

Appendix A

General Dental Practice: Improvement Plan

Practice: Ringland Dental Practice

Date of Inspection: 20 April 2015

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
	Patient Experience			
	None			
	Delivery of Health and Care Standards			
	None			
	Management and Leadership			
12	The practice should ensure that records of staff appraisals are maintained and accessible for the individual staff members. [Health and Care Standards 2015 Standard 7 Standards 6.6.1]	The practice has now located the original staff appraisal records and will store these more carefully.	J.D. Cook	With immediate effect

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
12	<p>The practice must ensure there is a POVA policy in place and that all staff are aware of it. POVA and child protection policies should include local contact details for ease of access if needed to make a referral.</p> <p>[General Dental Council Standards 8.5; Health and Care Standards 2015 Standard 2.7]</p>	<p>The practice will take account of local guidelines and will produce a POVA policy agreed with all staff. Child protection policies will include details of the local relevant agencies in case a referral needs to be made.</p>	J.D. Cook	Within one month
13	<p>The practice must ensure they include the separate complaints arrangements for private patients and that patients can easily access information about these arrangements. The practice must add the CHC contact details to the complaints information for patients.</p> <p>[Private Dentistry (Wales) Regulations 2008, 2011, Putting Things Right 2011]</p>	<p>The practice complaints policy will be updated to include the contact details required, including the CHC.</p>	J.D. Cook	Within one month
13	<p>The practice must ensure that formal and informal complaints, concerns and patient feedback are recorded centrally and should consider how to use this source of information as a way to improve the practice.</p>	<p>The practice has not received a written, formal complaint under the current ownership. Informal complaints will be recorded in a complaints book with a file kept for any formal complaints</p>	J.D. Cook	With immediate effect

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
	Quality of Environment			
	None			

Practice Representative:

Name (print): J.D. Cook.....

Title: Dental Surgeon.....

Date: 7th. July 2015.....