

# Inspection Summary Report

Mydentist Feidr Fair, Cardigan, Hywel Da  
University Health Board

Inspection date: 10 May 2023

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

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We found that the practice was committed to providing patients with a positive experience. We saw examples of professional and caring staff and patients provided us with overall positive feedback in relation to their experiences at this service.

There were appropriate measures in place to provide patients with safe and effective treatment. However, we identified a small number of areas for improvement relating to record keeping and x-ray intervals for teenage patients.

Overall, we found the service to be well managed and there were appropriate governance processes in place to ensure the effective running of the practice.

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 mydentist Feidr Fawr, Cardigan, Hywel Dda University Health Board on 10 May 2023.

Our team for the inspection comprised of one HIW Senior Healthcare Inspector and a Dental Peer Reviewer. A HIW Healthcare Inspector observed this inspection.

During the inspection we invited patients or their carers to complete a questionnaire to tell us about their experience of using the service. A total of 17 were completed. Feedback and some of the comments we received appear throughout the report.

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 the practice was committed to providing patients with a positive experience. There were appropriate mechanisms for patients to provide their feedback and processes in place to act upon this. We observed staff working in a professional manner, with a caring approach towards patient care.

## Where the service could improve

- We recommended the practice ensures that all surgery door glass panels are frosted to maintain patient privacy and dignity.

## What we found this service did well

- We observed professional and caring staff
- Patients responded to our questionnaire with overall positive feedback
- There were appropriate mechanisms in place to obtain, review and act upon patient feedback.

During the inspection we invited patients or their carers to complete a questionnaire to tell us about their experience of using the service. A total of 17 were completed.

### Patients told us:

*“Staff very friendly and always answer any questions and wanting to help”.*

*“The staff made me feel at ease during treatment”.*

We asked what could be done to improve the service. Comments included the following:

*“Appointments get cancelled by practice on many occasions. This needs to be addressed.”*

# Delivery of Safe and Effective Care



## Overall Summary

- We found appropriate measures in place to provide patients with safe and effective treatment, according to clinical need. There were appropriate mechanisms in place to identify and mitigate risks as far as possible, with appropriate oversight from practice management and corporate teams.

We identified a small number of areas for improvement relating to record keeping and x-ray intervals for teenage patients.

## Where the service could improve

- We recommend that aspects of record keeping are improved according to the relevant professional standards
- We recommend that radiographic intervals for teenage patients is strengthened.

## What we found this service did well

- We found the practice to be visibly clean and well-organised, with good infection, prevention and control arrangements in place.

# Quality of Management and Leadership



## Overall Summary

- We found that the practice was well managed, with appropriate processes and governance mechanisms in place to ensure effective running of the practice. Staff had received required levels of training according to professional requirements, with additional opportunities provided to help further develop the workforce to meet patient needs.

## What we found this service did well

- The practice manager appeared to have good knowledge of the day-to-day operation of the practice and its workforce.
- There appeared to be good opportunities for staff training and development through an up-to-date appraisal process.

## 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.

