

Inspection Summary Report

MyDentist Dental Practice, Lampeter, Hywel
Dda University Health Board

Inspection date: 19 September 2023

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

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We found that MyDentist Dental Practice, Lampeter was committed to providing a positive experience for their patients.

Good provision was made to accommodate patient needs, with regard to language preference and access for disabled users.

We found that the practice was well maintained and organised. Dental surgeries were generally clean, well equipped and fit for purpose.

We found that the practice manager was committed to providing a high standard of service, for both patients and staff. There was a well-established team that worked well together.

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 at MyDentist Dental Practice, Lampeter, Hywel Dda University Health Board on 19 September 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 MyDentist Dental Practice, Lampeter was committed to providing a positive experience for their patients.

In response to a HIW questionnaire, overall comments were positive and all but one of the patients who provided an opinion rated the service as ‘very good’ or ‘good’.

We observed staff greeting patients in a polite and friendly manner both in person and on the telephone. Good provision was made to accommodate patient needs, with regard to language preference and access for disabled users.

Where the service could improve

- Obscure the window glass in Surgery 4 to improve patient privacy.

What we found this service did well

- Clean, pleasant, well-maintained environment
- Good provision of patient information, in both English and Welsh
- Adjustments made to assist wheelchair users and patients with mobility difficulties.

Patients told us:

Patients provided us with the following comments:

" [Dentist] and his whole team are amazing! All the staff are fantastic, thank you for all you do."

" Excellent, friendly."

"Absolutely amazing with children."

Delivery of Safe and Effective Care



Overall Summary

We found that the practice was well maintained and organised. Dental surgeries were generally clean, well equipped and fit for purpose.

We found that staff followed clear procedures to ensure that dental instruments were decontaminated, and that medical equipment was checked and tested regularly.

All areas were seen to be well maintained, tidy and free from any visible hazards.

Where the service could improve

- List main areas that you consider need improvement
- Include immediate assurances

What we found this service did well

- Patient records were comprehensive, well organised and stored securely
- Clinical equipment was well maintained, with good records kept
- Premises were well maintained, with appropriate fire safety precautions
- A comprehensive range of policies and procedures were in place to ensure the safe and effective care of patients.

Quality of Management and Leadership



Overall Summary

We found that MyDentist, Lampeter had good leadership and clear lines of accountability. There was a practice manager, who was also the registered manager for the practice. We also saw that effective support was provided by the wider MyDentist corporate team.

We found that the practice manager was committed to providing a high standard of service, for both patients and staff. There was a well-established team that worked well together.

We saw evidence of regular team meetings being held to share information, and that performance management of staff was done regularly.

What we found this service did well

- Policies and procedures were up to date, regularly reviewed and available to all staff
- Staff records and training compliance were complete and well managed
- The service made effective use of support from the practice's corporate group.

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.

