

Inspection Summary Report

MyDentist, Bridgend Orthodontics

Inspection date: 24/10/2022

Publication date: 24/01/2023



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



Overall, we found MyDentist, Bridgend Orthodontics to be a pleasant environment which was maintained to a high standard, both internally and externally. Surgeries and communal areas were clean, tidy and an adequate size for the number of patients seen.

It was clear that staff were committed to providing patients with a positive experience when attending the setting. This was reflected in responses received from patient questionnaires.

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 MyDentist, Bridgend Orthodontics, Cwm Taf Morgannwg University Health Board on 24 October 2022.

Our team for the inspection comprised of a HIW Healthcare 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 MyDentist, Bridgend Orthodontics to be committed to providing a positive experience for all patients. All patients who rated the service provided by the practice told us they thought it was ‘very good/good.’

What we found this service did well

- Patient information was available bilingually. All information displayed in the waiting area was in both English and Welsh and the patient information leaflet stated that it could be made available in Welsh, braille or large print.
- We saw that the practice was committed to maintaining patient’s privacy.

Patients provided us with the following comments:

“Excellent team very friendly and professional.”

“No improvement needed very impressed with care.”

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 allowed for an appropriately sized reception and waiting area. All areas of the practice appeared well maintained, clean and tidy.

The practice had an up-to-date fire safety risk assessment in place, and we saw evidence that all staff had completed mandatory fire safety training. We also reviewed a sample of patient records. All were kept to a good standard and contained all relevant information.

What we found this service did well

- We saw that the surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- The practice had an extensive bank of policies and procedures in place, all of which were up to date and regularly reviewed.

Quality of Management and Leadership



Overall Summary

We found MyDentist, Bridgend Orthodontics to have very good leadership and clear lines of accountability. The practice manager was very dedicated to their role.

Staff had access to appropriate training opportunities, and we saw evidence that they were all up to date with mandatory training.

What we found this service did well

- We saw evidence of good governance and professional attitudes from staff.
- Regular staff meetings were being carried out and meeting minutes were recorded appropriately.

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.

