

# Inspection Summary Report

MyDentist, Nolton Street, Bridgend, Cwm Taf  
Morgannwg University Health Board

Inspection date: 18 July 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 supportive of patient needs and provided a patient focused service with the overall feedback from patients about the service being positive.

We found there were adequate arrangements in place to promote the safe treatment of patients in a timely manner. We noted some improvements could be made to the provision of first aiders and patient record keeping. Safeguarding arrangements at the practice were effective and staff were knowledgeable on the processes.

We saw good practice in the maintaining of staff training, employment checks and vetting and suitable governance procedures in place to support the effective running of the practice.

These 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, Nolton Street, Bridgend, Cwm Taf Morgannwg University Health Board on 18 July 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector 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 that the practice was supportive of patient needs and provided a patient focused service. There were improvements the practice could make to their Welsh language offer and recording. The overall feedback from patients about the service was positive.

## Where the service could improve

- The practice should put arrangements in place to provide an effective 'Active Offer' to patients, while recording all language preferences in patient records.

## What we found this service did well

- All of the respondents to the HIW patient questionnaire rated the service they received as very good or good
- We observed staff treating patients with dignity and respect throughout the inspection.

### Patients told us:

One patient provided us with the following comment:

*"Best dentist ever. Very friendly, fair pricing"*

# Delivery of Safe and Effective Care



## Overall Summary

- We saw a well maintained, clean and modern practice. We found there were adequate arrangements in place to promote the safe treatment of patients in a timely manner. We noted some improvements could be made to the provision of first aiders and patient record keeping. Safeguarding arrangements at the practice were effective and staff were knowledgeable on the processes.

## Where the service could improve

- We noted that there was a need for additional trained first aiders to ensure adequate cover for the number of patients and surgeries
- The practice needs to improve its record keeping to ensure that all patient information is recorded and stored appropriately.

## What we found this service did well

- There was regular testing of clinical and building safety equipment to enable a safe working environment for patients and staff
- The practice had comprehensive arrangements for the safeguarding of children and adults.

# Quality of Management and Leadership



## Overall Summary

- We found suitable processes and governance procedures in place to support the effective running of the practice. We found some improvements were needed in the practice complaint documentation. However, we did see good practice in the maintaining of staff training, employment checks and vetting.

## Where the service could improve

- Complaints literature should be updated to reflect current practice and up to date information.

## What we found this service did well

- Staff, management and corporate teams worked cooperatively to ensure a good service for patients
- All of the staff records we reviewed met requirements and staff were supported to develop by their practice and corporate management.

### Staff told us:

One staff member provided us with the following comment:

*“The practice runs smoothly, is managed very well. Patients come first and are always treated with dignity. It’s the best job I have had and I couldn’t imagine myself leaving”*

## 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.

