

Action Plan

Service Name:	Stockbridge Dental Practice
Service number:	01930
Service Provider:	Paratian Co Ltd
Address:	9 Dean Bank Lane, Edinburgh, EH3 5BS
Date Inspection Concluded:	15 May 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must publish an annual duty of candour report (see page 15).</p> <p>Timescale – immediate</p>	Annual duty if candour was published on our website under 'Contact Us' tab.	Completed	Practice Manager

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<p>Requirement 2: The provider must undertake a risk assessment of its ventilation system in the treatment rooms and decontamination room and mitigate against any risks associated with using a ventilation system which does not meet national guidance for specialised ventilation for healthcare services (see page 17).</p> <p>Timescale – 1 September 2024</p>	<p>Ventilation risk assessment was completed.</p>	<p>Completed</p>	<p>Practice Manager</p>
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<p>Requirements and Recommendations</p>	<p>Action Planned</p>	<p>Timescale</p>	<p>Responsible Person</p>
<p>Recommendation a: The service should develop a formalised strategy that sets out its vision, aims and objectives. It should also identify overall key performance indicators that will help it achieve its aims and objectives, and a process for monitoring and measuring these (see page 9).</p>	<p>This will be discussed and decided with all clinical staff during annual meetings.</p>	<p>30th September 2024</p>	<p>Principal Dentist</p>

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<p>Recommendation b: The service should formalise its weekly staff huddle meetings and clinical meetings. A record of discussions and decisions reached at these meetings should be kept, including the staff responsible for taking forward any actions (see page 10).</p>	<p>Weekly huddle meetings happen every Monday morning. Our receptionist will record discussions and decisions.</p>	<p>Completed</p>	<p>Practice Manager and Receptionist</p>
<p>Recommendation c: The service should ensure patients are informed of any changes made to the service as a result of their feedback (see page 12).</p>	<p>All changes made to the service will be announced on the practice website during quarterly newsletter.</p>	<p>31st August 2024</p>	<p>Practice Manager</p>

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<p>Recommendation d: The service should implement a structured way of seeking the views of staff and using their feedback to make improvements to the way the service is delivered (see page 12).</p>	<p>Online anonymous survey will be created so all staff members can fill in and give feedback. This will be done annually together with report of any changes.</p>	<p>30th September 2024</p>	<p>Practice Manager</p>
<p>Recommendation e: The service should ensure all clinical staff are trained in the duty of candour principles (see page 15).</p>	<p>Will be discussed with all staff members during meeting in September.</p>	<p>30th September 2024</p>	<p>Practice Manager</p>

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<p>Recommendation f: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 15).</p>	<p>Will be discussed with Principal Dentist during meeting in September. Improvement plan will be created, recorded and reviewed annually.</p>	<p>30th September 2024</p>	<p>Principal Dentist and Practice Manager</p>
<p>Recommendation g: The service should complete and submit a self-evaluation as requested by Healthcare Improvement Scotland (see page 17).</p>	<p>After completing changes and recommendations made by HIS at the inspection, Self-evaluation form will be carried out.</p>	<p>1st November 2024</p>	<p>Principal Dentist and Practice Manager</p>

Name	Kate Kryk
Designation	Practice Manager
Signature	
<p>Date 03/07/2024</p>	

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.

- **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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