

Action Plan

Service Name:	Doc Plus Limited
Service number:	02578
Service Provider:	Doc Plus Limited
Address:	Unit 1, 421 Mearns Rd, Mearnskir, Newton Mearns, Glasgow, G77 5RY
Date Inspection Concluded:	17 September 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should collate and document all feedback from patients, including verbal feedback (see page 12).	A comments book has been purchased which will be available for customers to encourage customers to leave written feedback. It will also be completed by staff to document verbal feedback from patients.	Implemented by 31/10/24	Practice Manager

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<p>Recommendation b: The service should further develop the risk management system to include clinical risks (see page 15).</p>	<p>Risk Management forms will be updated to include a section to cover clinical risk.</p> <p>Clinical governance meetings will also be adapted to include discussions about clinical risk management.</p>	<p>Implemented by 31/10/24</p>	<p>Practice Manger</p>
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Name	Dr Ashwani Bhonal
Designation	Clinical Director
Signature	<i>Dr Bhonal</i>
Date	28 / 10 /24

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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