

Inspection Summary Report

MyDentist, Quay Street, Haverfordwest, Hywel
Dda University Health Board

Inspection date: 30 August 2023

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

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We found patients being treated with dignity and respect, in a clean, modern and tidy practice and their care being delivered in a way to meet their individual needs. We heard from patients that staff were considerate and listened to them regarding their care. We found there were delays to NHS appointments due to unavailability of NHS dentists and we found improvements could be made to the detail captured in patient records. We saw risks were managed appropriately, though did find the practice could improve aspects of fire safety equipment checks.

We found suitable management and governance arrangements in place to support the effective management of the practice. Staff were trained to the mandatory requirements and recruitment was appropriately managed.

We noted in staff feedback some concerns relating to wellbeing and on the raising of concerns. We saw good compliance with required audits pertaining to smoking cessation, antibiotic prescribing, patient records and X-rays.

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, Quay Street, Haverfordwest, Hywel Dda University Health Board on 30 August 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 patients being treated with dignity and respect and their care being delivered in a way to meet their individual needs. We heard from patients that staff were considerate and listened to them regarding their care. We found there were delays to NHS appointments due to unavailability of NHS dentists. We saw patients proactively encouraged to use their preferred language.

Where the service could improve

- Ensure the availability and timeliness of NHS-provided care.

What we found this service did well

- We noted that staff listened to their patients and explained care in a manner they could understand
- We saw a zero tolerance approach to harassment and discrimination.

Patients told us:

“My Dentist is very sympathetic to my needs. The receptionists are very helpful.”

“Reception staff very friendly. Dentist knowledgeable and talk to me so I understand.”

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

“Decor - needs painting outside. Parking issues.”

Delivery of Safe and Effective Care



Overall Summary

- We found care being provided safely in a clean, modern and tidy practice. We found improvements could be made to the detail captured in patient records and to the advertisement of occupational health services to employees. We saw risks were managed appropriately, though did find the practice could improve aspects of fire safety equipment checks

Where the service could improve

- Ensure that patient records are comprehensive, contemporaneous and accurately recorded
- Improvements could be made to the checking of fire safety equipment
- Practice management should improve their communication to staff regarding occupational health services.

What we found this service did well

- We saw evidence of patient care being delivered in a safe manner
- We saw a comprehensive management of health and safety risks.

Quality of Management and Leadership



Overall Summary

- We found suitable management and governance arrangements in place to support the effective management of the practice. Staff were trained to the mandatory requirements and recruitment was appropriately managed. We noted in staff feedback some concerns relating to wellbeing and on the raising of concerns. We saw good compliance with required audits pertaining to smoking cessation, antibiotic prescribing, patient records and X-rays.

Where the service could improve

- Practice management should look to survey staff regarding their wellbeing
- Arrangements should be put in place to increase the encouragement of staff to raise concerns.

What we found this service did well

- Clinical audits were regularly completed and comprehensive
- Staff meetings and appraisals were frequent and detailed.

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 health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board 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 health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

