

Appendix A

General Dental Practice: Improvement Plan

Practice: Llandeilo Road Dental Practice

Date of Inspection: 17 December 2014

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
	Patient Experience			
	All patients must have written dental plans for each course of treatment which must be updated if the plan changes during the course of the treatment.	1. All patients are now issued with a written treatment plan, which will be altered and countersigned should there be any changes to the treatment plan.	All Dentists	Immediate and ongoing.
	The complaints process should be visible in the patients' waiting room and should include CHC and HIW's addresses for patients to have recourse should they require.	1. The complaints procedure has been update to include CHC and HIW addresses; it is now displayed in the reception area.	Practice Principal	Completed
	The practice needs to review and update the patient information leaflet (which should outline the services offered by the surgery,	1. Our new website is under construction. Details will be able to be printed in the practice for those who want paper copies	Practice Principal and Reception Staff	Completed

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	including the complaints process). The leaflets must be fully compatible with the 'Putting Things Right' arrangements.			
Delivery of Standards for Health Services in Wales				
	The practice needs to review all patient's paper records to ensure information correlates with the electronic information and that both are current. The private paper records should not be on NHS stationery.	<ol style="list-style-type: none"> 1. As patients are now filling out new medical history forms at the beginning of every course of treatment, and these forms also ask for their current address/telephone number etc, they are being updated on both paper and electronic records as necessary. 2. All new private patient paper records are now on new "private" stationery. 	Practice Principal and Reception Staff	Immediate and on going
	The practice should review and implement the suggested improvements to patient records; especially the records relating to local anaesthetics which are mandatory under the Standards for Health Services Wales –Doing Well Doing Better 2010 and therefore must be maintained.	<ol style="list-style-type: none"> 1. We are now following the template issued by HIW for examinations and note keeping. 2. Local anaesthetic batch numbers are displayed next to the computers in each surgery so that clinicians can record the batch and expiry of the anaesthetic used in the patient records. 3. An audit system has been put in place to audit the practice's record keeping every 3 	All Dentists	Immediate and on going

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		months		
	The practice must record grading and clinical evaluation of x-rays in individual patient's notes. This is mandatory under the Standards for Health Services Wales –Doing Well Doing Better 2010.	<ol style="list-style-type: none"> 1. All radiographs are now graded upon review and evaluations are written in the patient records 2. The practice will be auditing the grading of the radiographs on a 6 monthly basis as recommended in our radiation protection file 	All dentists	Immediate and on going
	The practice needs to develop robust protocols and processes for decontamination of instruments. Maintaining records and audits to ensure quality and safety.	<ol style="list-style-type: none"> 1. The practice is updating all of the decontamination policies following the models and advice obtained by the principal upgrading to the British Dental Association's "BDA Expert" programme. 2. A written log is now completed every day for each autoclave using Isopharm HTM 01-05 autoclave logbooks. 3. The practice will undertake quarterly audits using the Welsh Dental Postgraduate Department's WHTM 01-05 audit tool. The practice has now completed the WHTM 01-05 audit. A copy is held in the practice and is available on request. 	<ol style="list-style-type: none"> 1. Practice Principal 2. Dental Nurses 3. All dentists 	<ol style="list-style-type: none"> 1. Completed 2. On going 3. Completed. To re audit in 3 months
	The practice needs to revisit the plan for a decontamination room /area and look at ways	<ol style="list-style-type: none"> 1. We are looking at ways of working towards best practice and transforming the former kitchen 	Practice Principal	3 months

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	of working towards the best practice.	into a decontamination room. We are looking into costs of this and will formulate a definitive plan within 3 months.		
	The practice needs to relocate the autoclave in the downstairs back surgery.	<ol style="list-style-type: none"> 1. The door which is mentioned in the report is locked during clinical sessions 2. Following this recommendation the autoclave in the surgery upstairs has been relocated away from the surgery door. 	<ol style="list-style-type: none"> 1. Dentist and Nurse in surgery 2 2. Practice Principal 	<ol style="list-style-type: none"> 1. Complete 2. Completed
	The practice needs to record the date of decontamination as well as expiry on bagged instruments.	1. The date of decontamination is already recorded, but we will now ensure that the date of expiry is also noted.	Dental nurses	Complete
	All single use instruments should be safely disposed of immediately after use.	1. The practice policy is that single use instruments are disposed of immediately after use.	All staff	Complete
	The practice must undertake quarterly audits of infection control requirements in line with WHTM 01-05 and ensure they are meeting appropriate standards for decontamination.	1. As mentioned above the practice will be completing quarterly audits using the Welsh Dental Postgraduate Department's WHTM 01-05 audit tool	All dentists	Completed
	The practice needs to develop a system to record image quality and a system of peer review and audit of radiographs.	1. As mentioned above 6 monthly audits regarding radiographic grading will be undertaken	All dentists	Within 3 months

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	The isolation switch for the x-ray machine in the downstairs front surgery needs to be outside of the control zone.	1. This has been discussed with our radiation protection advisor who advised no action was necessary at the moment. However since HIW's radiation advisors do not agree, an electrician is due to visit us to re locate the isolation switch outside of the control zone.	Practice Principal	Electrician visit scheduled for next week.
	The practice should relocate the x-ray processor and retain a process log to ensure efficacy and safety of equipment.	<ol style="list-style-type: none"> 1. There is now a processing log in place 2. The processor now remains in the same room but the food preparation items have now been moved into the staff room. 	Practice Principal	<ol style="list-style-type: none"> 1. Completed 2. Completed
Management and Leadership				
	The practice needs to organise, review and update all policies and procedures.	1. This is an on going issue. All policies are now being reviewed and updated using the "BDA Expert" programme.	Practice Principal	On going and to be completed within 1 month
	The practice needs to develop a regular programme of audit and peer review to ensure the quality and safety of the service they provide.	1. As mentioned above the practice now plans to complete regular audits on radiographic quality, record keeping and compliance with WHTM 01-05.	Practice principal responsible for implementation	All 3 audits to be completed within 3 months and then on going
	The practice needs to develop a system of continual evaluation and improvement	1. The practice has installed a letterbox for patient's comments and suggestions. This	Practice Principal	Complete

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	through patients' feedback, to ensure the service meets the needs of its population.	<p>will be assessed regularly.</p> <p>2. Any feedback received will be acted on if needed and accordingly</p>		
	Staff must receive annual appraisals to evidence monitoring of the quality and safety of the care they provide.	1. All staff will begin to receive annual appraisals	Practice Principal	Underway
	All dentists undertaking any private work must have an enhanced DBS check dated within the last three years. The practice needs to ensure that appropriate staff checks are undertaken, prior to the commencement of employment.	1. The practice has contacted HIW to request DBS check forms to complete for the dentists (All dentists have now sent their DBS forms to HIW) 3 of 4 DBS certificates have arrived.	Practice Principal	Ongoing
	The practice needs to contact the Health Board to make appropriate arrangements for occupational health support for staff.	1. Contact has been made with the Occupational Health Service in Prince Phillip Hospital Llanelli and we are waiting for their response.	Elaine Reed (Nurse)	Complete
	The practice needs to ensure that Liability Insurance Certificates, health and safety notices and treatment prices are displayed in public areas.	1. These documents are now displayed in the reception area	Practice Principal	Completed
	Quality of Environment			

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	The practice must visibly display both a list of the dentists and their qualifications and a list of staff working at the practice, along with designation and registration numbers where applicable.	1. The practice has commissioned new signs for visibly displaying dentist names and qualifications. We are currently putting together pictures of all staff members to display along with their GDC numbers	Practice Principal	New signs have arrived and been fitted.

Practice Representative:

Name (print): Gwyn Lloyd Jones

Title: Practice Principal

Signature: Gwyn Lloyd Jones

Date: 18/03/2015