

Appendix A

General Dental Practice: Improvement Plan

Practice: Church Street Dental Practice

Date of Inspection: 27 January 2015

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
Patient Experience				
Page 6	The practice is advised of the need to ensure that patients are always provided with full and accurate practice information needed to make informed decisions.	Website to be altered	Neil Wilson	1 week
Page 7	The practice's complaints procedure needs to be compatible with the National Health Service 'Putting Things Right' arrangements, The Private Dentistry (Wales) Regulations 2008 and The Private Dentistry (Wales) (Amendment) Regulations 2011.	Update complaints file	Neil Wilson	2 weeks

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Delivery of Standards for Health Services in Wales				
Page 9	The practice is advised of the need to ensure that the reason (justification) for taking x rays is recorded within patients' records in accordance with existing Regulations.	Protocols altered and all dentists informed	Neil Wilson	1 week
Page 9	The practice is advised of the need to ensure that patients' records contain complete information in accordance with professional standards and guidance.	Protocols altered and all dentist informed	Neil Wilson	1 week
Page 10	The practice is advised of the need to ensure that arrangements are made for appropriate staff to attend ionising radiation training in accordance with IR(ME)R 2000 Regulations.	IRMER course to be booked when next available	Neil Wilson	29/04/15
Page 10	The practice is advised of the need to review and update autoclave testing data on a frequent basis to ensure that the process of sterilisation remains effective and satisfactory.	Protocol altered and all staff informed	Neil Wilson	1 week

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
Page 11	The practice is advised of the need to complete routine audits of its infection prevention and control practices with an appropriate review which should demonstrate progress against a written plan for improvement.	Audit sheet downloaded integrated into corss infection QA process	Neil Wilson	2 weeks
Management and Leadership				
Page 14	The practice is advised of the need to provide HIW with evidence of current gas safety certification with regard to the dental premises.	Following our inspection, HIW was advised that a visit to the practice by a gas safety engineer had been arranged. Evidence of gas safety certification is to be made available to HIW following that visit, as agreed with the practice.	Sarah wilson	26/02/15
Quality of Environment				
	There were no recommendations identified on this occasion.			

Practice Representative:

Name (print):

Title:

Signature:

Date: