

Paul Mulholland  
Director  
MCMGHC LTD  
70 West Regent Street  
Glasgow  
G2 2QZ

**Glasgow Office**

**Date: 26 August 2025**  
**Name: Kevin Freeman-Ferguson**  
**Email: [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)**

Dear Mr Mulholland

**IMPROVEMENT NOTICE****SECTION 10R NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978****MERCHANT CITY MEDICAL GROUP, 70 WEST REGENT STREET, GLASGOW, g2 2QZ**

Healthcare Improvement Scotland has concluded that the above service is not operating in accordance with requirements or conditions imposed by or under the National Health Service (Scotland) Act 1978 (the Act), or the requirements of Regulations made under the Act.

Healthcare Improvement Scotland hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 10S of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

**1. By 23 September 2025, you must produce a risk based staffing establishment setting out the minimum staff required on site each day and the additional specific staff requirements for each procedure which ensures that at all times, suitably qualified and competent persons are working in the service in such numbers as are appropriate for the health, welfare and safety of service users.**

This is in order to comply with Regulation 12(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

**2. By 23 September 2025, you must ensure that each person employed in the service receives education and training appropriate to the work they are to perform, which must include dealing with medical emergencies and training specific to the procedures they are carrying out and keep records to demonstrate the education and training has taken place.**

This is in order to comply with Regulation 12(c) (ii) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.

**3. By 23 September 2025, you must have appropriate documented systems, processes and procedures for all aspects of care and treatment including patient monitoring, dealing with emergencies and the management of medicines. These should reflect relevant national guidance/standards, where appropriate.**

This is in order to comply with Regulation 3 The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

**4. By 23 September 2025, you must make sure that there is a system in place to enable practitioners make contemporaneous records of the following matters:**

- (a) the date and time of every consultation with, or examination of, the service user by a health care professional and the name of that health care professional;
- (b) the outcome of that consultation or examination;
- (c) details of every treatment provided to the service user including the place, date and time that treatment was provided and the name of the health care professional responsible for providing it; and
- (d) every medicine ordered for the service user and the date and time at which it was administered or otherwise disposed of.

This is in order to comply with Regulation 4 (2) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

**5. By 23 September 2025, you must have a system in place to make the patient care record available to the service user if requested.**


This is in order to comply with Regulation 4 (3) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

Please also note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in the Healthcare Improvement Scotland proceeding to make a proposal to cancel registration.

A copy of this notice has been published on the Merchant City Medical Group service page on the Healthcare Improvement Scotland website.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours sincerely

  
**Kevin Freeman-Ferguson**  
Head of Regulation