

Appendix A

General Dental Practice: Improvement Plan

Practice: Teeth For Life Dental Care Caldicot

Date of Inspection: 19 December 2014

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
Patient Experience				
Page 8	The practice should ensure that the separate complaints arrangements for NHS and private patients are fully explained in complaints information. Patients should be informed of how to access support with complaints through the Community Health Council.	The Complaints Policy has been amended to show arrangements for NHS and Private patients. The contact details for HIW, Public Services Ombudsman and the Community Health Council have been included.	Will Copley	Completed 30.1.15
Page 8	The practice should consider how to capture and use patients' feedback as one of the means to ensure and/or improve the quality of its service.	Patient feedback forms to be made available to patients. These forms will be reviewed on a 3 monthly basis and any relevant findings acted upon.	Will Copley	Start March 2015
Page 8	The practice should ensure the website complies with GDC 'Principles of Ethical	The practice website complies with the GDC 'Principles of Ethical Advertising'.	Will Copley	Completed 02.02.15

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	Advertising' guidelines.	<p>The GDC details and Complaints Procedure are fully explained in the 'Policies' section of the website.</p> <p>The date the website was last updated is shown.</p>		
Delivery of Standards for Health Services in Wales				
Page 9	The practice should ensure they capture all aspects of patient treatment in patient records to give an accurate account of what has taken place or is planned.	<p>The practice Record Card Policy includes all these points, specifically - A patient should sign a written Treatment Plan and these are stored in the Patients paper record cards.</p> <p>To reiterate/review practice Record Card policy with all staff.</p>	Will Copley	<p>Completed 10.02.15</p> <p>On going audit.</p>
Page 10	In line with WHTM 01 05 (4.19) outcomes from daily tests on decontamination equipment should be recorded in the logbook together with the date and signature of the operator.	<p>All daily tests, all weekly and all quarterly tests on decontamination equipment are recorded in a Log Book related to that piece of equipment.</p> <p>The entry includes the operator name, signature and the relevant parameters that are being recorded</p>	Will Copley	<p>Completed 10.02.15.</p> <p>On going audit.</p>
Page 10	The practice should produce a written assessment of the improvements needed to progress towards meeting the requirements for best practice together with an implementation plan in accordance with	<p>WHTM 01-05 Practice audit to be carried out in March 2015.</p> <p>This Audit will show any areas for improvement and allow them to be addressed moving forward.</p> <p>This will be documented with a written action</p>	Will Copley	March 2015

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	WHTM 01-05.	plan.		
Page 10	The practice should ensure all signage above sinks is correct, to ensure each sink has designated usage, to reduce the risk of cross infection.	All signage above sinks is correct.	Will Copley	Completed 27.2.15
Page 11	The practice should ensure that the revised colour-coded waste segregation and packaging system to allow standardised identification of waste is implemented and followed.	<p>All members of the staff are trained in Waste Management. The practice undertakes a regular audit in Waste Disposal.</p> <p>Our Waste Policy and Working Processes follow all the recommendations from:</p> <p>“Health Technical Memorandum 07-01: Safe management of healthcare waste” which contains the regulatory waste management guidance for the NHS in Wales including waste classification, segregation, storage, packaging, transport, treatment and disposal.</p> <p>Only Clinical Staff Members are allowed to dispose of Clinical Waste in the appropriate colour coded system. This is stored securely and collected by a licenced contractor.</p> <p>Only the Practice Cleaner disposes of waste in the bins Marked ‘Household Waste’ in the appropriate coloured bags.</p> <p>These separate waste streams prevent any</p>	Will Copley	On going training for all staff.

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		contamination of waste.		
Page 11	The practice should ensure gas appliances undergo regular/periodic inspections in line with guidelines, to ensure safety.	Gas Engineer booked	J Pettican	27.2.15
Page 11	The practice should review storage of records in line with Standard 20 of the 'Doing Well, Doing Better' Standards and Data Protection Act 1998 to ensure they are meeting standards for secure storage of records.	All our Clinical Records are stored securely and we meet the Doing Well Doing Better Standard 20. The Data Protection Policy has been reviewed and the practice is fully compliant.	Will Copley	27.2.15
Management and Leadership				
Page 12	The practice should ensure all policies are reviewed and updated on a regular basis to ensure staff have access to information that is accurate and up to date.	All Practice Policies are reviewed every October as part the QAS return which is completed in November each year.	Will Copley	Annually
Page 13	Staff should have access to timely, formal appraisals to ensure they are supported in their roles and any training or performance needs can be formally identified and addressed.	Appraisals for staff to be carried out annually.	Will Copley	April 2015
Quality of Environment				
	None			

Practice Representative:

Name (print): William Copley

Title: Principle Dentist

Signature:

Date: 27.02.15