

## April Action Plan

Service Name:	One Private Healthcare
Service number:	00420
Service Provider:	One Private Healthcare Ltd
Address:	First floor, Connect Building, 59 Bath Street, Glasgow, G2 2DH
Date Inspection Concluded:	13 March 2026


Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b></p> <p>The service should review and update its website to provide additional patient information, such as staffing, information on how to make a complaint, opening hours, potential costs and helpful information resources for the treatments provided (see page 10).</p> <p>Health and Social Care Standards: My support, my life. I am fully involved in all</p>	<p>Upgrade of website underway, Dr Riaz reviewing upgrade as it progresses.</p> <p>How to make a complaint being added to website along with opening hours.</p> <p>Duty of Candour report has been added to website.</p> <p>Staffing/costs/helpful information resources for treatments under consideration for website</p>	3 to 6 months	Dr Riaz

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<p>decisions about my care and support. Statement 2.9</p> <p>This was previously identified as a recommendation in the September 2025 inspection report for One Private Healthcare.</p>			
<p><b>Recommendation b.</b></p> <p>The service should develop a process for informing patients and stakeholders about how their feedback has been used to improve the service and measuring the impact made as a result (see page 10).</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>Process for obtaining feedback continues to be reviewed at clinical governance meeting to see how best we can do this. Included in this will be how we then utilise the information for the growth of the company and then how this is in turn feedback to our patients and stakeholders.</p> <p>Reviews from patients, staff and experts will be used to assist this process</p>	<p>3 to 6 months</p>	<p>Dr Riaz</p>

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<p><b>Recommendation c.</b></p> <p>The service should ensure that all staff complete all mandatory training. This should include training in duty of candour (see page 12).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.14</p>	<p>Admin staff currently working through mandatory training course, due to timescale needed to complete the modules staff have been allocated a full day to assist in completing the training on time</p> <p>The Office Manager has completed the required training including safeguarding adults and safeguarding children levels 1,2 and 3 training.</p> <p>Dr Riaz and the admin staff reviewed the Duty of Candour of policy in place at the clinical governance meeting to ensure all staff understood the policy and the requirements</p>	<p>End of May</p>	<p>Dr Riaz</p>
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Name	Saduf Riaz
Designation	Director
Signature	
Date	11 / 05 /2026

**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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