

Appendix A

General Dental Practice: Improvement Plan

Practice: Builth Wells Dental Practice (IDH)

Date of Inspection: 5th February 2015

Page Number	Recommendation	Health Board Action	Responsible Officer	Timescale
	Patient Experience			
	<i>The answerphone message for out of hours must be improved so that patient's are provided with key information on opening hours and out of hours instructions.</i>	Fault on answerphone changing option. New phone system will be installed this Thursday 5 th November 2015	Practice Manager Corryne	
	<i>The practice must ensure that they provide and clearly display key information for patients on out of hours dental service contacts and how to make a complaint.</i>	The out of hours contact information is on display in the patient notice board, behind reception desk and on display at the front door outside of display	Practice Manager Corryne	Immediate - Completed

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	<i>The complaints procedure must be reviewed and amended so that it is in line with the principles of 'Putting Things Right' and Welsh guidelines.</i>	Complaints information poster is on the notice Board. The Business is currently adapting the complaints poster to make the information more visible	Practice Manager Corryne Patient Support Team	Completed
	<i>IDH must ensure that there are established, regular systems for inviting patient feedback. IDH must also ensure their practice managers' are sufficiently empowered to initiate such feedback surveys for themselves if this is not company policy.</i>	We have feedback forms available for patients on reception, We also ask patients for feedback via SMS messaging- The manager can access this information and review at any time to share with the team. The managers are able at any time to locally implement a patient survey if issues are identified. They can ask for support from the patient support team in producing this	Practice Manager Corryne	Completed
Delivery of Standards for Health Services in Wales				
	<i>The standard and detail of record keeping in relation to radiographs needs to be improved. There needs to be a system introduced for the overall quality assurance of all radiographs taken at the practice.</i>	The clinicians are documenting the radiographs in clinical notes – Following on from this inspection, the Clinical Support Manager attended the practice and met with the dentists to discuss record keeping and quality assurance of xrays Radiography Audit has now been completed with	Practice manager Clinical Support Manager	Immediate

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		clear action plans in place.		
	<i>Clearly mark areas in the decontamination room according to whether they should be used to process and handle 'clean' or 'dirty' instruments.</i>	The de con room has now been zoned to identify dirty/clean zones	Practice Manager Corryne / Nursing staff	Completed
	<i>Decontamination protocols to be obviously displayed in relevant areas. Records to be maintained of all in house training / reminders given to staff in relation to the decontamination procedures.</i>	<p>There is a poster and a Cross Infection Folders containing all policies available for the de con areas for protocols and processes which all staff will read and sign. There is a new practice specific Infection control Manual on site</p> <p>Cross Infection training is available for staff to complete Via the company Learning management System</p> <p>There are now new staff the practice since inspection. The Practice manager will ensure that records are produced and kept of in house training on decontamination procedures. The area Manager will provide support in delivering this training</p>	<p>Practice Manager ADM to send a list of what's required to PM</p> <p>Area Development manager</p>	<p>To be completed 20/11/2015</p> <p>To be completed 20/11/2015</p>
	<i>Where there are procedures which may result in splashes of liquid, full and appropriate personal protective equipment, including disposable plastic</i>	The aprons are available and all PPE is present for the nurses to use. New Staff will sign the PPE section of the cross Infection Manual to ensure they are familiar with this	Practice Manager / Nursing staff	To be completed by 20/11/15

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	<i>aprons should be worn.</i>			
	<i>Replace the bin in the decontamination room with a working foot operated bin.</i>	This Bin has now been replaced with a foot operated bin	PM	Completed
	<i>A clear protocol must be developed to ensure that dental impressions are properly and adequately cleaned and staff must be trained to follow this process.</i>	The staff are aware of the process for disinfecting impressions, This is available within the Cross Infection manual which all staff should read and sign	Practice Manager / Nursing staff	To be completed by 20/11/2015
Management and Leadership				
	<i>Staff files to be tidied up and updated.</i>	The Manager should ensure all staff files are reviewed and kept up to date with all essential/required information using the company staff file contents list	Practice Manager	To be completed by 20/11/2015
	<i>A copy of the certificate confirming that the dentist in question has now undertaken appropriate radiation protection training (IRMER) to be forwarded to HIW.</i>	The dentist has completed the on line IRMER training	Dentist	Immediate – done

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	<i>IDH must ensure that individual dental practices hold copies of, or information on the up to date test results of all relevant maintenance schedules.</i>	These have been forwarded accordingly	Practice Manager Corryne	Completed
	<i>Medication must be stored in a separate fridge which is temperature controlled and monitored. There must be a system developed for checking medication in the fridge to ensure it does not go past its' expiry date.</i>	There is no medication that should be stored in the in the fridge (Glucagon date is shortened) The manager should ensure that there are monthly checks of all drugs to ensure that no medication has expired and that this is documented.	Practice manager	Completed
Quality of Environment				
	<i>The practice should make better use of the noticeboard outside dental surgeries and use it to display information which will be useful to patients such as relevant policies, procedures and other information.</i>	The notice board has been updated with all new current posters and clearly headed as MY DENTIST	Practice Manager Corryne	Completed

Practice Representative: Updated 2/11/15 – Jennifer Binks Practice Manager

Updates 3/11/2015 Tara Morris Area Development Manager

Name (print):**Corryne Harris**.....

Title:**Practice Manager**.....

Signature:**C Harris**