

Action Plan

Service Name:	The Heriot Clinic
Organisation Number:	02597
Service Provider:	The Heriot Clinic Limited
Address:	Barnton Dental, 461 Queensferry Road, Edinburgh, EH4 7ND
Date Inspection Concluded:	30 January 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Recommendation a: The service should develop key performance indicators that are reviewed regularly to ensure the aims and objectives of the service are being met (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>	The Heriot Clinic will develop Key Performance Indicators for the service.	1yr	C. Johnston

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:1 of 2	Review Date:
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<p>Recommendation b: The service should develop a process to communicate to patients how their feedback is used to improve the service (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 4.8</p>	<p>The Heriot Clinic will produce an annual report on feedback and feedback outcomes.</p>	<p>1yr</p>	<p>C.Johnston</p>
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Name	C. Johnston	
Designation	Medical Director	
Signature	CRJohnston	<p>Date</p> <p data-bbox="1370 778 1731 896">17/03/2026</p>

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.

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
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