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The New Dental Surgery - Hindhead

Inspection Report

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Overall summary

We carried out an inspection of this service under Section 60 of the Health and Social Care Act 2008 on 20 February 2015 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to look at the overall quality of the service. Breaches of legal requirements were found. As a result we undertook a desk based focused inspection on 29 June 2015 to follow up on whether action had been taken to deal with the breaches.

During our previous inspection on the 20 February 2015 we found the following:-

- We found the compressor and some X-ray equipment had not been maintained and serviced within appropriate timescales. This meant we could not be assured of their safety.
- The quality of the service was not systematically or regularly reviewed

- We had concerns the practice complaints procedure was not robust as we found three different complaints policies in current use.

We conducted a desk based focused inspection. This means the provider was able to send us evidence of the action taken to address the issues previously found rather than visiting the practice.

During this inspection we found:-

- The compressor had been recently serviced
- Three of the four x-ray machines were compliant with the maintenance schedules. However, the forth x-ray machine within the hygienist room was no longer in use. The practice would be required to send us evidence of the assessment and servicing of this x-ray machine before its future use.
- A patient questionnaire had been designed and was ready to be used and the quality of the service was reviewed by several audits

The practice was now using only one complaints procedure

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We conducted a desk based focused inspection. The provider was able to send us evidence of the action taken to address the issues previously found.

Are services well-led?

The provider was able to send us evidence of the action taken to address the issues previously found.

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Detailed findings

Background to this inspection

We carried out an inspection of this service under Section 60 of the Health and Social Care Act 2008 on 20 February 2015 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to look at the overall

quality of the service. Breaches of legal requirements were found. As a result we undertook a desk based focused inspection on 29 June 2015 to follow up on whether action had been taken to deal with the breaches.

The inspection was led by a CQC inspector who had access to remote advice from a specialist advisor. We did not speak with any stakeholders or patients during this inspection.

Are services safe?

Our findings

Equipment and medicines

The interim practice manager was able to send us a report from the engineer who had serviced the compressor and had completed work and replaced parts as necessary.

Radiography (X-rays)

The interim practice manager was able to send us evidence of the arrangements in place to ensure the safety of the equipment and the local rules relating to each X-ray machine. Equipment had been assessed by an

independent expert within the recommended timescales and we noted that one was due for a critical assessment by the end of July 2015 which was in the process of being booked. However, the interim practice manager could not send us evidence for one x-ray machine which was situated in the hygienist room which was no longer in use. The interim practice manager told us that this x-ray machine had not been in use for the last two years. We also were sent evidence of audits of dental X-rays which had also been completed by the dentists. The practice would be required to send us evidence of the assessment and servicing of this x-ray machine before its future use.

Are services well-led?

Our findings

Management lead through learning and improvement

We spoke with the interim practice manager regarding auditing the quality of the service. They were able to send us evidence of several audits which had been completed in regards to x-ray quality, fridge temperatures, record keeping and recall lengths between dental appointments.

The interim practice manager was able to explain to us that the computer system automatically scheduled recall lengths for six months. However, the dentists were asking their patients to have checks up at appropriate intervals and these were booked manually. It was recognised after the audit that staff were unsure how to then change the recall times for individual patients and this was being addressed by additional training.

Recent audits for record keeping were focusing on different areas. For example we saw an audit for the condition of the gums using the basic periodontal examination (BPE)

scores. (The BPE is a simple and rapid screening tool that is used to indicate the level of examination needed and to provide basic guidance on treatment need). A separate audit had been undertaken for recording consent of patients for treatment carried out. This audit had also raised a need for additional training on the computer system. The interim practice manager was able to tell us of future audits planned for local anaesthetics and antibiotics.

Practice seeks and acts on feedback from its patients, the public and staff

We were sent evidence of a new patient questionnaire the practice was using and how any results would be interpreted. However, the provider had currently not received any completed questionnaires from patients.

At our previous inspection we had found there were three complaints policies in circulation. We discussed this with the interim practice manager who sent us the current and updated complaints policy which was being used.