

Appendix A

General Dental Practice: Improvement Plan

Practice: Castle Square Clinic

Date of Inspection: 09 December 2014

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
Patient Experience				
7	<p>The practice must review how information is displayed; additional consideration should be given to patients' language preferences, communication needs and to patients receiving services under NHS.</p> <p>The practice should use a range of methods and approaches for obtaining patient feedback. Patients' views should be considered when making changes to develop and/or improve the services.</p>	<p>As soon as we receive notification of the NHS Fees for April we will display the bilingual posters in a prominent position.</p> <p>In addition to the monthly written questionnaires given to the first 20 patients on a selected day, we will operate a suggestion box at reception with anonymised forms for a pre-arranged term and also conduct a verbal survey quarterly to assess patient experience and satisfaction.</p>	Michelle Jones	<p>Completion by 30/04/2015</p> <p>Suggestion box in operation 28/02/2015</p>

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Delivery of Standards for Health Services in Wales				
8	Dentists must be able to evidence that they have read the patient initial medical histories; a copy of these should be retained or scanned onto the computer. Patient subsequent medical histories should consistently be recorded and updated.	This practice has now adopted and implemented all of the advised procedures.	Michelle Jones	Completed 15/12/2014
9	Ensure that emergency medication is stored in accordance with the manufacturers' guidance. Seek advice regarding local policies for medication storage and best practice in dental practices	All emergency medication is now stored according to Manufacturers' guidance. Each staff member has been informed of the location of all emergency drugs and equipment. A system is in place to ensure all drugs and emergency equipment is in date.	Michelle Jones	Completed 14/01/2015
Management and Leadership				
10	The system to monitor staff training for all staff, including evidence of the training received, training planned and refresher training due dates, must be improved.	Work is underway to produce a spreadsheet displaying all staff training needs and CPD records which will be monitored.	Michelle Jones	By 21/03/2015 All completed 03/03/2015

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10	Staff must receive an annual personal appraisal and be provided with a personal development plan, enabling them to develop their role. Copies should be retained in a secure location within the practice.	Next appraisals for all employed staff scheduled for 03/03/2015. A lockable filing system will be purchased for the storage of these records.	Katharine Humphreys	31/03/2015 Completed 3/3/2015
10	The practice recruitment process must include appropriate steps to ensure that staff working with adults and children are suitable to do so.	All employed staff now have current DBS checks in place. The team attended a POVA course on 11/12/2014 and a child protection course on 29/01/2015.	Michelle Jones	Completed 29/01/2015
11	Regular audits must be undertaken in accordance with WHTM 01-05 and documentary evidence made available of the subsequent actions taken.	Audits are undertaken annually. The actions for the December 2014 audit have been completed and signed, dated and filed.	Michelle Jones	Completed 29/01/2015
11	Review staffing levels in terms of the practice manager's role, to allow for sufficient time to effectively manage and improve the service.	Practice Manager duties were interrupted last year by long periods of low staffing levels due to sickness. The normal operation of the practice has now resumed and the Practice Manager now has sufficient time for managerial duties.	Katharine Humphreys	Completed 18/12/2015
Quality of Environment				

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
	N/A			

Practice Representative:

Name (print): Michelle Jones.....

Title: Mrs.....

Signature: Michelle Jones.....

Date: 30/01/2015.....