Action Plan

Service Name:	Bupa Health Centre
Organisation Number:	00358
Service Provider:	Bupa Occupational Health Limited
Address:	Sutherland House, 149 St Vincent Street, Glasgow, G2 5NW
Date Inspection Concluded:	23 September 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop and implement a patient participation policy that sets out a structured way of engaging with patients and demonstrates how their feedback will be used to drive improvement (see page 16). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8	A participation policy has been created in the form of a BHC customer feedback SOP. This has been rolled out across Bupa Health Clinics in the UK.	completed	Fionnuala Ross and Quality team
Recommendation b: The service should inform patients when changes or improvements have been made as a result of their feedback (see page 16).	We now have “You said…We did….” Slides which role through the TV screens in our client areas. These will be updated regularly. These have been rolled out across Bupa Health clinics in the UK.	completed	Fionnuala Ross

Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8			

Name	Fionnuala Ross		
Designation	Centre Manager		
Signature	F.Ross	Date	05/11/2025

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.