

Action Plan

Service Name:	GP Matters
Service number:	00702
Service Provider:	GP Matters Ltd
Address:	24 Buckingham Terrace, Glasgow, G12 8ED
Date Inspection Concluded:	14 July 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must implement a system to ensure that: a. <i>it has access to relevant information from the patient's primary care healthcare record before prescribing controlled drugs or medicines that are liable to abuse, overuse or misuse, or when there is a risk of addiction, and</i> b. <i>all relevant information about the consultation and treatment is shared with the patients NHS GP when the consultation/episode of care is completed (see page 23).</i> Timescale – immediate <i>Regulation 3(a)</i>	GP Matters has implemented a process to ensure that relevant information from a patient's primary care record is considered before prescribing controlled drugs, medicines liable to abuse, overuse or misuse, or medicines associated with a risk of dependence or addiction. Where such prescribing is being considered, patients are asked to provide a summary of their relevant GP/primary care records in advance of, or at, their appointment. This information is reviewed by the prescribing clinician alongside the patient's history, current medication and the findings of the consultation. The clinician then assesses whether there is an appropriate clinical justification for prescribing and whether the proposed treatment is safe and suitable.	31/08/2026	Dr Carole McAlister

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<i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i>	Where medication is prescribed by GP Matters, and with the patient's consent, relevant information regarding the consultation, clinical assessment and treatment provided is shared with the patient's own NHS GP when the episode of care is completed. This ensures continuity of care and that the patient's primary care record can be appropriately updated.		
Requirement 2: The provider must ensure that patient information in the patient care records is up to date and readily available to all healthcare staff involved in meeting patients' health and welfare needs. This must include past medical history, current routine medicines and any allergies (see page 23). Timescale – immediate <i>Regulation 4(3)(b)</i> <i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i>	GP Matters has implemented a process to ensure that relevant patient information is up to date and readily available to all healthcare staff involved in meeting the patient's health and welfare needs. A patient registration and medical questionnaire form is completed as part of the registration process and includes information on the patient's past medical history, current routine medications and any known allergies. This information is recorded within the patient care record and is available to relevant clinical and healthcare staff involved in the patient's care. The information is reviewed and updated as necessary during subsequent consultations to help ensure that the patient record remains current and supports safe and appropriate care and treatment.	31/08/2026	

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Requirement 3: The provider must submit an annual return when requested by Healthcare Improvement Scotland (see page 23). Timescale – immediate <i>Regulation 5(1)(c) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i>	Annual return submitted on 28 th Aug 26	28/08/26	Daniel Diez
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should ensure that information about its vision and purpose is available to patients and staff (see page 14). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	Mission statement uploaded to our website https://www.gpmatters.com/mission-statement.html	28/06/26	Daniel Diez

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Recommendation b: The service should ensure there is a process in place to demonstrate that the key performance indicators are reviewed and monitored (see page 14). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	GP Matters already has a defined set of KPIs covering patient experience, quality and safety, staff development, operational performance and business sustainability. These are monitored throughout the year, with a formal documented review undertaken annually as part of the business planning process. The annual KPI review will now be formally recorded, including any areas identified for improvement and actions required.	31/08/2026	Daniel Diez
Recommendation c: The service should develop a programme of formal staff meetings. These should be documented and include any actions taken and those responsible for the actions. Minutes of meetings should be shared with all members of staff to ensure issues discussed and decisions made are communicated see page 15). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	GP Matters has introduced formal staff meetings, appropriate to the size of the clinic. A meeting will be held at least annually, with additional meetings arranged when required. Meetings will be documented, including key discussions, decisions, actions, responsible persons and timescales. Minutes and actions will be shared with relevant staff.	28/08/26	Daniel Diez

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Recommendation d: The service should keep patients informed of the impact their feedback has on the service (see page 17). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8	GP Matters has introduced a “You Said, We Did” process to demonstrate how patient feedback has resulted in improvements. Feedback will be reviewed regularly, with actions recorded in the Patient Feedback and Improvement Log. Where feedback leads to a change, patients will be informed through appropriate patient communications.	28/08/26	Daniel Diez
Recommendation e: The service should ensure the medicine fridge temperature is monitored every day (see page19). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	GP Matters will ensure the medicine fridge temperature is checked and recorded daily using the fridge temperature monitoring log.	31/08/2026	Daniel Diez

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Recommendation f: The service should develop a process of regularly assessing the completion of patient care records (see page 20). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	GP Matters will include patient care record audits within the existing audit protocol. Audit findings and any required improvements will be recorded and monitored through the service improvement plan.	31/08/2026	Daniel Diez
Recommendation g: The service should develop checklists capturing the regular cleaning of the clinic and the regular checks of expiry dates of single-use equipment and medicines (see page 23). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	GP Matters has introduced a daily cleaning rota and a monthly stock and expiry-date checklist covering medicines and single-use clinical equipment. Checks will be documented and any expired or unsuitable items removed promptly.	31/08/2026	Daniel Diez

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Recommendation h: The service should ensure the follow the national guidance for infection prevention and control when cleaning the sanitary fittings (see page 23). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11	GP Matters will ensure that sanitary fittings, including toilets and associated surfaces, are cleaned in accordance with national infection prevention and control guidance. Chlorine tablets are available and will be used for cleaning sanitary fittings as well as toilet floors, where appropriate.	31/08/2026	Daniel Diez
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Name	Daniel Diez		
Designation	Practice Manager		
Signature		Date	29/08/26

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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