

Appendix A

General Dental Practice: Improvement Plan

Practice: Wyndham House Dental Practice

Date of Inspection: 25 March 2015

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
Patient Experience				
Page 7	The practice should ensure NHS patients are provided with full and accurate complaints information in an easy to read format. This is in accordance with NHS Standards.	A complaints Procedure document with larger type script and in a more noticeable position has been displayed	TG	Completed
Page 7	The practice should ensure that complaints information complies with The Private Dentistry (Wales) Regulations 2008 and is clearly displayed for patients.	As Above	TG	Completed
Delivery of Standards for Health Services in Wales				
Page 9	The practice is required to ensure that the	Reorganisation of the paperwork from personnel files to the radiation protection file	TG	completed

Page Number	Improvement Needed	Practice Action	Responsible Officer	Timescale
	radiation protection file contains all information in accordance with IR(ME)R 2000 regulations.			
Page 11	The practice is advised of the need to demonstrate how it will ensure that improvements are made to the decontamination room and process, in accordance with WHTM 01-05 and NHS standards.	A new flooring is to be placed to recover all areas in question A new fully sealed work surface is to be sourced with appropriate partitioning to all tea and coffee making facilities being upgrade appropriately	SH	2 months
Management and Leadership				
	There were no areas identified for improvement in relation to this theme.			
Quality of Environment				
	There were no areas identified for improvement in relation to this theme.			

Practice Representative:

Name (print):Simon Hill.....

Title:Practice Principal.....

Date:24/06/2015.....