

Action Plan

Service Name:	The Balfour, Kirkwall
Service Provider:	NHS Orkney
Date of inspection:	23-24 November 2022

Ref	Action Planned	Timescale	Responsible Person	Progress	Date completed
1	<p>NHS Orkney must ensure all staff who refer have individual entitlement documentation and a clearly defined scope of practice.</p> <p>Entitlement letter to be drafted and issued to all current referrers from acute care, issuing this letter to be integrated into process for new starters. For GP referrers, entitlement letter to be issued at practice level informing GPs employed in that practice of their entitlement and specifying duties and training required.</p> <p>Work with NHS Grampian Medical Physics on updating training module and adapting as necessary for Orkney.</p>	November 2023	NC/KS/SM/RD		
2	NHS Orkney must ensure individuals make referrals within their scope of practice and any justifiable exceptions to	April 2023	NC/KS		



	<p>this practice are detailed in an employer's procedure.</p> <p>Increase entitlement of junior doctors to include referral for CT, on the basis that all CT requests are vetted by a radiologist or radiographer with delegated responsibility under protocol. Junior doctors in Orkney are often lone working out of hours, and it is appropriate and low risk for them to make referrals on their own behalf given the requirement for vetting by a radiologist. All requests from junior doctors must have an assigned consultant who has ultimate clinical responsibility for the patient.</p>				
a	<p>NHS Orkney should ensure its employer's procedures are updated to reflect the current practice of recording clinical conversations on the radiology information system.</p> <p>Update documentation to make it clear modifications to protocol after further verbal information are documented, communicate to radiographers via staff meetings and training of new starters.</p>	April 2023	NC/KS		
b	<p>NHS Orkney should ensure all staff understand who is accountable when a referral is justified for pre-booked appointments.</p>	April 2023	KS		



	Communicate to radiographers via staff meetings and training of new starters, that there can only be one practitioner and the practitioner who justifies the exposure on the day of the examination is accountable.				
c	<p>NHS Orkney should ensure its employer's procedure includes the full scope of identification checks staff carry out to ensure consistency and reduce the risk of identification errors. This should include clinical information and laterality (part and side of the body to be exposed).</p> <p>Update documentation to reflect full scope of identification checks including clinical information and laterality (part and side of the body to be exposed).</p>	April 2023	NC/KS		
d	<p>NHS Orkney should ensure training records are complete for staff to demonstrate they are trained to carry out quality assurance checks on equipment.</p> <p>Update training documentation to include competence in performing quality assurance checks.</p>	April 2023	NC/KS		
e	<p>NHS Orkney should ensure it complies with the frequency of equipment quality assurance checks as set out in its employer's procedure.</p> <p>Check status of QA at each staff meeting.</p>	Feb 2023	KS		

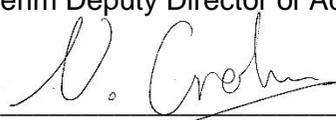


f	<p>NHS Orkney should display PAUSE posters to ensure staff take time to carry out appropriate checks before an exposure.</p> <p>Acquire PAUSE posters and display in clinical areas.</p>	Feb 2023	KS		
g	<p>NHS Orkney should update its employer's procedure to ensure competency to use equipment is only determined by training and assessment.</p> <p>Remove training by experience from competency document.</p>	April 2023	NC/KS		
h	<p>NHS Orkney should ensure a procedure is in place to reflect the training and auditing requirements to enable radiographers to report and provide justification under protocol.</p> <p>Existing justification criteria and guidelines, including training and audit criteria, to be updated and expanded, following discussion with NHS Grampian radiology. To be included with IR(ME)R documentation and passed through Radiation Safety Committee.</p>	November 2023	NC/KS		



Name: _____ Nick Crohn _____

Designation: _____ Interim Deputy Director of Acute Services and DRPS NHS Orkney _____

Signature: _____


Date: _____ 03/02/23 _____

In signing this form, you are confirming that you have the authority to complete it on behalf of the employer.