

Appendix A

General Dental Practice: Improvement Plan

Practice: Woodlands Dental Practice

Date of Inspection: 23 February 2015

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
Patient Experience				
7	The practice owners should implement a suitable formal system to seek feedback from patients with the aim of making service improvements as necessary.	Practice intends to implement a feedback system with patients.	C. Davies E. Webster	3 months
Delivery of Standards for Health Services in Wales				
9	<u>Immediate Assurance Requirement</u> The practice must take suitable action to demonstrate it operates safe systems with regard to the use of radiation equipment.	[Within the immediate assurance plan dated 5 March 2015 the practice owners confirmed: A request has been made to the HSE regarding a notification letter regarding radiological protection. Equipment check has been booked for March 6 th	C. Davies C. Davies	Immediate 6 th March

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		<p>and March 25th. One surgery requires a critical examination and they both require an annual service.</p> <p>Both practitioners have up to date IRMER training within the last 5 years.]</p>	<p>C. Davies E. Webster</p>	<p>25th March</p> <p>N/A</p>
10	<p>The practice owners should make suitable arrangements so staff can access and safely use an automatic external defibrillator when required in an emergency.</p>	<p>The practice is seeking to purchase a defibrillator and to undertake training in its use.</p>	<p>C. Davies E. Webster</p>	<p>3 months</p>
11	<p>The practice owners should review the use of wire brushes and implement the use of thermometers in accordance with the guidance set out within WHTM 01-05.</p>	<p>Use of wire brushes reviewed Use of thermometers reviewed</p> <p>The practice has reviewed the use of wire brushes. Thermometers now being used in accordance with WHTM 01-05</p>	<p>C. Davies E. Webster</p>	<p>Immediate</p>
12	<p>Printouts from the autoclave to be retained or printed out in accordance with guidance set out within WHTM 01-05.</p> <p>The practice owners should make suitable arrangements to demonstrate suitable checks are being conducted on the ultrasonic baths.</p>	<p>Print outs to be retained.</p> <p>Checks to be undertaken</p>	<p>C. Davies E. Webster</p>	<p>Immediate</p>

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12	<p><u>Immediate Assurance Requirement</u></p> <p>The practice must take suitable action to ensure it can demonstrate regular infection control audits are being completed. Appropriate corrective action to then be taken as necessary as a result of audit findings.</p>	<p>[Within the immediate assurance plan dated 5 March 2015 the practice owners confirmed:</p> <p>An audit tool has been downloaded for regular use within the practice.]</p> <p>Audit undertaken</p>	C. Davies E. Webster	Immediately N/A
12	The practice owners should make suitable arrangements to replace refillable hand wash containers in accordance with WHTM 01-05.	Suitable arrangements in place.	C. Davies E. Webster	N/A
13	The practice owners must make suitable arrangements to ensure details of smoking and alcohol use (and whether health promotion advice was indicated and offered) and oral cancer screening is appropriately recorded within patient dental records. Patients' ongoing consent to treatment should also be recorded.	<p>Arrangements in place.</p> <p>We endeavour to record the details of smoking and alcohol use within the medical history. Consent to treatment is also recorded. Extra oral and intra oral soft tissue screening is routinely undertaken.</p>	C. Davies E. Webster	N/A
13	The practice owners must make suitable arrangements to ensure medical histories are countersigned by the dentist.	Arrangements in place.	E. Webster C. Davies	N/A

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Management and Leadership				
15	<p>The practice owners should make suitable arrangements to update the practice's safeguarding policies to include the contact details of local safeguarding teams.</p> <p>The practice owners should also assure themselves that practice staff are suitably trained and able to respond to potential safeguarding issues.</p>	<p>Action to be taken</p> <p>Safeguarding policies have been updated. Contact details are available.</p> <p>Staff are aware and able to respond appropriately.</p>	Pauline White	3 months
15	<p>The practice owners should make suitable arrangements to ensure staff working at the practice have an annual appraisal of their work. This system should identify staff learning and development needs and how these needs may be supported by the practice.</p>	<p>Appraisal system to be developed.</p>	<p>C. Davies E. Webster P. White</p>	6 months
16	<p>The practice needs to review the current complaints procedure and ensure it is consistent with 'Putting Things Right' and the requirements of the Private Dentistry (Wales) Regulations 2008.</p>	<p>To review the current complaints procedure</p>	<p>C. Davies E. Webster</p>	3 months

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16	The practice should consider implementing a suitable system to capture verbal/informal complaints to identify themes and trends. Action identified to improve the service to be taken as appropriate.	Action to be taken to identify and capture verbal/informal complaints We are implementing a patient experience and comment facility at the practice. A complaints system is in place in the form of a complaints log book.	C. Davies E. Webster	3 months
Quality of Environment				
18	The practice owners should make suitable arrangements to ensure fire safety instructions are prominently displayed within the practice.	Fire safety instructions to be displayed.	C. Davies E. Webster	1 month

Practice Representative:

Name (print): Christopher Davies.....

Title: Mr.....

Date: 11/5/15 and 7/6/15.....