

Flow Chart for Immediate Assurance & Improvement Planning for NHS and mixed dental practices.

Are immediate patient safety concerns identified?

yes

HIW will raise concerns with the practice during the inspection.
 HIW will issue an immediate assurance letter to practice within 2 days of inspection
 Letter copied to:
 • CE & Chair of HB
 • Dental Manager at HB
 • WG (Q&S + dental policy)
 • Deanery (if it is a training practice)

Note: Regardless of the immediate assurance process, the practice will be expected to complete an improvement plan to address the other areas identified during the inspection. This means that a practice may be required to complete two improvement plans, one for immediate improvements and one for any other areas of improvement identified. HIW will seek a response to the improvement plan until we receive satisfactory assurance.

The HB should review the information and take appropriate action in accordance with their contract management role

The practice has a duty to respond with an immediate improvement plan within 5 working days
 The health board should engage with the practice about their response

Response received
 HIW will evaluate immediate improvement plan
 Response not received
 HIW will contact the practice

If satisfactory
 The immediate improvement plan will be published with the inspection report.
 The practice will receive a satisfactory letter which will be copied to:
 • CE & Chair of HB
 • Dental Manager at HB
 • WG
 • Deanery (if appropriate)
 If not satisfactory
 The practice will receive an escalation letter which will be copied to:
 • CE & Chair of HB
 • Dental Manager at HB
 • WG
 • Deanery (if appropriate)

If the immediate improvement plan still does not provide sufficient assurance or practice continues not to respond - HIW expects the health board to take appropriate action.

No

Practice will receive an improvement plan together with the inspection report 3-5 weeks post inspection
 Practice will have 10 working days to respond with a completed improvement plan

Response received
 HIW will evaluate the submission received
 Response not received
 HIW will contact the practice

If satisfactory
 The improvement plan will be published together with the inspection report.
 The practice will receive a letter confirming the improvement plan provides sufficient assurance which will be copied to:
 • CE & Chair of HB
 • Dental Manager at HB
 • WG
 • Deanery (if appropriate)
 If not satisfactory
 The practice will receive an escalation letter which will be copied to:
 • CE & Chair of HB
 • Dental Manager at HB
 • WG
 • Deanery (if appropriate)

If the improvement plan still does not provide sufficient assurance or practice continues not to respond - HIW expects the health board to take appropriate action.

The HB should review the information and take appropriate action in accordance with their contract management role