

## **General Dental Practice Inspection (Announced)**

City Dental Practice,  
Bangor

Inspection Date: 21 February  
2017

Publication Date: 22 May 2017

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](mailto:hiw@wales.gsi.gov.uk)  
**Fax:** 0300 062 8387  
**Website:** [www.hiw.org.uk](http://www.hiw.org.uk)

## Contents

1.	Introduction .....	2
2.	Context.....	3
3.	Summary.....	4
4.	Findings .....	5
	Quality of the Patient Experience .....	5
	Delivery of Safe and Effective Care .....	8
	Quality of Management and Leadership.....	11
5.	Next Steps .....	12
6.	Methodology.....	13
	Appendix A .....	15

## 1. Introduction

Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of all health care in Wales.

HIW's primary focus is on:

- Making a contribution to improving the safety and quality of healthcare services in Wales
- Improving citizens' experience of healthcare in Wales whether as a patient, service user, carer, relative or employee
- Strengthening the voice of patients and the public in the way health services are reviewed
- Ensuring that timely, useful, accessible and relevant information about the safety and quality of healthcare in Wales is made available to all.

HIW completed an inspection to City Dental Practice, 21 High Street, Bangor, LL57 1NP on 21 February 2017.

HIW explored how City Dental Practice complied with the Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Wales) (Amendment) Regulations 2011 and other relevant legislation and guidance.

Dental inspections are announced and we consider and review the following areas:

- Quality of the Patient experience - We speak to patients (adults and children), their relatives, representatives and/or advocates to ensure that the patients' perspective is at the centre of our approach to how we inspect.
- Delivery of Safe and Effective Care - We consider the extent to which services provide high quality, safe and reliable care centred on the person.
- Quality of Management and leadership - We consider how services are managed and led and whether the culture is conducive to providing safe and effective care. We also consider how services review and monitor their own performance against relevant standards and guidance.

More details about our methodology can be found in section 6 of this report.

## 2. Context

City Dental Practice, Bangor provides private only dental services and is based in Bangor, Gwynedd.

The practice staff team includes 1 dentist and 1 dental nurse / receptionist.

A range of private dental services are provided at the surgery such as cosmetic work, root canal treatments, clear braces and implants. City Dental Practice accepts general dental referrals. The surgery opened in 2010.

### 3. Summary

Overall, we found evidence that City Dental Practice, Bangor provided safe and effective care. Patients who completed the HIW questionnaires told us that they were very satisfied with the care and treatment they receive at City Dental Practice.

This is what we found the practice did well:

- The practice is committed to providing a positive experience for patients.
- Patients were provided with enough information to make an informed decision about their treatment and we saw evidence that patients were satisfied with the treatment and service received.
- The practice had a system in place for seeking the views of patients.
- Clinical facilities were well-equipped, visibly clean, tidy, well organised and in excellent condition.
- Patients' records were of a good standard.

This is what we recommend the practice could improve:

- The practice was advised to ensure that sanitary disposal bin was provided in the unisex toilet.

## 4. Findings

### *Quality of the Patient Experience*

***We found evidence that this practice was committed to providing a positive experience for their patients. The care was given in a timely and dignified manner.***

Prior to the inspection, we invited the practice to distribute HIW questionnaires to patients to obtain views on the dental services provided. 21 were completed and returned to us. Patient comments included:

*“I was under the care of [named staff] when he was at his previous practice and moved with him when he opened City Dental Practice about 6 years ago. I have total confidence in his expertise and his thorough approach to any dental problems I have presented him with. The reception staff is equally welcoming, helpful and efficient”*

*“Very efficient, professional practice”*

*“I’ve always felt that the treatment offered is in my best interest as a patient and I’m always confident that it is of high quality”*

*“Excellent practice, always friendly, informative and ready to help. Thorough explanations of diagnostics and any treatment needed”*

*“Very happy with the service. Never had any problems. Very professional”*

*“Very happy to be a patient at this practice, care is given efficiently and unrushed. Advice on dental health is always good”*

#### Dignified care

All patients stated they were satisfied with the care and treatment they had received at the practice and felt welcomed by the staff. The practice has arrangements in place to protect patients’ privacy for private conversations and discretion when dealing with patients’ telephone messages.

#### Timely care

The practice tries to ensure that dental care is provided in a timely way and of the completed questionnaires only one patient indicated that they had ever experienced a delay and this was made clear to us that this was very rarely and only by a very short time.

All patients stated that they knew how to access out of hours dental services. The practice contact details are provided on the outside entrance of the premises and are also provided within the patient information leaflet. Details are also provided on the practice's answer phone and website.

### Staying healthy

There were ample dental health promotion leaflets available in the reception / waiting area which meant patients had access to information on how to care for their own oral hygiene. Price lists were also clearly on display in the waiting area.

### Individual care

Responses from patients' questionnaires showed that all patients felt they were given enough advice about their individual treatment and were very happy with the service they received. Patients told us that they are always made to feel very welcome. It was evident from the questionnaires that staff always take time to listen to patients and advise them about any concerns or questions they may have.

There was one unisex toilet for use by both patients and staff. The facility was clearly signposted and visibly clean; however, no sanitary disposal bin was in place. We also advised the practice to consider replacing the bin in the toilet with a foot operated bin.

### ***Improvement needed***

***The practice was advised to ensure that sanitary disposal bin was provided and that the bin in the unisex toilet is replaced with a foot operated bin.***

We saw that the practice had a complaints procedure in place which was clearly displayed and available in the reception / waiting area. The procedure for making a complaint was also published on the practice website. We saw evidence that the practice had a system in place to log formal and informal complaints and concerns. At the point of inspection no complaints had been received at the practice.

We discussed the practice's mechanism for actively seeking patient feedback; which the practice does by providing questionnaires to their patients at the end



of each appointment. We advised the practice to display patients' feedback analysis to demonstrate that their individual feedback had been captured and acted upon to enhance learning and improvement at the practice.

## *Delivery of Safe and Effective Care*

**We found that patients were provided with safe and effective dental care. The surgery contained all relevant equipment and had been designed and organised to help the team work efficiently and was visibly very clean and in excellent condition. Patients' records were of a good standard.**

### Safe care

We found that the practice was being run with the intention of meeting the Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Amendment) Regulations 2011 and other relevant legislation and guidance to ensure the health, safety and welfare of patients and staff. The practice provided a clean environment and the surgery was light and airy.

We looked at the clinical facility in the surgery and found that it contained the relevant equipment for the safety of patients and the dental team. We noted that the surgery was visibly very clean and in excellent condition. The surgery had also been designed and organised to help the team work efficiently.

All radiological equipment was maintained and in good working order. The arrangements we saw on the day confirmed that it was operated safely and serviced regularly.

We saw that the dentist had up to date training in radiological protection; however we noted that the dental nurse had not undertaken any recent radiological protection training and we advised the dental nurse of the need to undertake this training as part of their continuing professional development (CPD<sup>1</sup>) requirement. The dental nurse immediately enrolled on the training course during our inspection visit and we have since received a copy of the Ionising Radiation (Medical Exposure) Regulations (IR(ME)R) training certificate.

Fire extinguishers were in place throughout the building and we saw evidence of a current fire equipment maintenance contract. Directions for the emergency exits were clearly visible and the Health and Safety poster was clearly on display.

---

<sup>1</sup><https://archive.gdc-uk.org/Dentalprofessionals/CPD/Pages/default.aspx>

We found that all chemicals were kept securely and none were left in public areas. There was a file available containing a number of data sheets relating to Control of Substances Hazardous to Health (COSHH) and relevant risk assessments in place which had been recently reviewed.

General health and safety risk assessments were seen on the day and these had been recently reviewed.

The practice had procedures in place showing how to respond to patient medical emergencies (CPR). We saw records that indicated that the team had received all relevant training and the practice had an appointed first aider.

The emergency drugs were stored securely and immediately available in the event of a medical emergency (patient collapse) at the practice. We saw evidence that an effective system was in place to check the equipment and emergency drugs to ensure they remained in date and ready for use. However, we did advise the practice to compartmentalise the CPR drugs so that they are easily accessible in a case of emergency.

Decontamination of dental instruments was done within the surgery and we were satisfied that the arrangements in place were as effective and appropriate as they could be considering this is a one surgery dental practice with no separate decontamination room. Within the surgery there was a designated area for cleaning and sterilisation and we found that the procedures in place for cleaning, sterilisation and storage of instruments were in line with latest best practice guidelines.

We could see that the practice had a system in place to manage hazardous (clinical) waste appropriately and safely and we saw contract documentation was in place for the disposal of hazardous (clinical) waste. We also saw that the waste had been segregated into the designated coloured bags / containers in accordance with the correct method of disposal.

There was a policy in place for both adult safeguarding and for child protection. All staff also had up to date training in both areas.

### Effective care

It was evident that the practice is seeking to continuously improve the service provided. We were able to see that relevant audits had been completed, including health and safety, patients' records, radiographic and infection control. We noted that the practice undertook detailed infection control audits on an annual basis and we suggested conducting more frequent but less detailed audits.

There was evidence that patients' records were of a good standard, which demonstrated that care had been planned and delivered to ensure patients' safety and wellbeing.

A sample of five patients' records was reviewed, which also included records of referrals. Overall, we found that patient care entries contained sufficient information regarding discussions held about treatment planning, options for treatment and the risks and benefits. There was also evidence that all patients were given a treatment plan and patient consent was obtained.

The dentist also undertakes cancer screening of all their patients and oral health and smoking cessation advice is given to patients as needed during their appointment.

## *Quality of Management and Leadership*

**We found evidence that this was a very well run service with effective systems to support overall practice management and leadership. The staff team appeared happy in their roles and were competent in carrying out their responsibilities.**

We found the practice to have good leadership and clear lines of accountability. The dentist and dental nurse had worked together for many years and there was good rapport between them.

We saw that the dental practitioner had a valid Disclosure and Barring Service (DBS) check, a professional registration certificate and indemnity cover.

We confirmed that all relevant staff were registered with the General Dental Council and the dentist's name and qualification was clearly on display. The dentist's HIW certificate was on display as required by the Private Dentistry (Wales) Regulation 2008.

We saw comprehensive records relating to Hepatitis B immunisation status for clinical staff working at the practice.

We saw that the dentist and dental nurse had access to a wide variety of training; meeting CPD<sup>2</sup> requirements.

We also saw staff induction folders and these were well planned and organised. We saw evidence of regular annual staff appraisals being undertaken.

We looked at the policies and procedures in place and found that they reflected actual practice and included a covering sheet for staff signatures confirming that the policies and procedures had been read and understood. We were informed that all policies and procedures had been reviewed during 2016; however, not all of the documentation contained a review date and / or were version controlled. We advised the practice to ensure all policies and procedures were clearly version controlled, contained a review date and staff signatures.

---

<sup>2</sup><https://archive.gdc-uk.org/Dentalprofessionals/CPD/Pages/default.aspx>

## 5. Next Steps

This inspection has resulted in the need for the dental practice to complete an improvement plan (Appendix A) to address the key findings from the inspection.

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

The action(s) taken by the practice in response to the issues identified within the improvement plan need to be specific, measureable, achievable, realistic and timed. Overall, the plan should be detailed enough to provide HIW with sufficient assurance concerning the matters therein.

Where actions within the practice improvement plan remain outstanding and/or in progress, the practice should provide HIW with updates to confirm when these have been addressed.

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

## 6. Methodology

Any dentist working at the practice who is registered with HIW to provide private dentistry will be subject to the provisions of the Private Dentistry (Wales) Regulations 2008<sup>3</sup> and the Private Dentistry (Wales) (Amendment) Regulations 2011<sup>4</sup>. Where appropriate we consider how the practice meets these regulations, as well as the Ionising Radiation Regulations 1999, the Ionising Radiation (Medical Exposure) Regulations 2000 and any other relevant professional standards and guidance such as the GDC Standards for the Dental Team.

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

- Information held by HIW
- Interviews of staff including dentists and administrative staff
- Conversations with nursing staff
- Examination of a sample of patient dental records
- Examination of practice policies and procedures
- Examination of equipment and premises
- Information within the practice information leaflet and website (where applicable)
- HIW patient questionnaires.

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 are 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.

---

<sup>3</sup> <http://www.legislation.gov.uk/wsi/2008/1976/contents/made>

<sup>4</sup> <http://www.legislation.gov.uk/wsi/2011/2686/contents/made>

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



**Appendix A**

**General Dental Practice: Improvement Plan**

**Practice: City Dental Practice, Bangor**

**Date of Inspection: 21 February 2017**

<b>Page Number</b>	<b>Improvement Needed</b>	<b>Regulation / Standard</b>	<b>Practice Action</b>	<b>Responsible Officer</b>	<b>Timescale</b>
<b>Quality of the Patient Experience</b>					
Page 6	The practice should ensure that a sanitary disposal bin is provided in the unisex toilet and the bin is replaced with a foot operated bin.	Regulation 14 (1) (d)	Both bins have been replaced with foot operated bins as requested. A proper sanitary disposal bin is now in place.	BA	Completed
<b>Delivery of Safe and Effective Care</b>					
	N/A				
<b>Quality of Management and Leadership</b>					
	N/A				

**Practice Representative:**

**Name (print): Behnam Aminnejad**

**Title: Principle Dentist/Owner**

**Date: 24/03/17**