and treatment (see page 12).	Prescription audit added to annual audit programme for 2023.	By end of 2023.	Practice Manager
Recommendation f: The service should review the pre-employment procedure and the information requested for new members of staff in line with the Scottish Government's Safer Recruitment through Better Recruitment (2016) guidance (see page 15).	Review and update recruitment policy and procedures	May 2023	Practice Directors

Name

Dr Helen Galloway

Designation

Practice Director

Signature



Date

26 / 03 /23

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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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.

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