

Appendix A

General Dental Practice: Improvement Plan

Practice: Bridges Dental Surgery

Date of Inspection: 28 August 2015

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
	Patient Experience			
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	Delivery of Health and Care Standards			
8	Regular checks of the compressor machine (in accordance with the manufacturer's guidelines) should be recorded. [Health and Care Standards 2.9]	Regular checks of compressor now carried out as according to manufacturers guidance	A. Meek-Welsh	Immediate
9	The practice should ensure suitable radiation warning signs in controlled areas are easily visible. [Health and Care Standards 2.1; Ionising Radiations Regulations 1999 - 18 (1) (a) and	New signs ordered	A. Meek-Welsh	As soon as available

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	(ii)]			
10	<p>The practice should ensure that records of weekly checks performed on the resuscitation equipment and emergency medication are maintained in accordance with guidelines set out by the UK Resuscitation Council.</p> <p>The practice should re-consider the arrangements for storing glucagon (in line with manufacturer's guidance).</p> <p>The practice should ensure that there are appointed and trained first aiders.</p> <p>[Health and Care Standards 2.9; General Dental Council Standards 6.6.6; UK Resuscitation Council - Primary dental care guidelines]</p>	<p>Weekly checks carried out on all emergency equipment</p> <p>Glucagon stored in line with manufacturers guidance</p> <p>4 members of staff are booked on First Aid at Work Course</p>	<p>A. Meek-Welsh</p> <p>A. Meek-Welsh</p> <p>A. Meek-Welsh</p>	<p>Immediate</p> <p>Immediate</p> <p>January 2016</p>
Management and Leadership				
12	<p>The practice should update the relevant policies to include:</p> <p style="padding-left: 40px;">Details of how patients dignity should be maintained</p> <p style="padding-left: 40px;">A comprehensive adult safeguarding policy</p>	<p>New Policy now in place</p> <p>Policy in place</p>	<p>A. Meek-Welsh</p> <p>A. Meek-Welsh</p>	<p>Immediate</p> <p>Immediate</p>

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	<p>Arrangements for the provision and use of work equipment.</p> <p>[Health and Care Standards 4.1, 2.7, 2.9; General Dental Council Standards 6.6]</p>	Policy in place	A. Meek-Welsh	Immediate
13	<p>Training on the protection of vulnerable adults should be completed by relevant staff.</p> <p>[Health and Care Standards 2.7]</p>	All team members booked on course on 9 th Feb 2016	A. Meek-Welsh	Immediate
14	<p>The practice should ensure that the missing immunisation record for one staff member is located and a copy maintained.</p> <p>The practice should also clarify the immunity records for one staff member regarding immunity status and whether boosters are required, to ensure that staff are sufficiently protected against blood borne viruses.</p> <p>[Health and Care Standards 2.4; General Dental Council Standards 1.5.2]</p>	<p>Copy of record obtained</p> <p>Clarification requested from Occupation Health</p>	<p>A. Meek-Welsh</p> <p>A. Meek-Welsh</p>	<p>Immediate</p> <p>Immediate</p>
14	The complaints poster should be updated to ensure timescales are consistent with the complaints policy and comply with both the	Complaints poster and policy updated with contact addresses and telephone numbers included	A. Meek-Welsh	Immediate

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	<p>NHS procedure 'Putting Things Right' and the private dentistry regulations.</p> <p>Both the complaints policy and complaints poster should be updated to include contact details for HIW, Aneurin Bevan University Health Board, Public Services Ombudsman for Wales and the Community Health Council.</p> <p>[Health and Care Standards 6.3; Private Dentistry (Amendment) Regulations 2011 section 15; General Dental Council Standards 5.1.3; The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011]</p>			
Quality of Environment				
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Practice Representative:

Name (print): Mr. Meek-Welsh

Title: Principle Dentist

Date: 25th November 2015