

Action Plan

Service Name:	The Glen Clinic
Service number:	02223
Service Provider:	The Glen Clinic Room Limited
Address:	Room 23-1 and 23-2, 1 Spiersbridge Business Park, Thornliebank, Glasgow, G46 8NG
Date Inspection Concluded:	17 January 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop and implement a process for measuring, recording and reviewing key performance indicators (see page 8).	The service will develop and implement a process for measuring, recording and reviewing key performance indicators	May 24	C Fraser

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:1 of 3	Review Date:
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<p>Recommendation b: The service should ensure that the recruitment and induction policy is updated to include information about the induction programme that new staff are required to complete (see page 14).</p>	<p>The service will ensure that the recruitment and induction policy is updated to include information about the induction programme that new staff are required to complete</p>	<p>May 24</p>	<p>C Fraser</p>
<p>Recommendation c: The service should develop and implement a quality improvement plan (see page 15).</p>	<p>The service will develop and implement a quality improvement plan</p>	<p>June 24</p>	<p>C Fraser</p>

Name	Carolyn Fraser
Designation	18 th March 24
Signature	C Fraser
Date 18/3/24	

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.

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
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