

**Action plan template**

GOsC Education Quality Assurance Action plan template

**Provider:** Nescot

**Date of visit:** 18–20 October 2022

**Course reviewed:** Master of Osteopathic Medicine Bachelor of Osteopathic Medicine  
Validated by Kingston University until August 2022, with programmes from September 2022 validated by London South Bank University

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Mott MacDonald | Quality Assurance Handbook 415723 | May 2022

Ref	Details of condition (from report)	Timeframe	Provider actions and implementation	How this will be monitored	Action closed
(7ii)	<p>The College must refine their data capture and reporting methods to ensure coherent monitoring and forecasting of patient numbers as well as ensuring the attainment of the required hours in clinic.</p> <p>(7ii) While clinical audit is undertaken on a monthly basis, there does not appear to be a clear strategy to ensure the quality of the breadth of patient interactions that students encounter. The College must improve their recording of patient audit data, and management of student exposure to a full</p>	Immediate implementation of actions	We will continue to audit the student clinical experience on a monthly basis by capturing, number of new patients, number of follow up patients, number of patients by gender, and number of each body region treated (10 regions monitored). Recording by region although less specific than by condition is still very valuable and gives a good indication that student will be familiar with the associated differentials, clinical examination and general manual therapy and exercise management of the region.	Clinic Audit Report.	

**Annex C to 6**

	<p>range of musculoskeletal and non-musculoskeletal presentations, to ensure that students see a sufficient depth and breadth of patients.</p>		<p>We will ensure that individual students' accumulative total (for the academic year) for each of these data elements is also reported monthly.</p> <p>Ensure minutes for monthly audit review meetings between Clinic Administrator and HOD/Group Tutor are recorded and that these include relevant actions taken (including marketing actions and allocation of patients) to ensure students are exposed to a full range of presentations.</p> <p>The marketing and patient feedback report submitted as evidence by our marketing manager John Spring detailed our strategic approach that includes a dedicated clinic website, an ongoing audit of the source of patients, Google AdWords, e-marketing to our database of 1993 patients (we use e-marketing to recruit for specific conditions and an example of this was given in the report), e-marketing also to Nescot staff and students (example given in the report), leaflets included in Nescot open evening event goody bags (5000 annual footfall) and marketing via an osteopathy stand at the Nescot summer fair (2000 visitors to the fair)</p>	<p>Clinic Audit Report.</p> <p>Clinic Audit Minutes.</p> <p>Annual osteopathy marketing report.</p>	
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