

Inspection Summary Report

Na-Nóg Dental and Implant Team

Inspection date: 22 November 2022

Publication date: 22 February 2023



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



Overall, we found that Na-Nóg Dental and Implant Team offered a friendly, caring and professional service to patients.

We found that staff worked very hard to ensure safe and effective care for their patients' needs.

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 Na-Nóg Dental and Implant Team on 22 November 2022.

Na-Nóg Dental and Implant Team provides private only dental services and is based in Parc Menai, Bangor.

The practice staff team includes three dentists, three specialist consultants, two hygienists, three dental nurses, two receptionists and a dedicated practice manager.

A range of private general routine dentistry is provided along with cosmetic dentistry and guided biofilm therapy hygiene services. The team offer special interest services such as implants, Invisalign, periodontics, endodontics, restorative and oral surgery.

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 Na-Nóg Dental and Implant Team was committed to providing a positive experience for patients.
- All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good.
- We observed staff greeting patients in a polite and friendly manner, both in person and on the telephone.
- There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

What we found this service did well

- The practice had arrangements in place to protect the privacy of patients, including dedicated areas for patients to have private conversations with staff
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- Fully bilingual service offered with staff identifying themselves as Welsh speakers
- Staff continue to record patient responses to their COVID-19 screening questions and we saw staff guiding patients to the appropriate surgeries.



Patients told us:

Patients provided us with the following comments:

“Excellent service”

“Although I am not fond of attending dentists, I find it an absolute pleasure here”

“Recently moved to na-nog with my child - the best care ever here”

“Very professional team. They take pride in patients care”

“Great practice, friendly staff”

“Service is superb”

Delivery of Safe and Effective Care



Overall Summary

- We found Na-Nóg Dental and Implant Team was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.
- The practice was very well maintained and well equipped to provide the services and treatments they are registered to deliver. All areas were very clean and free from any visible hazards.
- There were good arrangements in place to ensure that X-ray equipment was used appropriately and safely.
- The dental team were very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

What we found this service did well

- The practice had been designed and finished to a high standard
- Dental surgeries were clean, well equipped and fit for purpose, with well-maintained equipment
- Dedicated decontamination room
- Recording of patients' preferred language choice within clinical records
- Good quality audits had been completed
- Safeguarding lead trained in safeguarding level 3.

Patients told us:

Patients provided us with the following comments:

“I feel the professionalism and level of expertise is second to none. The staff are very friendly and caring - I feel the level of care is optimal for the service I require. Very pleased!”

“I feel understood and in safe hands”

Quality of Management and Leadership



Overall Summary

We found Na-Nóg Dental and Implant Team to have very good leadership and clear lines of accountability.

The day to day management of the practice was the responsibility of the registered manager, who we found to be very committed and dedicated to the role and the practice.

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

Staff had access to appropriate training opportunities in order to fulfil their roles.

What we found this service did well

- We saw that all staff, both clinical and non clinical, worked very well together as part of a team
- Good staff induction process in place
- Very well maintained staff files
- All clinical staff had attended training relevant and were meeting the Continuing Professional Development (CPD) requirements.

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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

