

## Action Plan

Service Name:	The Skin Studio
Service number:	00621
Service Provider:	Leona Dorward
Address:	121 Giles Street, Leith, Edinburgh, EH6 6BZ
Date Inspection Concluded:	25 May 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Recommendation a:</b> The service should further develop and implement its participation policy in relation to how it reviews, records and analyses patient feedback (see page 9).	<p>Following the inspection in May, it was decided to create a simple 'Feedback Form', which will be made available to patients following their treatment.</p> <p>Many of the existing patients are regular 'returners', who might not appreciate being asked to complete a form after every visit. In those cases, they will be offered the opportunity to complete a form twice a year. It is hoped that this will give The Skin Studio additional insight into clients' opinion of their treatment and of the overall engagement they have with the practice.</p>	End of August 2023	Practice Manager

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<b>Recommendation b:</b> The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented, and improvement implemented as required (see page 12).	Introduction of a regular (greater frequency) auditing regime for medicines, patient care records (including the secure disposal of records relating to former or deceased patients), infection control and daily/weekly cleaning of the premises. A cabinet has been identified for the storage of resulting records and an action plan put in place to structure and incorporate any improvements.	Already underway	Practice Manager
<b>Recommendation c:</b> The service should ensure a regular stock check of medicines is carried out and including expiry date checks (see page 12).	Stock and Expiry Date checks are already carried out on a weekly basis but it is intended to introduce a more formal paper system of recording the results.	End of August 2023	Practice Manager
<b>Recommendation d:</b> The service should ensure patient care records are fully completed (see page 13).	<p>There is already an indicator covering Mental Health in the Skin Studio's General Medical Questions Form and this flags up the starting point for any discussion with patients or prospective patients around this important subject.</p> <p>So far as treatment costs are concerned, the subject is already fully discussed with patients in conjunction with a full explanation of the intended/hoped for treatment outcome. Evidence of those discussions will be recorded in the future, where applicable.</p>	End of August 2023	Practice Manager
<b>Recommendation e:</b> The service should develop a formal overarching quality assurance system to further develop and formalise the way it drives improvement (see page 15).	As a single-handed practitioner, it is hoped that a more robust auditing programme (as outlined above) will flag up areas for improvement and facilitate incorporation of better practice where it is indicated.	End of August 2023	Practice Manager
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<div>Leona Dorward</div>		
Designation	<div>Practice Manager</div>	
Signature	<div>Leona Dorward</div>	Date <div>07 / 07 /2023</div>

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.

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- 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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