

**General Dental Practice
Inspection [Announced]
Powys Teaching Health
Board, MJ Taylor Dental
Practice**

18 November 2014

This publication and other HIW information can be provided in alternative formats or languages on request. There will be a short delay as alternative languages and formats are produced when requested to meet individual needs. Please contact us for assistance.

Copies of all reports, when published, will be available on our website or by contacting us: In writing:

**Communications Manager
Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ**

Or via

Phone: 0300 062 8163
Email: hiw@wales.gsi.gov.uk
Fax: 0300 062 8387
Website: www.hiw.org.uk

Contents

1.	Introduction	2
2.	Methodology.....	2
3.	Context.....	4
4.	Summary.....	5
5.	Findings	6
	Patient Experience	6
	Delivery of Standards for Health Services in Wales	8
	Management and Leadership.....	10
	Quality of Environment	11
6.	Next Steps	12
	Appendix A.....	13

1. Introduction

Healthcare Inspectorate Wales (HIW) completed an announced inspection to MJ Taylor Dental Practice at 17 Commercial Street, Ystradgynlais, Swansea, SA9 1HD within the area served by Powys teaching Local Health Board on 18th November 2014.

During the inspection we considered and reviewed the following areas:

- Patient experience
- Delivery of Standards for Health Services in Wales
- Management and leadership
- Quality of environment

2. Methodology

HIW inspections of General Dental Practices seek to establish how well practices meet the standards in *Doing Well, Doing Better: Standards for Health Services in Wales*¹.

During the inspection we reviewed documentation and information from a number of sources including:

- Information held by Healthcare Inspectorate Wales (HIW)
- Interviews of staff including dentists and administrative staff
- Conversations with nursing staff
- Examination of a sample of patient medical records
- Examination of practice policies and procedures
- Examination of equipment and premises

¹ Doing Well, Doing Better: Standards for Health Services in Wales came into force from 1st April 2010. The framework of standards sets out the requirements of what is expected of all health services in all settings in Wales. www.weds.wales.nhs.uk/opendoc/214438

- Information within the practice information leaflet and website

At the end of each inspection, we provide an overview of our main findings to representatives of the dental practice to ensure that they receive appropriate feedback.

Any urgent concerns that may arise from dental inspections will be notified to the dental practice and to the health board via an immediate action letter. Any such findings will be detailed, along with any other recommendations made, within Appendix A of the inspection report.

Dental inspections capture a snapshot of the application of standards at the practice visited on the day of the inspection.

3. Context

MJ Taylor dental practice provides services to patients in the Ystradgynlais area of Powys. The practice forms part of dental services provided within the geographical area known as Powys teaching Local Health Board. The practice employs a staff team which includes 1 dentist, 3 dental nurses and 1 receptionist (who is also qualified as a dental nurse).

A range of services are provided. These include:

- Prosthetics
- Some cosmetic dentistry
- Teeth whitening
- Gum shields
- Night guards
- Porcelain crowns / gold crowns
- Veneers
- Preventative and periodontal treatment

4. Summary

HIW explored how MJ Taylor dental practice meets the standards of care in the Doing Well, Doing Better: Standards for Health Services in Wales.

Overall, we identified a number of positive findings during this inspection. We also made some recommendations for improvement which are detailed below.

Patients told us unanimously that they were happy with the services provided at the practice; some had been patients at the practice for more than 30 years. The practice told us that they had not received any complaints in approximately 20 years and were unable to remember the last time they had received any.

We found a generally high standard of recording in patient notes which evidenced that treatment received at the practice was well planned and delivered. We have however made two recommendations on how patient notes could be improved further.

We found that the practice had introduced an extra procedure into their decontamination process which may not have been necessary or beneficial and advised that this step be removed.

The practice had safe systems in place for use of and maintenance of radiographic equipment but needed to be assured that the Health and Safety Executive was aware of their use of radiography at the premises.

HIW found a small, cohesive team at the practice and saw evidence of strong leadership from the dentist / practice manager.

The practice premises and environment were clean and conducive to the provision of safe patient care.

5. Findings

Patient Experience

Summary

Patients told us unanimously that they were happy with the services provided at the practice; some had been patients at the practice for more than 30 years. The practice told us that they had not received any complaints in approximately 20 years and were unable to remember the last time they had received any.

Our main method for gathering patient views as part of this inspection was by distributing pre printed questionnaires to patients ahead of our inspection visit. Twenty three were completed and returned to us. We also had the opportunity to see results of the most recent patient survey the practice had themselves completed.

The feedback we received and the feedback the practice had received was all very positive, in fact there were no negative responses. We were given permission by our questionnaire respondents to use the information they gave us and below we have included a sample of the positive comments received:

“Staff very friendly and efficient”

“Very satisfied” (with the service provided)

“Excellent service”

Patients also told us that they did not experience any long delays waiting for their appointment time.

There was a complaints procedure in place and this gave an outline of the timescales the practice would aim to follow whilst dealing with any concerns / complaints. However, the staff informed us that they had not received any complaints over the last 20 years and therefore have had no cause to test the procedure out.

We noticed that there was a complaints poster / sign by the reception desk but not within the main waiting area; 7 questionnaire respondents stated that they would not know how to make a complaint, however of note is that 1 respondent stated they had no wish to make a complaint either. We would still advise that the practice improve the accessibility of this information and also ensure that

the font and language it is displayed in are as accessible to as wide a range of their practice population as possible.

Recommendation

Display information on how to make a complaint, including other relevant bodies the complaint can be addressed to, in the main waiting area using a font size and language which is as accessible as possible to their practice population.

Delivery of Standards for Health Services in Wales

Summary

We found a generally high standard of recording in patient notes which evidenced that treatment received at the practice was well planned and delivered. We have however made two recommendations on how patient notes could be improved further.

We found that the practice had introduced an extra procedure into their decontamination process which may not have been necessary or beneficial and advised that this step be removed.

The practice had safe systems in place for the use of and maintenance of radiographic equipment but needed to be assured that the Health and Safety Executive was aware of their use of radiography at the premises.

We inspected 5 patient records during this inspection, as there is only one dentist at the practice, all records had been recorded by him – there had been no use of locum dentists. All records at the practice are handwritten and we found that the quality and detail recorded was generally of a high standard. We found that all patients (from the sample we saw) needed to have an updated medical history and we also noted that the medical histories in the notes had not been countersigned by the dentist to confirm they had been read.

Recommendation

Up to date medical histories should be obtained for all patients and countersigned by the dentist to confirm they have been read.

Generally the records contained details of the problem, reason for attending and symptoms, although this information was not consistently found. Patient consent was also inconsistently recorded.

Recommendation

The reason for attending, symptoms and patient consent must be recorded on all patient records.

The practice has one surgery and decontamination of instruments is also done in this room. We saw that there was a very clear system in place, using two dental nurses to refine the process even more clearly into the separate handling of clean and dirty instruments. The surgery and decontamination room was visibly very clean. The practice had added any additional step into their decontamination process and they were passing instruments through their

autoclave twice. We were unclear as to the benefits of this additional step and neither could we see that it was supported by the manufacturer of the autoclave.

Recommendation

Determine whether the additional decontamination step is appropriate (contact manufacturer) and amend this practice as advised.

Once instruments had been sterilised they were given a coloured sticker which denoted the year and then stored until next use. There have been some recent changes to guidelines however and the practice must ensure that they are not storing sterilised instruments for longer than is now recommended. Once sterilised, items should also be clearly dated in addition to the coloured sticker system which is already in use.

Recommendation

Ensure that instruments are only stored for as long as latest guidelines state and clearly mark dates of sterilisation onto equipment.

A daily checklist for keeping the surgery stocked and clean was clearly displayed and evidently in use. The practice also conducted regular audits of infection control and acted promptly to rectify any concerns identified in either of these.

Whilst there was documentation to support the safe use of radiographic equipment on a daily basis, practices should inform /register with the Health and Safety Executive (HSE) so that they are aware that it is used regularly at the premises. Although the dentist was confident that this notification to HSE had taken place, we were unable to locate written confirmation of this.

Recommendation

Obtain advice from the HSE in respect of the use of radiographic equipment on the premises.

Management and Leadership

Summary

HIW found a small, cohesive team at the practice and saw evidence of strong leadership from the dentist / practice manager.

The principle dentist had been at the practice since 1981 and was also the practice manager. The staff team of three dental nurses and receptionist had all worked there for a number of years and there was extremely low staff turnover. The team appeared to be happy working together and had well established systems and clearly defined roles and responsibilities.

The staff told us that they were able to discuss issues on a daily basis and as a result had no need for formal staff meetings. They did however have well maintained training files which showed evidence of all their continuing training and certificates. We also saw evidence of written reports following staff appraisal sessions. These were not dated however and so we were unable to tell when these had taken place. They also did not contain much information on future planning and setting objectives for development of the individuals.

Recommendation

Ensure that records of staff appraisals are dated and contain a future plan taking account of areas for development.

We saw maintenance records for some of the equipment in use at the practice; all were up to date and records were ordered and clear. There were clear arrangements in place to ensure that regular servicing and testing of equipment was completed in accordance with safety schedules.

There was an accident book kept by the receptionist, however there were no entries made into this and the staff confirmed that there had been no events which required documenting within this.

Quality of Environment

Summary

The practice premises and environment were clean and conducive to the provision of safe patient care.

The practice is run from a converted town house in the centre of Ystradgynlais. There was ample parking in a public car park behind the building and some parking on the street outside.

All patient areas were provided on the ground floor, with level access throughout. Although not all internal doorways appeared wider, staff at the practice informed us that they have patients who use wheelchairs and that they can navigate around the practice without difficulty.

The practice was tidy, clutter free and was visibly clean throughout; including non patient areas. The reception / dental nursing staff are responsible for all cleaning within the practice and the standards we saw demonstrated that they clearly take pride in maintaining their environment.

All paper records are stored in locked cabinets.

There were some useful information posters on the noticeboard in the waiting room and some leaflets available at reception.

6. Next Steps

This inspection has resulted in the need for the dental practice to complete an improvement plan in respect of Patient Experience, Delivery of Standards for Health Services in Wales and Management and Leadership. The details of this can be seen within Appendix A of this report.

The improvement plan should clearly state when and how the findings identified at the MJ Taylor Dental Practice will be addressed, including timescales.

The improvement plan, once agreed, will be published on HIW's website and will be evaluated as part of the ongoing dental inspection process.

Appendix A

General Dental Practice: Improvement Plan

Practice: MJ Taylor Dental Practice

Date of Inspection: 18th November 2014

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
Patient Experience				
7	Display information on how to make a complaint, including other relevant bodies the complaint can be addressed to, in the main waiting area on using a font size and language which is as accessible as possible to their practice population.			
Delivery of Standards for Health Services in Wales				
8	Up to date medical histories should be obtained for all patients and countersigned by the dentist to confirm they have been read.			

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
8	The reason for attending, symptoms and patient consent must be recorded on all patient records.			
9	Determine whether the additional decontamination step is appropriate (contact manufacturer) and amend this practice as advised.			
9	Ensure that instruments are only stored for as long as latest guidelines state and clearly mark dates of sterilisation onto equipment.			
9	Obtain advice from the HSE in respect of the use of radiographic equipment on the premises.			
Management and Leadership				
10	Ensure that records of staff appraisals are dated and contain a future plan taking account of areas for development.			
Quality of Environment				

Practice Representative: Mr MJ Taylor

Name (print):

Title:

Signature:

Date: