

**Appendix A**

**General Dental Practice: Improvement Plan**

**Practice: Llantrisant Dental Surgery**

**Date of Inspection: 4 February 2015**

<b>Page Number</b>	<b>Recommendation</b>	<b>Practice Action</b>	<b>Responsible Officer</b>	<b>Timescale</b>
<b>Patient Experience</b>				
Page 7	The practice should ensure patients are able to easily access information about how to make a complaint.	Complaints policy being updated in line with the NHS 'Putting things right' requirements	H. Wilding	1 month
Page 7	The practice should ensure that complaints information complies with the NHS 'Putting Things Right' requirements.	As above	H.Wilding	
Page 8	The practice should consider how to capture and use patients' feedback as a means of identifying the need for, and improving the	A comments box will be provided for patients.	H.Wilding	1 month

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
	quality of, services.			
<b>Delivery of Standards for Health Services in Wales</b>				
Page 9	The practice is advised of the need to ensure that patients' records contain sufficient detail following dental consultations and treatment. This is in accordance with current NHS standards.	Sufficient detail shall be recorded in patients' notes regarding consultations and treatment.	H.Wilding	Immediately
Page 10	The practice should ensure that prescription pads are stored in a secure way.	Prescription pads shall be securely locked away.	H.Wilding	Immediately
Page 10	The dental practice is advised of the need to ensure that unpacked instruments are cleaned and sterilised at the end of each operational day to minimise the risk of cross contamination.	All unpacked instruments used on a daily basis are kept to a minimum and are reprocessed at the end of the day.	H.Wilding	Immediately
Page 11	The practice should ensure that the hand-piece used for scaling, is sterilised between each use.	Handpiece covered and multiple scaling tips are used and processed between each use.	H.Wilding	Immediately
Page 11	The practice should consider how to provide	The practice shall look into the possibility of	H.Wilding	Immediately

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
	additional hand washing facilities in the decontamination room as a means of meeting the requirements for best practice.	providing an additional sink within the decontamination room.		
Page 11	The practice is advised of the need to ensure that hazardous waste is segregated for disposal, in accordance with current guidelines.	The practice has changed to a new waste disposal company. All current guidelines are being met.	H.Wilding	Immediately
<b>Management and Leadership</b>				
Page 12	Staff should have access to timely appraisals to ensure they are supported in their roles and any training or performance needs can be identified and addressed.	Appraisal processes being introduced	H.Wilding	1month
Page 13	The practice is advised of the need to provide HIW with evidence of a valid and current gas safety record.	BG carried out service 10/04/05.	H.Wilding	Immediately
<b>Quality of Environment</b>				
Page 15	The practice is advised of the need to display appropriate warning signs in the area of the	Radiation warning sign displayed outside surgery.	H.Wilding	Immediately

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
	practice where x ray equipment is used.			

**Practice Representative:**

**Name (print):** .....HUW WILDING.....

**Title:** .....DENTIST.....

**Signature:** .....

**Date:** ....13/03/2015.....