

Inspection Summary Report

Bryn Siriol Dental Practice

Betsi Cadwaladr University Health Board

Inspection date: 06/12/2022

Publication date: 08/03/2023



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



Overall, we found that Bryn Siriol Dental Practice 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. However, we identified a number of areas which should be improved to support the safe and effective delivery of care.

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 Bryn Siriol Dental Practice, Mold, within Betsi Cadwaladr University Board on 6 December 2022.

The practice staff team includes eight dentists, two hygienists, nine dental nurses, four receptionists and a dedicated practice manager.

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

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

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 Bryn Siriol Dental Practice, Mold was committed to providing a positive experience for their 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.
- We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

Where the service could improve

- Review and update the complaint procedure
- Implement a central log to capture verbal / informal concerns
- Publish patient feedback analysis.

What we found this service did well

- The practice had arrangements in place to protect patients' privacy, 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
- Staff continue to record patients' responses to their COVID-19 screening questions and we saw staff guiding patients to the appropriate waiting and surgery rooms whilst at the practice
- One way system still in place

- There was good disabled access to the building with a wheelchair ramp available. Wheelchair users could access all surgeries located on the ground floor, the reception, waiting area and toilet facilities. Patients with mobility issues could access the first floor level by means of a chair lift.

Patients told us:

Patients provided us with the following comments:

“Very confident in treatment provided. Friendly and professional staff”

“Excellent, helpful receptionists and dental staff”

“Always professional and friendly”

“Excellent”

“It sends text / email reminders”

“Its perfect as it is. Everyone friendly and professional”

Delivery of Safe and Effective Care



Overall Summary

- We found that Bryn Siriol Dental Practice, Mold was well maintained and well equipped to deliver the services and treatments they are registered to provide. All areas were clean and tidy.
- There were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely.

Where the service could improve

- Quality assurance audit processes
- Implement quarterly soil testing for the ultrasonic baths
- Medical emergency equipment kit
- Review and update radiation local rules in all surgeries
- Review and update the radiation protection folder.

What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- Dedicated decontamination room.

Quality of Management and Leadership



Overall Summary

- We found Bryn Siriol Dental Practice, Mold to have good leadership and clear lines of accountability.
- The staff team worked very well together and were committed to providing a high standard of care for their patients.
- Staff had access to appropriate training opportunities in order to fulfil their professional obligations.

Where the service could improve

- We looked at a sample of policies and procedures and found that not all policies required by the regulations were in place
- Ensure staff appraisals are undertaken annually
- Implement formal team meetings
- The registered manager should arrange to assess and monitor the quality of service.

What we found this service did well

- We witnessed all staff, clinical and non clinical, working very well together as part of a team.

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.

