

## Action Plan

Service Name:	The Skin Clinic Ayr
Service number:	02256
Service Provider:	Aesthetics Ayrshire Ltd
Address:	40 Dalblair Road, Ayr, KA7 1UL
Date Inspection Concluded:	04 November 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must ensure that all medicines held as stock are ordered and prescribed appropriately for the clinic (see page 15).</p> <p>Timescale – immediate</p>	<p>Emergency drugs were ordered via prescription and stored in emergency drug box. This will not be repeated. All other medicines in clinic have always been prescribed appropriately as well as holding stock as per guidelines.</p>	<p>Immediate</p>	<p>Aesthetic Doctor</p>

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<p><b>Requirement 2:</b> The provider must implement effective systems that demonstrate that staff working in the service, including staff working under practicing privileges, are safely recruited. This must include ensuring that all staff are enrolled in the Protecting Vulnerable Groups (PVG) scheme by the service, and that key ongoing checks then continue to be carried out regularly (see page 17).</p> <p>Timescale – immediate</p>	<p>All practicing privileges staff have been informed that a PVG is required. I am setting up the skin clinic with disclosure scotland as an organisation to allow this to be carried out.</p>	<p>Currently working on.</p>	<p>Clinic Manager</p>
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b> The service should develop a process of keeping patients informed about the impact their feedback has on the service (see page 12).</p>	<p>Our website is currently under construction. We will include regular updates on here to inform patient about the service and how their feedback has brought about change. We also aim to do this on our instagram page. We hope to set up newsletter emails to address this also.</p>	<p>February 2025</p>	<p>Clinic Manager</p>

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<p><b>Recommendation b:</b> The service should regularly review all of its policies and procedures and ensure they are up to date with current guidance and Scottish legislation (see page 15).</p>	<p>Policies and Procedures have been reviewed since the inspection to update to current Scottish legislation</p>	<p>Dec 2025</p>	<p>Clinic Manager and Aesthetic Doctor.</p>
<p><b>Recommendation c:</b> The service should ensure that all staff including those working under practicing privileges undergo a documented induction and appraisal process (see page 15).</p>	<p>We now have paperwork in place to document inductions for all practicing privileges staff. I aim to appraise practicing privileges staff quarterly and document the process.</p>	<p>On going</p>	<p>Clinic Manager</p>

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<p><b>Recommendation d:</b> 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>A formalised quality improvement plan will be written with topics and timescales. This will be displaced on the staff room wall. Reports will be written and filed and action plans/outcomes discussed at staff meetings.</p>	<p>By Feb 2025</p>	<p>Clinic Manager and Aesthetic Doctor</p>
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Name	Jillian Bradford
Designation	Clinic manager
Signature	Jillian Bradford
Date	11 / 12 / 2024

**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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