

Action Plan

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| Service Name: | The Medical Suite Scotland |
| Organisation Number: | 00807 |
| Service Provider: | Dr Anne Gillespie |
| Address: | 25 Blythswood Square, Glasgow, G2 4BL |
| Date Inspection Concluded: | 30 April 2025 |

| Requirements and Recommendations | Action Planned | Timescale | Responsible Person |
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| <p>Requirement 1: The provider must ensure that staff employed in the provision of the independent healthcare service receive regular individual performance reviews and appraisals and that these are recorded in the staff files (see page 17).</p> <p>Timescale – by 30 July 2025</p> <p><i>Regulation 12(c)(i) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p> | A monthly meeting is held to discuss all the work carried out in the previous month. This will be signed and dated. | Already in place. | Dr AG |

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| <p>Requirement 2: The provider must ensure that its medicines management policy accurately reflects how the service is delivered, including details of all in-person and remote prescribing carried out in the service (see page 17).</p> <p>Timescale – by 30 July 2025</p> <p>Regulation 3(d)(iv)</p> <p>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p> | <p>We do not operate any weight management clinic here so no weight management drugs are prescribed.</p> <p>No medicines are stored on the premises.</p> <p>Remote prescribing is done in-line through a National Agency and is stored with them.</p> | <p>Already in place.</p> | <p>Dr AG</p> |
| <p>Requirement 3: The provider must improve the standard of record keeping in patient care records to ensure all records:</p> <ul style="list-style-type: none"> a) contain a record of the outcome of the consultation, assessment and treatment plans b) are signed, dated and timed by the healthcare professional c) are organised in a way that ensures the contents are secured in the file and in chronological order, and d) contain details of the patient's next of kin or emergency contact (see page 22). <p>Timescale – immediate</p> <p><i>Regulation 4(1)(2)(a)(b)(c)</i></p> | <p>Next of kin contact has been added to our registration form.</p> <p>Extra continuation sheets will be added to every client's file and each consultation will be signed, dated and timed.</p> | <p>Already in place.</p> | <p>Dr AG</p> |

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| <i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i> | | | |
| <p>Requirement 4: The provider must follow national weight management guidance and the following must be clearly documented in the patient care record:</p> <ul style="list-style-type: none"> a) steps taken to confirm the stated weight and body mass index is accurate b) treatment plans, including follow up and monitoring, and c) a record of the information provided to the patient, including dietary, physical and lifestyle advice (see page 22). <p>Timescale – immediate</p> <p><i>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p> | As previously stated we do not operate a weight management clinic. | | Dr AG |
| <p>Recommendation a: The service should develop formalised aims and objectives with measurable key performance indicators to help monitor how well the service is being delivered (see page 13).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p> | Our aim is to continue to provide a good service to our clients and this is supported by the fact that our client base is increasing and many of our new clients come to us by word of mouth. | | Dr AG |

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| <p>Recommendation b: The service should ensure that staff receive opportunities for learning and development relevant to their role (see page 17).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.14</p> <p>This was previously identified as a recommendation in the December 2021 and December 2019 inspection reports for The Medical Suite Scotland.</p> | <p>On-line courses will be accessed for any relevant requirements for staff development.</p> | | <p>Dr AG</p> |
| <p>Recommendation c: The service should develop appropriate risk assessments to protect patients and staff (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.14</p> | <p>Fire and electrical risk assessments are carried out on an annual basis as well as fire alarm tests carried out on a weekly basis. All work surfaces are disinfected twice weekly and a deep clean is carried out twice a year. An adequate supply of hand sanitisers are available and the clinical room is thoroughly cleaned after each consultation. Cleaning record is signed and dated.</p> | | <p>Dr AG</p> |
| <p>Recommendation d: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 19).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p> | <p>We are implementing a lifestyle service through an organisation supplying physiotherapists and nutritionists. We also have in place collaboration with another organisation at the Beatson who carry out pre and post-operative assessments and treatments but we have no relevant documented feedback regarding this but conversations do take place. This is going to be extended to cardiac rehabilitation and colorectal conditions.</p> | | <p>Dr AG</p> |
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| <p>This was previously identified as a recommendation in the December 2021 and December 2019 inspection reports for The Medical Suite Scotland.</p> | | | |
| <p>Recommendation e: The service should develop an audit programme to include audits of all patient care records, and the clinic environment and equipment (see page 19).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p> <p>This was previously identified as a recommendation in the December 2021 and December 2019 inspection reports for The Medical Suite Scotland.</p> | <p>An audit program will be put in place in order to ascertain the present situation as regards the patient medical screening program. This will include reflection on blood results, specialist reports and any on-going treatments.</p> <p>Pat testing is carried out annually and the lights are checked.</p> | | <p>Dr AG</p> |
| <p>Recommendation f: The service should ensure systems are in place to support prescribing practitioners to follow the General Medical Council (GMC) high-level principles, good medical practice and good practice guidance for remote prescribing (see page 23).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p> | <p>Remote prescribing is only carried out through a National Agency who hold all the information concerning their clients. No actual prescription is written.</p> | | <p>Dr AG</p> |

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organisation providing my care and support.
Statement 4.11

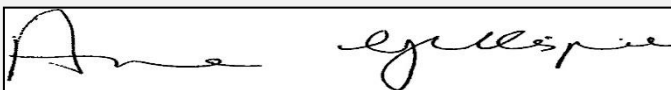
Name

Dr Anne Gillespie

Designation

Director

Signature



Date

18-06-2025

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 the timescale for completion is immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- Please do not name individuals or an easily identifiable person in this document. Use Job Titles.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector.

X

Director
Dr Anne Gillespie

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