

Appendix A

General Dental Practice: Improvement Plan

Practice: IDH Splott Road Dental Centre

Date of Inspection: 15 June 2015

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
Patient Experience				
Page 7	The dental provider/owner is required to describe the action taken to ensure that the dental centre website is compliant with the GDC principles of Ethical Advertising (2012).	The provider will ensure that the website is corrected to show actual treatments carried out at the practice. Two changes have already been made to reflect treatments on offer and one further amendment is to be completed which has been passed to the company website support team to action	Compliance team Area Development Manager	10 th September 2015
Delivery of Health and Care Standards				
Page 12	During the course of the HIW inspection, we examined a sample of five patient records relating to the one dentist currently employed	The particular claim was reviewed with the dentist on the day of the inspection and the specific regulation was also clarified. The claim has now		

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	<p>at the dental centre. This was in-keeping with our agreed and established inspection process.</p> <p>One of the five records seen contained recent evidence of the application of incorrect NHS treatment Banding. This had also resulted in incorrect information being conveyed to the Health Board as part of the dental centre's weekly contract monitoring arrangements. Specifically, the claim had been incorrectly made for Band 2 treatment instead of Band 1 (as evidenced by the form of care and treatment offered to the patient concerned).</p> <p>Initial conversation with the IDH Clinical Director resulted in their agreement that the above claim would be recalled. However, had it not been for the scrutiny applied during the HIW inspection, the error would not have been discovered.</p> <p>Subsequent discussions with the dental team and IDH management staff further revealed a lack of understanding about the correct NHS treatment claim. We also found that staff had</p>	<p>been resubmitted appropriately.</p> <p>The dentist had received guidance on claiming through Peer Review and online training and evidence of this was available at the inspection. However, as a result of the particular finding, the dentist received further training on site on the 24th of June with the Clinical Director and Clinical Support Manager. Particular clinical situations were discussed as well as associated claims. The dentist was encouraged again to contact the Clinical team if any queries arise.</p> <p>It was agreed that the dentist will attend the companies induction at the 'my dentist' Academy in September for calibration of standards.</p> <p>Further claim probity on the 24th of June revealed that the dentist understands NHS rules and regulations and has already made improvements following previous action plans set by the clinical team and recommendations from the HIW.</p> <p>A Clinical Quality Review meeting will take place on the 21st of July where all actions will be reviewed.</p>	<p>Practice Manager</p>	<p>8 September 2015</p>

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	<p>not received training with regard to NHS dental claims which may lead to further and similar errors.</p> <p>The IDH management team were informed that HIW would need to convey this element of our findings to the Health Board on completion of the inspection in relation to our duty of candour.</p> <p>The dental provider/owner must therefore demonstrate the action taken/to be taken to ensure that staff are fully aware of how to address the above aspect of dental service provision in the future. The dental owner/provider is also required to describe any interim arrangements put in place until such time that staff become fully conversant with this element of their work</p>			
Page 13	The dental provider/owner must demonstrate how it will ensure that all future patients' records contain complete information in accordance with professional standards (GDC standard 4), guidance and the Health and Care Standard 3.5.	<p>Both dentists have attended the My Dentists Clinical Induction course conducted by Clinical Directors which includes record card keeping.</p> <p>One dentist is booked to attend a second training session in September</p>	<p>Clinical Support manager</p> <p>Practice manager</p> <p>Area Development Manager</p>	<p>Quarterly Review</p> <p>December 2015</p>

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		<p>They have had one to one training sessions with both the Practice Manager and the company R4 systems trainer in relation to processing claims on the computer.</p> <p>Claims are sent daily and rejections dealt with also daily.</p> <p>Record card audits are in the process of being completed and we will be conducting quarterly checks with the clinical support Manager to review accuracy until we are satisfied that we can return to six monthly audits</p>		
Management and Leadership				
Page 15	<p>The dental provider/owner is required to clarify current and future arrangements for ensuring that the dental centre has effective governance, leadership and accountability to support the sustainable delivery of safe, effective person centred care</p> <p>Health and Care Standard 3.3 (plus reference</p>	<p>A full time Dentist started at the practice in August which mean the clinical workload is now shared across the two dentists</p> <p>The manager who was present on the day of inspection is currently on sick leave – in the interim period, the practice will be temporarily covered by an experienced Manager from</p>	<p>Practice Manager Area Development Manager Head Office</p>	<p>Review 5th November 2015</p>

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	to page 8 -Governance, Leadership and Accountability)	<p>another practice who will visit two days week and will be contactable by mobile phone on the days she is not in practice. A staff member will be appointed the responsible person for the practice in the absence of the Manager</p> <p>In addition to this the practice will have support available support from head office and the area Development Manager.</p> <p>The clinical Support manager will conduct regular documented visits to the clinicians.</p> <p>A quarterly review of progress towards completion of the improvement plan will be carried out in Early November</p>		
Page 16	<p>The dental provider/owner is required to demonstrate how it will ensure that the dental team has access to up to date policies and procedures which are based on All-Wales guidelines and local arrangements. This is to assist the dental team to provide a safe and effective service to patients.</p> <p>(Health and Care Standards 2015-various)</p>	<p>The provider is currently reviewing the company policies and will ensure that wales practices will have a relevant version of the policies available to them and they will reflect all wales and local guidance</p> <p>The business has a self- assessment tool which is completed annually which will support the Manager in ensuring that all policies and</p>	<p>Practice Manager Area Development Manager Head Office / compliance team</p>	30 th November 2015

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		<p>procedures are kept up to date. The provider will also be supporting practices with the annual QAS completion</p> <p>Area Development Manager compliance checks will be done quarterly to ensure the standards are maintained.</p>		
Quality of Environment				
	No improvements were identified at this inspection in relation to the above theme.			

Practice Representative:

Name (print):Gareth Waters.....

Title:Area Development Manager.....

Date:7th September 2015