

Action Plan

Service Name:	SkinGenius Private GP and Medical Aesthetics
Service number:	01114
Service Provider:	Heather McCallum
Address:	9a Hunter Street, Kirkcaldy, KY1 1ED
Date Inspection Concluded:	25 June 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must update the complaints policy to include the correct contact details for Healthcare Improvement Scotland and make clear that patients can refer a complaint to us at any stage of the complaints process (see page 15).</p> <p>Timescale – immediate</p> <p>Regulation 15(6)(b) The Healthcare Improvement Scotland (Requirements as to</p>	<ol style="list-style-type: none"> 1. Complaints policy has been updated. 2. Specific page on the website has been created for complaints. 	26/06/2025	Andrew Marshall

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Independent Health Care Services) Regulations 2011			
<p>Requirement 2: The provider must ensure that when unlicensed medicines are used that appropriate medicine governance arrangements are in place, including documented rationale for use and informed patient consent (see page 19).</p> <p>Timescale – by 25 September 2025</p> <p>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	1. Unlicensed use of bacteriostatic saline added to Botox consent, including rationale for use.	30/06/2025	Heather McCallum
<p>Recommendation a: The service should implement a process to make sure its key performance indicators are being met (see page 11).</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>	1. Process to ensure KPIs are being met has been implemented.	01/07/2025	Andrew Marshall

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<p>Recommendation b: The service should follow its participation policy and implement a process to communicate to patients how their feedback has been used to improve the service (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>1. Introduced a specific page on the website to show feedback and any actions taken (or to be taken).</p>	<p>01/07/2025</p>	<p>Andrew Marshall</p>
<p>Recommendation c: The service should develop a more detailed programme of regular audits to cover key aspects of care and treatment, for example patient care records. Audits should be documented, and improvement action plans implemented (see page 16).</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 October 2020 inspection report for SkinGenius Medical Aesthetics.</p>	<p>1. Created separate audit programme, action plan, and quality improvement plan (including KPIs).</p>	<p>15/07/2025</p>	<p>Andrew Marshall</p>

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<p>Recommendation d: The service should develop and implement a quality improvement plan for this current year to formalise and direct the way it drives and measures improvement (see page 16).</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>1. As above.</p>	<p>15/07/2025</p>	<p>Andrew Marshall</p>
<p>Recommendation e: The service should ensure that appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical wash hand basins, in line with national guidance (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 4.11</p>	<p>1. Appropriate cleaning products have now been procured.</p>	<p>26/06/2025</p>	<p>Heather McCallum</p>

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<p>Recommendation f: The service should use appropriate cleaning equipment for cleaning the treatment room floor (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 4.11</p> <p>This was previously identified as a recommendation in the October 2020 inspection report for SkinGenius Medical Aesthetics.</p>	<p>1. Appropriate cleaning equipment has now been procured.</p>	<p>26/06/2025</p>	<p>Heather McCallum</p>
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Name	<input type="text" value="Dr Heather McCallum"/>
Designation	<input type="text" value="Clinical Director"/>
Signature	<input data-bbox="421 922 721 1018" dr="" handwritten="" heather="" mccallum"="" of="" signature="" type="text" value=" "/>
Date	<input type="text" value="01/08/2025"/>

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.

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- **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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