

Appendix A

General Dental Practice: Improvement Plan

Practice: Cloverly Dental Practice

Date of Inspection: 25 March 2015

Page Number	Recommendation	Health Board Action	Responsible Officer	Timescale
Patient Experience				
7	Implement a system for regularly seeking patient views of the service.	System of patient surveys set up. Surveys to be carried out regularly	S.Griffiths	Completed
8	Increase the availability of information in the waiting room to promote good dental health.	More information leaflets now available	S. Griffiths	Completed
8	Display an up to date price list and details of the dental professionals in the patient waiting areas of the practice.	List of prices created and available. List of dental professionals also created	S. Griffiths	Completed
Delivery of Standards for Health Services in Wales				
9	Establish a set of standards for record keeping and the level of detail which is	System of record keeping to FGDP standards set up	S.Griffiths	Completed

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	expected to be recorded at each patient visit.			
10	Review the flow for processing equipment in the decontamination room to ensure that the process minimises the risk of contamination as far as possible.	Flow of instruments through disinfection room reviewed with advice from on site training.	S. Griffiths	Completed
10	The practice need to develop a daily checklist to ensure that all staff are aware of what needs to be done to keep the surgery stocked and prepared for safe patient treatment.	Daily surgery 'Start Up' list created.	S. Griffiths	Completed
10	Implement a system of regular infection control audits, ensuring that these are documented and reviewed so that trends and issues can be identified.	Regular Infection Control audits carried out and results acted upon.	S. Griffiths	Completed
10	Inform the HSE of the use of radiographic equipment on the premises and provide HIW with evidence of this once done.	HSE was informed of radio graphic equipment in 2013. HIW provided with proof.	S. Griffiths	Completed
11	Modify the radiation policy so that it is specific to Cloverly dental practice. Once created, this should be signed and a date for review indicated.	Radiation Local Rules modified with date for review set.	S. Griffiths	Completed
11	Local rules for the use of radiographic equipment should be displayed prominently within the surgery.	Local Rules Displayed in Surgery prominently.	S. Griffiths	Completed

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11	Establish a system for annually auditing the quality of radiographs taken, ensuring the results are recorded.	System for reviewing quality of radiographs in place.	S. Griffiths	Completed
11	Improve the resuscitation and emergency policy and ensure that staff are trained and aware of the action they are required to take.	Staff always trained yearly in CPR. Have First Aid training and are regularly tested.	S. Griffiths	Completed
Management and Leadership				
12	Staff files containing all relevant information including contracts and immunisation status should be set up and maintained to ensure they remain up to date.	Staff files set up. All immunisations up to date	S. Griffiths	Completed
12	Create and maintain a training record which shows details of all staff members and the up to date position relating to their mandatory and other training.	Training records for all staff created.records of all staff members CPD training logged.	S. Griffiths	Completed
13	Team meetings should be recorded in more detail so that the contents of the discussion and not just the name of a topic are recorded. Evidence of learning and planning arising from this should also be recorded.	More detailed records of practice meetings kept,	S. Griffiths	Completed
13	Staff appraisals should be undertaken annually and recorded. Discussions should include personal development planning.	Staff appraisals now undertaken yearly.	S. Griffiths	Completed

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13	The practice must ensure they have a record of all equipment with details of when servicing and testing of each should be carried out and notify HIW of how they will ensure this will be done.	Recorded of all equipment requiring servicing and testing kept.	S. Griffiths	Completed
14	The practice must develop a complaints procedure which takes account of relevant Welsh standards and associated bodies. The practice must also ensure that a complaints procedure for private dental patients is created, ensuring that HIW's contact details are included, and a procedure to be used by NHS dental patients is also created. The procedure once created must be prominently displayed within the practice for patients to see and a copy forwarded to HIW.	Complaints procedure in line with HIW standards set up for both NHS and private patients. Procedure is now displayed. Copy to HIW	S. Griffiths	Completed
14	A log of all concerns / complaints and compliments must be established. This document should enable practice staff to identify any learning needs which may arise from issues raised.	Log of all complaints kept.	S.Griffiths	Completed
Quality of Environment				
15	Re-organise the two rooms at the rear of the building so that there is a separate staff area and additional separate practice storage /			

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	equipment room.			
15	Review waste disposal contract to ensure that all waste streams can be safely and properly disposed of appropriately.			

Practice Representative:

Name (print): Sarah Griffiths

Title: Dr,.....

Signature:

Date: 2 November 2015.....