	Action :	Person :	Review Date :	Completed :	Comments :
1	Medical Protocols did not refer specifically to the clinic	Helen Woodley Andrea Flowers	21 May 2014	22 May 2014	The Corporate Medical Protocols are usually retained on the Intranet so that they are available for all staff to access. A hard copy has been produced for the clinic and a bespoke cover sheet provided.
2	Inspectors have recommended that clinic staff undertake training in data management and confidentiality.	Helen Woodley	N/A	Ongoing	All new staff attend a 3 day induction training course where they have introductory training relating to medical records, data management and confidentiality. All staff are also required to read the following Corporate Policies when revised or at least once a year: "Information Management and Data Protection Policy" and "Records Management Policy". In addition the Company has introduced a new module for 2014 in it's electronic training programme entitled "Data Management".

3	The inspectors raised concerns at the time of the inspection that the hot water system had been inoperational for one week.	Helen Woodley Andrea Flowers Laura Norton Landlord	28 May 2014	22 May 2014	This matter had been reported to the Property Department as per Company Policy and then referred to the Landlord for rectification. A part had been ordered in order to complete the necessary repairs. Risk Assessment undertaken by the Clinic Manager following discussion with the Infection Control Nurse. All staff to clean hands by use of alcohol hand gel in addition to soap and water handwashing whilst there was no hot water available. There were no scheduled treatments during the time that the hot water was absent from the clinic premises, hence minimal patient interventions were being undertaken and alcohol hand gel cleansing is an effective method of hand hygiene adopted in all clinical situations where there are no available handwash facilities.