

Inspection Summary Report

MyDentist, Mill Lane, Llanelli

Hywel Dda University Health Board
Inspection date: 27 February 2023

Publication date: 31 May 2023



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



Overall, we found MyDentist, Mill Lane, Llanelli 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 or 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 receiving safe and effective care whilst being treated with dignity and professionalism.



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, Mill Lane, Llanelli, Hywel Dda University Health Board on 27 February 2023.

Our team for the inspection comprised of two HIW Healthcare Inspectors 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, Mill Lane, Llanelli 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 or good.

We observed staff greeting patients in a kind, 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

What we found this service did well

- Patient experience was positive at this setting, based on feedback responses and comments
- Bright, clean and well maintained practice environment
- Active offer of Welsh available for patients
- Comprehensive treatment planning for all patients.

Where the service could improve

- Use the feedback information from patients to summarise themes and implement a way of sharing those with patients
- Detail of any smoking cessation advice in patient records when given
- Note the patient language preference in patient records.

Patients told us:

“Everyone is very helpful”

“Nice staff.”

Delivery of Safe and Effective Care



Overall Summary

Overall, the practice was well maintained and well equipped to provide the safe and effective services and treatments they were registered to deliver. All patient facing areas were clean and free from any visible hazards.

There were appropriate measures in place to ensure that risks to staff and patients at the surgery were minimised.

The building was well maintained. The surgeries, decontamination room and reception area were of a good standard.

What we found this service did well

- The equipment at the practice was in a good condition and was being maintained in line with manufacturers' guidelines
- The practice had safe and appropriate procedures and equipment in place to deal with medical emergencies.

Where the service could improve

- Add further detail to the patient records particularly in relation to smoking cessation and Xray time / dose
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Quality of Management and Leadership



Overall Summary

It was evident that MyDentist, Mill Lane had very good leadership and clear lines of accountability. We observed a staff group that worked well together and were committed to providing a high standard of care for their patients

Staff had access to wide range of appropriate training opportunities and confirmed that managers encourage additional training.

What we found this service did well

- Comprehensive policies and procedures that are reviewed and updated regularly
- The team worked well together and supported each other to ensure that high standards of care were given to their patients.

Where the service could improve:

- Implement a system to periodically re-check the DBS status of staff.

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.

