

Action Plan

Service Name:	LL Medical Clinic
Service number:	02480
Service Provider:	Lyndsey Loughery
Address:	4 Barn Drive, Newton Farm, Cambuslang, Glasgow, G72 6ZR
Date Inspection Concluded:	26 June 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Recommendation a: The service should develop its business plan and strategy to identify clear aims and objectives, and measurable key performance indicators, to help demonstrate how its aims and objectives are being achieved (see page 9).</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>LL Medical Clinic will continue to develop their business plan and strategy – This has been a work in progress over the past 2 years and has continued to be revised as the business develops. The key performance indicators will demonstrate LL Medical Clinic's aims and objectives to ensure it meets the needs of the service users and allows the business to grow.</p>	<p>6 months – plus 6 monthly updates/revisions</p>	<p>Lyndsey Loughery</p>

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<p>Recommendation b: The service should continue to develop its quality framework to formalise and direct the way it drives and measures improvement (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>	<p>LL Medical Clinic will continue to develop its quality framework – again this has been a work in progress which will continually be developed to ensure it meets the needs of the service users.</p>	<p>6 Months – Plus 6 monthly updates/revisions</p>	
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Name	<input type="text" value="Lyndsey Loughery"/>		
Designation	<input type="text" value="Clinic Manager/Owner LL Medical Clinic"/>		
Signature	<input type="text" value="Lyndsey Loughery"/>	Date	<input type="text" value="11 / 08 /2025"/>

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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