

Appendix A

General Dental Practice: Improvement Plan

Practice: Whitcombe Dental Centre

Date of Inspection: 5 January 2016

Page Number	Improvement Needed	Regulation / Standard	Practice Action	Responsible Officer	Timescale
Quality of the Patient Experience					
6	Further health promotion information should be provided to patients.	Health and Care Standards 1.1	This is already underway as a project among a number of practices	CWW	Underway Completion 3 months
6	A private price list should be displayed so that patients are fully informed of the costs associated with their dental treatment.	GDC standard 2.4.1	In place	CWW	Done
7	The contact details for HIW should be added to the complaints policy and posters.	Private Dentistry (Amendment) Regulations 2011 section	In place	CWW/LJ	Done

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		15(4a);			
Delivery of Safe and Effective Care					
9	COSHH risk assessments specific to the practice should be conducted in addition to keeping safety data sheets.	Health and Safety Executive	Underway	MW	2 months
9	All staff involved in decontamination should complete training and training records should be maintained.	WHTM 01-05 guidelines section 24o	Done	MW/CWW	In place
10	Training in the protection of vulnerable adults should be conducted by all staff.	Health and Care Standards 2.7; General Dental Council Standards 8.5	Course being booked	LJ	Availability of Cardiff Dental Postgraduate Course
11	The relevant training in ionising radiation should be conducted by all dental nurses.	General Dental Council: CPD for dental professionals	In place Carried out	CWW	In place Done

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12	<p>The following improvements should be made to patient notes, including the consistent and correct recording of:</p> <ul style="list-style-type: none"> • Patient consent • Treatment plans • Treatment options and discussions with patients • Social history • Consistent method of checking medical histories • X-rays should be taken as appropriate and explanations for why an x-ray is not required should be noted • Basic periodontal examination, information about patient's gum condition and details of any treatment offered to the patient. 	Health and Care Standards 3.5; General Dental Council Standards 4	<p>Been reviewed</p> <p>CAPRO Audit being arranged with other practice</p>	CWW	<p>Underway</p> <p>CAPRO approval</p>
12	The dentists at the practice should conduct a clinical records audit and share learning from this.	Health and Care Standards	Linked to above actions	CWW	<p>Underway</p> <p>Continuous programme</p>

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		3.5; General Dental Council Standards 4			
12	The practice should formalise quality assurance arrangements, including regular peer review audits, as a way of increasing learning, share best practice and helping to ensure the quality of the care provided.	Health and Care Standards 3.3; Private Dentistry Regulations Section 14(2);	Linked to above actions	CWW	Underway Continuous programme
Quality of Management and Leadership					
	<i>No improvements required</i>				

Practice Representative:

Name (print): Chris Wills-Wood

Title: Governance Director United Dental (Wales)

Date: April 25th 2016