

## Action Plan

Service Name:	West Aesthetics
Service number:	01651
Service Provider:	West Aesthetics Ltd
Address:	Birsay House, Glenorchard Road, Balmore, Glasgow, G64 4AJ
Date Inspection Concluded:	29 November 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Recommendation a:</b> The service should develop the way it engages with its patients and uses this information to implement improvements in the service (see page 8).	Benchmark with other aesthetic services to find out how they engage with patients. Utilise patient satisfaction questionnaires in the first instance.	31/08/23	S. West
<b>Recommendation b:</b> The service should produce and publish an annual duty of candour report (see page 8).	Duty of Candour report will be produced and published before 31/03/2023	31/03/2023	S. West
<b>Recommendation c:</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 10).	Devise regular audit programme (Topics). Devise audit paperwork. Implement/carry out audits. Devise improvement plan.	31/12/2023	S. West

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<b>Recommendation d:</b> The service should record patient consent for sharing photographs and relevant information with their GP and other healthcare professionals in an emergency, if required (see page 11).	Devise form for patient to read and sign. Include paperwork in new patient packs.	28/02/2023	S. West
<b>Recommendation e:</b> The service should document what aftercare has been provided in the patient care record (see page 11).	Document in patient care record when aftercare information is provided.	31/01/2023	S. West
<b>Recommendation f:</b> The service should develop and implement a quality improvement plan (see page 13).	Devise quality improvement plan	31/12/2023	S. West

Name

Designation

Signature

Date

**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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