

# Inspection Summary Report

Park Street Dental Surgery

Inspection date: 29 September 2022

Publication date: 30 December 2022



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

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Overall, we found Park Street Surgery to be a pleasant environment which was maintained to a high standard, both internally and externally.

It was clear that staff offered a friendly, caring and professional service worked hard to ensure safe and effective care for the patients they treat.

We were assured that the practice is delivering a quality service that promoted oral health.

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 Park Street Dental Practice, Cwm Taf Morgannwg Health Board on 29 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 Park Street Surgery was committed to providing a positive experience for their patients.

We observed staff greeting patients in a polite and friendly manner both in person and on the telephone and we witnessed systems in place to maintain patient's dignity.

## What we found this service did well

- Patients were treated in a caring and respectful manner and staff spoke to patients in a friendly and professional way
- The practice had good disabled access. A disability ramp had been installed and there was a ground floor surgery in operation.

## Where the service could improve

- No improvements were identified

Patients provided us with the following comments:

*“... I am always put at ease and supported by an amazing team.”*

*“Staff are brilliant. Treatment excellent. No complaints whatsoever.”*

# Delivery of Safe and Effective Care



## Overall Summary

We saw that the building was in a state of good repair, both internally and externally and the practice was kept clean and tidy.

We saw evidence of an up-to-date fire safety risk assessment in place and all staff had completed fire safety training. We also reviewed a sample of patient records. All were being kept to a good standard

## What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- The practice had many policies and procedures in place, all of which were up to date and regularly reviewed.

## Where the service could improve

- Staff are yet to carry out smoking cessation and antibiotic prescribing audits at the practice. We require staff to undertake these as soon as possible

# Quality of Management and Leadership

## Overall Summary

We found Park Street Surgery to have very good leadership and clear lines of accountability.

We observed a staff team that worked very well together and were committed to providing a high standard of care for their patients.

Staff had access to appropriate training opportunities and were all up to date with mandatory training.

## **What we found this service did well**

- We saw evidence of overall very good governance and professional attitudes from staff
- We witnessed a staff team that works very well together.

## **Where the service could improve**

- No improvements identified

## 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.

