

Appendix A

General Dental Practice: Improvement Plan

Practice: United Dental Merthyr

Date of Inspection: 4 March 2015

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
	Patient Experience			
Page 7	The practice should consider how to capture and use patients' feedback as a means of identifying the need for, and improving the quality of, services. NHS Standard 5a-5c.	We listen to patient comments and feedback from concerns and make changes – we now have questionnaires developed	CWW SD	Done – in place
Page 7	The practice is required to demonstrate how it will ensure NHS patients are provided with accurate information on how to make a complaint in an easy to read format. NHS Standard 18b.	Enlarge print version	CWW	done

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
Page 7	The practice is required to ensure that complaints information complies with the NHS 'Putting Things Right' requirements and NHS Standard 23.	Done – amended to 2 days	CWW	Done
Delivery of Standards for Health Services in Wales				
Page 11	The practice is advised of the need to ensure that all patients' records contain complete information in accordance with professional standards and guidance. NHS Standards 7a, 8a, 9a and 9b.	Reviewing records/peer programme, arrange audit through Cardiff dental post grad department	CWW	In place now
Management and Leadership				
	There were no areas identified for improvement in relation to this theme.			
Quality of Environment				
	There were no areas identified for improvement in relation to this theme.			

Practice Representative:

Name (print):

Title:

Signature:

Date: