

Action Plan

Service Name:	Jura Health Limited
Service number:	00395
Service Provider:	Jura Health Limited
Address:	Jura Health Limited, Office 8, Friarton House, Friarton Road, Perth, PH2 8BB
Date Inspection Concluded:	13 March 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirements 1: The provider must ensure appropriate governance and oversight of activities within the registered premises, including implementing appropriate governance arrangements for individuals working under a practicing privileges agreement as part of Jura Health Limited (see page 11).</p> <p>Timescale – immediate</p> <p><i>Regulation 13(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Jura Health Employment policy will have annex 1 added that must be completed before anyone wishing to practice under practicing privileges will be able to do so. It must be signed and checked by the Clinic Manager and another member of the senior management team.</p>	<p>Immediately</p>	<p>Clinic Manager</p>

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<p>Requirements 2: The provider must implement effective systems that demonstrate the safe recruitment of appropriate staff (see page 14).</p> <p>Timescale – immediate</p> <p><i>Regulation 8 The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>The Jura Health Recruitment policy will be used with the new checklist. The Senior member of the management team will ensure that the recruit understands and has read all the relevant policies. That they understand the need for audit of all aspects of any consultation. That should there be any dip in standard that there will be a monthly review for 3 months on all action points identified.</p>	<p>Immediately</p>	<p>Senior member of management team</p>
<p>Requirements 3: The provider must ensure that comprehensive patient care records which set out how patients’ health, safety and welfare needs are to be met are documented by staff working under practicing privileges. This must detail a clear pathway from assessment to treatments provided (see page 16).</p> <p>Timescale – immediate</p> <p><i>Regulation 4 The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>The clinician must have a comprehensive and clear pathway that contains all the elements in the Jura Health consultation tool. This will be included within Jura Health’s monthly audits. Any action points will be discussed with the clinician and followed up with 2 weekly audits for a 3 monthly period. If there is no improvement or compliance, there will be a review with the clinician of practicing privileges contract. Non-compliance may result in practicing privileges being withdrawn.</p>	<p>Immediately</p>	<p>Senior member of management team</p>

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<p>Recommendations a: The service should collate and analyse feedback from all patients and staff working under practicing privileges, and use this information to implement improvements in the service (see page 13).</p> <p>Health and Social Care Standards: My life, my support. I have confidence in the organisation providing my care and support. Statement 4.8</p>	<p>Jura Health will place a complaints/suggestions box with paper and pen in their waiting areas.</p> <p>Jura Health’s website has been updated to include a more robust complaints/feedback area, including the ability to download the Complaints policy for a specific incident.</p>	<p>Immediately</p>	<p>Director</p>
<p>Recommendations b: The service should ensure that information on aftercare is documented in patient care records (see page 13).</p> <p>Health and Social Care Standards: My life, my support. I am fully involved in all decisions about my care and support. Statement 4.27</p>	<p>After care leaflets and information is given out at the end of all Jura Health’s consultations. This is documented in the consultation notes. The document is added to the electronic consultation notes. For any clinician practicing under Practicing Privileges this will be the same process. Monthly audits will ensure this is happening.</p>	<p>Immediately</p>	<p>Lead Clinician</p>

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<p>Recommendations c: The service should ensure a process is in place to check that staff working under practicing privileges as well as out with the service, have their own Information Commissioner’s Office (ICO) registration in place (see page 14).</p> <p>Health and Social Care Standards: My life, my support. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>Section 11 of the Practicing Privileges Policy. All staff will comply with the Employment Check List and be subject to the Practicing Privileges Policy.</p>	<p>Immediately</p>	<p>Senior Management</p>
<p>Recommendations d: The service should update the practicing privileges policy and engagement letter to staff on practicing privileges to detail expectations in relation to patient care records being kept in the service (see page 14).</p> <p>Health and Social Care Standards: My life, my support. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>Section 14 of the Practicing Privileges Policy includes ensuring that all Jura Health Limited patient records are kept within Jura Health Limited.</p>		

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<p>Recommendations e: The service should further develop its audit programme to include patient care records completed by staff working under practicing privileges. Audits should be documented and improvement plans implemented (see page 15).</p> <p>Health and Social Care Standards: My life, my support. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>Section 4 of the Practising Privileges Policy includes our audits with Annex 2 being our audit tool</p>	<p>Immediately</p>	<p>Senior clinician</p>
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Name	Judith Glasgow	Date	29 / 04 / 2026
Designation	Director		
Signature	Judith Glasgow		

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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