

Action Plan

Service Name:	Therapie Clinic (St James Edinburgh)
Service number:	02407
Service Provider:	Therapie Medical UK Limited
Address:	114 St James Crescent, Edinburgh, EH1 3AD
Date Inspection Concluded:	3 December 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop clear and measurable action plans to monitor and evaluate the impact of any service changes from patient feedback, and ensure patients are informed of any changes made to the service as a result of their feedback (see page 14).	The service will ensure that clients are informed of changes and improvements made within the service as a result of feedback gained from client surveys	Before 28 th February	Client Experience

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<p>Recommendation b: The service should ensure when unlicensed medicines are used that a summary of the discussion and the rationale for using the medicine outwith its license is recorded in patient care records (see page 23).</p>	<p>HCP staff will ensure to record a summary of the discussion and rationale when using an unlicensed medication within patient records</p>	<p>In Place</p>	<p>Clinical Staff/Clinic Management</p>
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Name	Charli Dingwall
Designation	Quality and Compliance Officer GR
Signature	C. DINGWALL
Date	31 / 01 / 2025

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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