



## **HETTON DENTAL PRACTICE**

### **QUALITY ASSURANCE POLICY**

Our practice aims to provide dental care of a consistent quality for all patients; we strive to meet the high standards expected in any clinical setting. We expect all members of our dental team to work to these standards to help us achieve our aim of providing a quality service. Our management systems define each practice member's responsibilities when looking after you.

The policies, systems and processes in place in our practice, reflect our professional and legal responsibilities and follow recognised standards of good practice. We provide training to ensure all team members are competent and confident to undertake the duties that are expected of them. We evaluate our systems and processes on a regular basis through audit, peer review and patient feedback and monitor the effectiveness of our quality assurance procedures.

We work with various external agencies to ensure our understanding of professional and legal requirements is up to date. These agencies include the British Dental Association, the primary care organisation and the Care Quality Commission.

#### **Quality standards and procedures**

Hetton Dental Practice has effective procedures for assuring and enhancing the quality of the services we provide for our patients.

In providing our patients with care of a consistent quality, we will:

- Provide a safe and welcoming environment
- Ensure all members of the dental team are appropriately trained
- Provide patient with information about the practice and the care available and ensure the patient understands the terms on which care is offered
- Display indicative treatment charges
- Explain all treatment options and agree clinical decisions with the patient explaining the possible risks involved with each option
- Provide treatment plans based on the patient's choice, with an estimate of the likely costs
- Obtain valid consent for all treatment. Written consent will be sought for extensive or expensive treatments.
- Refer to specialists for investigation, advice or treatment as appropriate and without undue delay
- Maintain contemporaneous clinical records with an up-to-date medical history
- Provide secure storage of patient records to maintain patient confidentiality
- Ensure information about how to provide feedback or make a complaint is readily available for patients and includes a named practice contact

For our dental team, we undertake to:

- Provide a safe working environment, identifying hazards and assessing the risks of each
- Provide induction training for all new team members
- Provide job descriptions and contracts of employment for all members of staff.

- Review and update job descriptions annually to reflect current duties and responsibilities
- Agree in writing the terms for all self-employed contractors working at the practice
- Provide ongoing training and identify opportunities for development for all employees
- Maintain staff records ensuring the following information is up to date:
  - relevant medical history information
  - emergency contact details
  - absence through holiday and sickness
  - performance reviews
  - in house and external training
- Ensure that all staff are kept up to date with all practice policies and procedures, including patient charges and the relevant forms.

## **The Dental Team**

All team members are expected to follow the practice policies and protocols which can be found in the policy files in the Practice Manager's office or in the staff handbook.

All new members of the team receive training in practice-wide procedures, policies and quality assurance activities as part of their induction. All team members should only undertake duties for which they have the skills and must understand how their role contributes to the services provided by the practice. Annual appraisal meetings provide the opportunity to assess individual training needs.

Everyone must understand their role in dealing with medical emergencies, including a collapsed patient, and are expected to participate in the annual training provided.

All GDC registrants meet their continuing professional development requirements and maintain records of their individual CPD activity. The practice will maintain records of any practice-wide training and individual training provided.

Dentists and, where appropriate, hygienists also understand the policies and procedures for:

- Referring patients
- Requesting work from laboratories
- Ordering materials and equipment
- Clinical governance requirements and CQC standards of quality and safety
- Professional and legal requirements affecting dentistry.

## **Audit**

As part of monitoring the service we provide for patients, we undertake regular audits of our procedures and protocols and consider inputs, outputs, effectiveness and efficiency.

- Inputs: the total number of patients treated, and the number treated by specific groups
- Outputs: the oral health achievements as a direct result of our intervention
- Effectiveness: patient views of our effectiveness in improving their oral health, and their levels of satisfaction
- Efficiency: patient retention rates, referrals to others for advice and/or treatment, and the quality of data collected

## ***Quantitative Data***

On a monthly basis, we record the following:

- Total number of patients seen

- New patients seen
- Failed appointments (and unused time)
- Waiting list numbers – for assessment and for treatment
- Patient safety incidents and the outcome of investigations
- Positive feedback and compliments
- Complaints and negative comments.

### ***Qualitative data***

We record the following qualitative data:

- Results of patient and service audits and improvements
- Complaint trends and actions taken to improve the service
- Waiting times and evidence of demand management
- Staffing and staff turnover
- CPD activity on individual and practice-wide basis
- Case mix of clinical presentation and procedure outcome
- Results of annual patient satisfaction survey on a sample number of patients.

### **Clinical Governance**

Our clinical governance framework incorporates the NHS clinical governance framework themes:

1. Infection control
2. Child protection
3. Dental radiography
4. Staff, patient, public and environmental safety assessment
5. Evidence-based practice and research
6. Prevention and public health
7. Clinical records, patient privacy and confidentiality
8. Staff involvement and staff development
9. Clinical staff requirements and development
10. Patient information and involvement handling, patient feedback
11. Fair and accessible care
12. Clinical audit and peer review

Each team member understands their role in delivering a patient-focussed service. We share information and encourage team members to raise concerns and suggest improvements. We also seek feedback from patients.

We monitor the implementation of and adherence to our policies and procedures, and review them on a regular basis to identify opportunities for improvement.

We allow for and encourage CPD, staff training and development

### **Review**

This policy will be subject to regular review and will be updated annually.

Date: November 2017