

Action Plan

Service Name:	DH Medical Aesthetics
Service number:	02021
Service Provider:	Debbie Hunter
Address:	21 Moray Court, Auchtertool, Kirkcaldy, KY2 XS
Date Inspection Concluded:	Tuesday 4 August 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1. The provider must notify Healthcare Improvement Scotland of certain matters within the specified timescales as detailed in our notifications guidance (see page 13). Timescale – immediate <i>Regulation 5(1)(b)</i> <i>The Healthcare Improvement Scotland (Applications and Registration) Regulations 2011</i>	The identified notifiable incident was reported to Healthcare Improvement Scotland as soon as the omission was recognised. A full review and investigation of both the incident and the reporting omission was undertaken, including completion of a detailed summary and reflective account. Learning opportunities were identified through this process and have since been implemented into practice. The provider reviewed and familiarised herself with Healthcare Improvement Scotland's notification guidance, including all reportable events and the required notification timescales. A printed copy of the current guidance and reportable events has been made readily accessible within the clinic for immediate reference. These actions have strengthened the service's	Action completed: Will be implemented in the event of future requirements	Service Provider

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	reporting process and awareness of regulatory notification requirements. Going forward, all notifiable events will be reported to Healthcare Improvement Scotland within the specified timescales.		
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a. The service should implement a more structured approach to gathering and analysing patient feedback to help continually improve the service (see page 11). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	A more structured approach to gathering, analysing and responding to patient feedback will be implemented. Rather than routinely issuing the same feedback request following every patient attendance, a formal patient feedback exercise will be undertaken at defined intervals during the year. The purpose and importance of providing feedback will be clearly explained to patients, including how this information is used to monitor, evaluate and continually improve the quality of the service. Feedback received will be collated and formally reviewed to identify themes, areas of good practice and opportunities for improvement. Any actions or service improvements arising from patient feedback will be documented and reviewed as part of the service's ongoing quality improvement processes.	Approx 4 months. As many patients have just taken the time to respond to HIS feedback as part of the inspection process, I feel a greater response may be	Service Provider

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	The service currently communicates improvements arising from feedback through a “ You Said, We Did ” section within the patient information folder. To improve accessibility and reach a wider patient audience, plans will be implemented to further develop the service website to include and regularly update “ You Said, We Did ” information, demonstrating how patient feedback contributes to service improvement.	achieved by waiting, Planned for January & June	
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Name	Debbie Hunter		
Designation	Service Provider: Registered Nurse Prescriber		
Signature		Date	12/09/2026

In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.

Guidance on completing the action plan.

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- **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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