

**Appendix A**

**General Dental Practice: Improvement Plan**

**Practice: Ty Gwyn Dental Practice**

**Date of Inspection: 18 May 2015**

<b>Page Number</b>	<b>Improvement Needed</b>	<b>Practice Action</b>	<b>Responsible Officer</b>	<b>Timescale</b>
	<b>Patient Experience</b>			
7	The practice owner should make arrangements to ensure the practice can demonstrate it regularly assesses patients' views and the action taken in response to feedback provided.  (The Health and Care Standards, Standard 6.3)	The practice constantly view patient opinion about service provided , the document though is not kept in the practice all necessary action is taken and documented in practice meetings as a practice we do this anyway.		
7	The practice owner must make suitable arrangements to display a price list setting out costs associated with private dental care and treatment provided at the practice in accordance with GDC guidelines.  (The Health and Care Standards, Standard	A price list already now displayed in the reception area.	Charlotte	

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	4.2; GDC Standards for the Dental Team, Standard 2.4.1)			
<b>Delivery of Health and Care Standards</b>				
8	<p>The practice owner must make suitable arrangements to ensure the safety check certificate for the X-ray machine identified is available for inspection by HIW.</p> <p>(The Health and Care Standards, Standard 2.9)</p>	The certificate is now available.		
9	<p>The practice owner needs to make arrangements to ensure radiography and radiation protection (IR(ME)R) training for relevant staff is up to date and as required by the Ionising Radiation (Medical Exposure) Regulations 2000. A system should be implemented to demonstrate this.</p> <p>(The Health and Care Standards, Standard 2.9)</p>	<p>A record of radiology courses will be logged for each staff member and checked in practice appraisal</p> <ol style="list-style-type: none"> <li>1. In house training will be undertaken to update staff until further external IR(M)ER training can be attended in October 2015.</li> <li>2. Staff will be familiarized with our IR(ME)R written procedures of referral criteria, patient identification , justification, clinical evaluation, diagnostic reference level and pregnancy enquiry procedures.</li> <li>3. An assessment of staff roles and responsibilities will be made to ensure that staff remains fit to continue to undertake their current role.</li> </ol>	MUSTAFA MUKHAIBER	Yearly check

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		<p>4. Current knowledge assessed by way of a Radiation Safety quiz which is documented as evidence-of knowledge of IR(ME)R protocols, local rules, and contingency plans.</p> <p>Guidance re-iterated to all in relation to the 2013 updated FGDP Guidance –Selection Criteria for Dental Radiography.</p>		
9	<p>The practice owner should make suitable arrangements to implement and maintain a system to regularly check emergency drugs and equipment at the practice in accordance with guidelines set out by the Resuscitation Council (UK). This with a view to identify and replace drugs nearing their expiry date and to check equipment is suitable for use.</p> <p>(The Health and Care Standards, Standard 2.9; Resuscitation Council (UK) - Primary Care - Minimum Equipment and Drug Lists for Cardiopulmonary Resuscitation, Section 3)</p>	<p>Each 1<sup>st</sup> of the month the drugs will be checked and logged in a separate paper to make sure that no drugs are out of date</p>	Mrs Nicola Caroll Nurse	Every month
11	<p>The practice owner should make suitable arrangements to ensure all relevant practice staff receive appropriate decontamination training and implement a system to demonstrate this.</p> <p>(The Health and Care Standards, Standard</p>	<p>Paid the course fee of £80 for the course with Cardiff post graduate</p> <p>Waiting for them to arrange a suitable time</p>	Mrs Dina Munaim	By end of August

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	2.4)			
12	<p>The practice owner must make suitable arrangements to ensure:</p> <ul style="list-style-type: none"> <li>Dental records reflect ongoing patient consent to treatment and that basic periodontal examinations have been performed</li> <li>Initial medical histories are countersigned by the dentist.</li> </ul> <p>(The Health and Care Standards, Standard 3.5; GDC Standards for the Dental Team, Standard 4.1)</p>	<p>As a practice we already do this we counter sign the medical history and we do a periodontal examination on a yearly basis.</p> <p>However , we will do a teaching session during the practice meeting to insure that periodontal examination is done on a regular basis and medical history countersigned.</p>	MUSTAFA MUKHAIBER	Next practice meeting in August
<b>Management and Leadership</b>				
13	<p>The practice owner should make suitable arrangements to ensure relevant practice staff receive adult protection training.</p> <p>(The Health and Care Standards, Standard 2.7)</p>	Trying to book a course for Adult training finding difficulties in finding a local one , will keep checking.	Charlotte	September
14	<p>The practice owner must make arrangements to revise the practice's concerns (complaints) procedure so it fully reflects the current 'Putting Things Right' arrangements and up to date contact details of relevant agencies.</p> <p>In addition, for complaints about private</p>	Recently we received email from the local health board regarding putting things right and managing concerns in primary care. This document details the procedure of managing complaint. This explains the stages of concern resolution which starts from local and using the	MUSTAFA MUKHAIBER	Already done

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	<p>dental services, the contact details of Healthcare Inspectorate Wales need to be included and the timescale for responding to complaints needed to reflect that set out within the regulations.</p> <p>The contact details of the Dental Complaints Service should also be included.</p> <p>(The Health and Care Standards, Standard 6.3; GDC Standards for the Dental Team, Standard 5.1; The Private Dentistry (Wales) Regulations 2008 15(4)(a))</p>	<p>public services, we have included all the details in the complaint leaflet and we updated the addresses for the public sectors as well , we have allocated a complaint officer to deal with all complaint as well as the quarterly audit complain to be presented in practice meetings.</p>		
<b>Quality of Environment</b>				
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**Practice Representative:**

**Name (print):**        **Mustafa Mukhaiber**.....

**Title:**                **Dentist**.....

**Date:**                **17/06/2015, 14/07/2015 and 24/08/2015**.....