

Inspection Summary Report

Bulkeley Dental Practice, Betsi Cadwaladr
University Health Board

Inspection date: 13 September 2022

Publication date: 14 December 2022



This summary document provides an overview of the outcome of the inspection



We found that Bulkeley Dental Practice was committed to providing a positive experience for their patients. All of the patients who completed a HIW questionnaire rated the service they had been provided as ‘very good’.

We found the arrangements in place for fire safety and associated equipment were appropriate to protect staff and visitors. Additionally, the practice ensured that quality improvement arrangements were in place.

The practice was well organised with policies and procedures in place that met the standards and regulations for private dental practices in Wales.

Further work needs to take place to improve the governance at the practice.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection of Bulkeley Dental Practice, Bangor, Betsi Cadwaladr University Health Board on 13 September 2022.

Our team for the inspection comprised of a HIW Inspector and a dental peer reviewer.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).





Quality of Patient Experience

Overall Summary

We found that Bulkeley Dental Practice was committed to providing a positive experience for their patients. All of the patients who completed a HIW questionnaire rated the service they had been provided as 'very good'.

We found staff were delivering services for their patients in a timely and professional manner. We witnessed staff greeting patients in a friendly manner in person and on the telephone and we noted that patient confidentiality and dignity was always maintained.

We saw that changes had been made to the environment in line with government guidance to enable patients to be treated safely due to the recent COVID-19 pandemic.

What we found this service did well

- Treating patients in a caring and friendly manner within the surgery that preserved their dignity
- Promoted confidentiality and ensured that sensitive or confidential conversations were treated appropriately and in a private manner
- Providing a positive patient experience at this setting, across most areas, based on feedback responses and comments.

Where the service could improve

- Recommence the gathering of patient feedback and then implement a 'you said, we did' information board in response to patient feedback
- Update the relevant policies and procedure to reflect the changes in the dentists at the practice.

Patients told us:

Patients provided us with the following comments:

"Always very helpful nurses and receptionists"

"Very excellent dentist, I am pleased with the service they provided"

"Very good practice, very helpful staff"

"Very clean. Everyone welcoming"

"Caring and efficient every time"

"Very happy with the service"

"It would be great if my husband could register with this dentist but unfortunately his list is too long"

Delivery of Safe and Effective Care



Overall Summary

We found the arrangements in place for fire safety and associated equipment were appropriate to protect staff and visitors. Additionally, the practice ensured that quality improvement arrangements were in place.

Infection prevention and controls (IPC) measures were good, the practice had sufficient personal protection equipment in place and were aware of the correct procedures to don and doff this equipment.

We made recommendations for patient notes to be improved and to undertake some additional audits which will help to further improve the services the practice provides.

What we found this service did well

- Appropriate fire safety arrangements were in place
- Maintaining IPC standards
- Provided safe and clinically effective care to patients.

Where the service could improve

- The relevant resuscitation equipment is brought up to date and checked
- Complete safeguarding training for the practice lead up to level three
- Complete patient records in full to evidence the work carried out.

Quality of Management and Leadership



Overall Summary

We saw that the practice was well organised with policies and procedures in place that met the standards and regulations for private dental practices in Wales. Documentation relating to staff information was held safely and securely and contained all the information necessary to ensure that staff were fit to work.

We saw evidence of regular team meetings. These were minuted and available for staff to view. We saw that staff were encouraged to contribute to meeting agendas to aid collaborative working. We saw that appraisals were undertaken annually and staff were encouraged to undertake further relevant training to develop their careers.

Further work needs to take place to improve the governance at the practice.

What we found this service did well

- Practice policies and documentation were up to date and satisfactory
- We witnessed staff working well together as part of a team.

Where the service could improve

- Keep evidence to show all staff have seen and understood all the relevant policies and procedures
- Ensure that the registration at the practice is kept up to date
- Complete and regularly update the Disclosure and Barring Service checks.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety, we ask the health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition, we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

