

Annalee Longford Limited

Longford Dental Centre - Maidstone

Inspection Report

25 Postley Road
Maidstone
Kent
ME15 6TP
Tel: Telephone: 01622 752206
Website:

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Overall summary

We carried out a comprehensive inspection of Longford Dental Centre on 14 April 2015.

Our findings were:

Are services safe?

We found this practice was providing safe care in accordance with the relevant regulations.

Are services effective?

We found this practice was providing effective care in accordance with the relevant regulations.

Are services caring?

We found this practice was providing caring services in accordance with the relevant regulations.

Are services responsive?

We found this practice was providing responsive care in accordance with the relevant regulations.

Are services well-led?

We found this practice was providing well-led care in accordance with the relevant regulations.

Background

The practice provides NHS dental treatment and private dental treatment.

The practice has three dental treatment rooms and a decontamination room for cleaning, sterilising and packing of dental instruments. The treatment rooms, reception area and waiting room are on the ground floor.

The practice has a full time practice manager who is supported by the principal dentist who is registered with the Care Quality Commission as the registered manager. They are legally responsible for making sure the practice meets the regulations from the Health and Social Care Act 2008 relating to the quality and safety of care.

The practice has three dentists, and three dental nurses. The practice manager and clinical team are supported by two receptionists.

Before the inspection we sent Care Quality Commission comment cards to the practice for patients to use to tell us about their experience of the practice. We collected twenty nine completed cards. These provided a positive view of the service the practice provides. Patients told us that the care and treatment they received was caring, patient and thorough. They praised the skills of the clinical staff and the professionalism of the whole practice team.

Summary of findings

Our key findings were:

- Staff reported incidents and kept records of these which the practice used for shared learning.
- The practice was visibly clean and well maintained.
- Patients' needs were assessed and care was planned and delivered in line with current best practice guidance from the National Institute for Health and Care Excellence (NICE) and other published guidance.
- The practice had effective safeguarding processes and staff understood their responsibilities for safeguarding adults and children living in vulnerable circumstances.

- Staff had received training appropriate to their roles and were supported in their continued professional development (CPD).
- The practice took into account any comments, concerns or complaints and used these to help them improve the practice.

Patients were pleased with the care and treatment they received and complimentary about the dentists and all other members of the practice team.

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 found this practice was providing safe care in accordance with the relevant regulations.

The practice team took their responsibilities for patient safety seriously and staff were aware of the importance of identifying, investigating and learning from patient safety incidents. The practice had suitable arrangements for infection prevention and control, clinical waste management, dealing with medical emergencies at the practice and dental radiography (X-rays). We found that the equipment used in the dental practice was well maintained. There were sufficient numbers of suitably qualified staff working at the practice. Staff had received safeguarding training and were aware of their responsibilities regarding safeguarding children and adults.

Are services effective?

We found this practice was providing effective care in accordance with the relevant regulations.

The dental care provided was evidence based and focussed on the needs of the patients. The practice used national guidance including that from the National Institute for Health and Care Excellence (NICE) to guide their practice. We saw examples of positive team work within the practice and evidence of good communication with other dental professionals. The staff received professional training and development appropriate to their roles and learning needs. Staff who were registered with the General Dental Council (GDC) were supported in their continuing professional development (CPD) and were meeting the requirements of their professional registration

Are services caring?

We found this practice was providing caring services in accordance with the relevant regulations.

We collected twenty nine completed CQC patient comment cards. All of the information we received from patients provided a positive view of the service the practice provided. Patients told us that the care and treatment they received was caring, patient and thorough. They praised the skills of the clinical staff and the professionalism of the whole practice team.

Are services responsive to people's needs?

We found this practice was providing responsive care in accordance with the relevant regulations.

The practice provided clear information to patients about the costs of their treatment. Patients could access treatment and urgent care when required. The practice had a ground floor layout and level access into the building for patients with mobility difficulties and families with prams and pushchairs. The team had access to telephone translation services if they needed this but had checked and established that none of their current patients needed this service.

Are services well-led?

We found this practice was providing well-led care in accordance with the relevant regulations.

The practice manager and principal dentist worked closely together to co-ordinate the day to day running of the practice. Staff were aware of the way forward and vision for the practice. The practice used the quality assurance processes to assist them to maintain the quality of the service.

Longford Dental Centre - Maidstone

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to pilot a new inspection process being introduced by the CQC.

The inspection was carried out on 14 April 2015 by a CQC inspector.

Before the inspection we reviewed information that we held about the provider and information that we asked them to send us in advance of the inspection. This included their statement of purpose and a record of complaints and how they dealt with them.

During the inspection we spoke with two dentists, two dental nurses, one receptionist and the registered

manager. We looked around the premises and the treatment rooms. We reviewed a range of policies and procedures and other documents including dental care records.

We viewed the comments made by patients on the comment cards provided by CQC before the inspection.

We informed the local NHS England area team that we were inspecting the practice and did not receive any information of concern from them.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services safe?

Our findings

Learning and improvement from incidents

The practice had an adverse incident reporting policy and standard reporting forms for staff to complete when something went wrong. These were kept in the manager's office and were available for any member of staff if they needed to complete one. We saw reporting forms dating back to 2011 showing an on-going commitment to monitoring safety at the practice. The forms provided a clear structure to help staff record relevant information.

There was also an accident reporting book which we checked. The practice manager showed us that they filed completed accident forms separately to protect the privacy of people involved. They had a system for cross referencing these so they could easily identify and locate them if needed. None of the accidents recorded were serious enough to have been reportable to either RIDDOR or CQC.

The practice manager and principal dentist received national and local safety alerts by email. We saw evidence for a period of two years that they checked these and recorded whether any were relevant to the practice so that staff could be informed and immediate action could be taken.

The practice had a brief but clear written statement which emphasised the value of learning from significant events and other adverse incidents. This included a list of the types of things which might need to be addressed such as laboratory work not being back in time for a patient's appointment or a complaint about waiting times. The statement described the practice's aim to have an open culture and acknowledged that this was an important part of clinical governance.

Significant events were discussed as a team at staff meetings to provide opportunities for shared learning.

Reliable safety systems and processes (including safeguarding)

The principal dentist and practice manager were the joint safeguarding leads and staff knew who they should go to if they had a concern. The practice manager had taken on the role of joint lead following safeguarding training where it had been recommended to them that the practice have both a male and female lead. The practice had comprehensive information available regarding safeguarding policies, procedures for reporting

safeguarding concerns and contact information for the local multi-agency safeguarding authority. There was written confirmation that staff had read and understood the information which was available in paper form and on the practice's computer system.

All members of the team had completed safeguarding training for adults and children in 2014

The practice also had information on how to contact a service provided by Age UK which could be used to offer support to vulnerable adults who did not meet the criteria for safeguarding but who would benefit from support.

The British Endodontic Society uses quality guidance from the European Society of Endodontology recommending the use of rubber dams for root canal treatment. A rubber dam is a thin sheet of rubber used by dentists to isolate the tooth being treated and to protect patients from inhaling or swallowing debris or small instruments used during root canal work. The practice showed us that they had rubber dam kits available for use when carrying out root canal treatment and staff confirmed that they used this.

The practice had clear processes to make sure that they did not make avoidable mistakes such as extracting the wrong tooth. The dentists told us they always checked and re-checked the treatment plan and re-examined the patient. They said they took particular care with this where they were extracting a tooth on the recommendation of another dentist. They told us they had a final read of the letter from the orthodontist and also asked the dental nurse assisting them to check this. The dentists were aware that carrying out incorrect dental treatment of any kind would be reportable to CQC.

Infection control

The 'Health Technical Memorandum 01-05: Decontamination in primary care dental practices' (HTM01-05) published by the Department of Health sets out in detail the processes and practices essential to prevent the transmission of infections. We observed the practice's processes for the cleaning, sterilising and storage of dental instruments and reviewed their policies and procedures. This assured us that the practice was meeting the HTM01-05 essential requirements for decontamination in dental practices. One of the dental nurses held lead responsibility for infection prevention and control (IPC).

We saw that dental treatment rooms, decontamination room and the general environment were clean, tidy and

Are services safe?

clutter free. Feedback confirmed that the practice maintained high standards regarding this at all times. The staff were responsible for general cleaning at the practice and we saw that cleaning equipment was safely stored in line with guidance about colour coding equipment for use in different areas of the building. The practice manager carried out an audit of general cleanliness at the practice every six months.

During the inspection we observed that the dental nurses cleaned the surfaces, dental chair and equipment in treatment rooms between each patient. We saw that the practice had a supply of personal protective equipment (PPE) for staff and patients including face and eye protection, gloves and aprons. There was also a good supply of wipes, liquid soap, paper towels and hand gel available. The decontamination room and treatment rooms all had designated hand wash basins separate from those used for cleaning instruments.

A dental nurse showed us how the practice cleaned and sterilised dental instruments between each use. The practice had a well-defined system which separated dirty instruments from clean ones in the decontamination room, in the treatment rooms and while being transported around the practice. The practice had a separate decontamination room where the dental nurses cleaned, checked and sterilised instruments. The nurses at the practice had been trained so that they understood this process and their role in making sure it was correctly implemented. The dental nurses decontaminated and sterilised their own instruments and equipment each day and we observed transportation of both clean and dirty instruments which were delivered and collected in clearly marked dirty and clean boxes with lids.

The dental nurse showed us the full process of decontamination including how staff rinsed the instruments, checked them for debris and used the autoclaves (equipment used to sterilise dental instruments) to clean and then sterilise them. Clean instruments were packaged and date stamped according to current HTM01-05 guidelines. They confirmed that the nurses in each treatment room checked to make sure that they did not use packs which had gone past the date stamped on them. Any packs not used by the date shown were processed through the decontamination cycle again.

The dental nurse showed us how the practice checked that the decontamination system was working effectively. They

showed us the paperwork they used to record and monitor these checks. These were fully completed and up to date. We saw maintenance information showing that the practice maintained the decontamination equipment to the standards set out in current guidelines.

The practice used single use dental instruments whenever possible which were never re-used and the special files used for root canal treatments were used for one treatment.

A specialist contractor had carried out a legionella risk assessment for the practice and we saw documentary evidence of this. Legionella is a bacterium which can contaminate water systems. We saw that staff carried out regular checks of water temperatures in the building as a precaution against the development of Legionella. The practice used a continuous dosing method to prevent a build-up of legionella biofilm in the dental waterlines. Regular flushing of the water lines was carried out in accordance with the manufacturer's instructions and current guidelines.

The practice carried out audits of infection control every six months using the format provided by the Infection Prevention Society. The practice also completed an annual IPC report in line with guidance from the Department of Health code of practice for infection prevention and control.

The practice had a record of staff immunisation status in respect of Hepatitis B a serious illness that is transmitted by bodily fluids including blood. There were clear instructions for staff about what they should do if they injured themselves with a needle or other sharp dental instrument including the contact details for the local occupational health department. The practice made us aware of this information and asked about our hepatitis vaccination and immunity status before allowing us to go into the decontamination room.

The practice had adopted a policy that all staff should attend occupational health to be checked following a sharps injury even where the risk of infection was assessed as low. The practice manager routinely contacted the patient for whom the instrument had been used to ask them to consider taking a blood test. The member of staff attending occupational health obtained a patient leaflet

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and the practice manager posted this to the patient concerned. The practice manager told us that all sharps injuries were recorded as accidents and as significant events and we saw evidence that this was done.

The practice stored their clinical and dental waste in line with current guidelines from the Department of Health. Their management of sharps waste was in accordance with the EU Directive on the use of safer sharps and we saw that sharps containers were well maintained and correctly labelled. The practice had an appropriate policy and used a safe system for handling syringes and needles to reduce the risk of sharps injuries.

The practice used an appropriate contractor to remove dental waste from the practice and we saw the necessary waste consignment notices.

Equipment and medicines

We looked at the practice's maintenance information. This showed that they ensured that each item of equipment was maintained in accordance with the manufacturer's instructions. This included the equipment used to sterilise instruments, X-ray equipment and equipment for dealing with medical emergencies. All electrical equipment had been PAT tested by an appropriate person. PAT is the abbreviation for 'portable appliance testing'. The practice manager had a list of dates when all of the equipment was next due to be checked as a quick reference tool.

Prescription pads and antibiotics held by the practice were securely stored. We saw that the practice had a written log of new stock and medicines removed from stock. They also had written records of prescription pads to ensure that the use of these was monitored and controlled.

The batch numbers and expiry dates for local anaesthetics were always recorded in the clinical notes.

Temperature sensitive medicines were stored in a fridge and the staff kept a record of the fridge temperatures.

Monitoring health & safety and responding to risks

The practice had a comprehensive business continuity plan which described situations which might interfere with the day to day running of the practice and treatment of patients. This included extreme situations such as loss of the premises due to fire. The document contained essential

information including contact details for utility companies and practice staff. The practice manager and principal dentist had copies of the plan at home so that essential information was always available.

The practice had a practice wide risk assessment which addressed specific risks associated with dentistry as well as general day to day health and safety topics. This had been recently updated.

We saw that there was a fire risk assessment and the practice manager told us they were due to review this during 2015. The fire safety records showed that the practice had carried out fire checks and tests every month and that they tested the fire alarm every week. We also saw evidence of regular fire drills over the previous years showing a long term commitment to fire safety.

We saw a folder containing detailed information about the control of substances hazardous to health (COSHH). The practice manager told us that they and the principle dentist had decided to improve how this information was set out to make it more accessible to staff. They showed us that this included clearer information to make it easier for staff to take prompt action in the event of an incident involving substances containing chemicals.

The dental care record system included alerts about information that the team needed to be aware of such as whether patients had allergies or were taking medicines used to thin the blood.

Medical emergencies

The practice had arrangements in place to deal with medical emergencies at the practice and the principal dentist was the lead for this. There was an automated external defibrillator (AED - a portable electronic device that analyses life threatening irregularities of the heart and is able to deliver an electrical shock to attempt to restore a normal heart rhythm). Staff received annual training in how to use this. The practice had the emergency medicines set out as advised in the British National Formulary guidance. Oxygen and other related items such as face masks were available in line with the Resuscitation Council UK guidelines.

The emergency medicines were all in date and stored securely with emergency oxygen in a central location known to all staff. The practice monitored the expiry dates of medicines and equipment so they could replace out of date items promptly.

Are services safe?

Staff recruitment

The practice showed us evidence that they had obtained all of the required information for members of the team before they had contact with patients.

The practice's written procedures contained clear information about all of the required checks for new staff. This included a list for prospective employees explaining to them what documents they would be expected to provide and what checks the practice would carry out. These included educational certificates, a valid UK Passport or National Identity Card and if relevant evidence of permission to work in the United Kingdom, General Dental Council (GDC) and professional indemnity certificates (if applicable) and Hepatitis B vaccination evidence if available.

The Disclosure and Barring Service carries out checks to identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable. The practice had obtained DBS checks for all staff employed there.

The practice informed applicants that a DBS check would be carried out and explained what documentation they would need to provide for this. The information informed applicants that they would be asked to provide a written explanation of any gaps in employment. The practice also explained that as well as requesting references from applicants' most recent employers the practice would also contact previous employers where the work included contact with children or vulnerable adults.

Radiography (X-rays)

The practice was working in accordance with the Ionising Radiation Regulations 1999 (IRR99) and the Ionising Radiation (Medical Exposure) Regulations 2000 (IR(ME)R). They had a named Radiation Protection Adviser and Supervisor and a well maintained radiation protection file. This contained the required information including the local rules and inventory of equipment, critical examination packs for each X-ray machine and the expected three yearly maintenance logs.

We saw evidence that they recorded the reasons why they had taken X-rays and that X-rays were always checked to ensure the quality and accuracy of the images. The principle dentist quality assured this process. One dentist explained they were using a particular type of cone on the X-ray machine which was the same shape and size as an X-ray. This reduced the area of that was exposed to radiation. They showed us their on-going clinical audit records for the quality of the X-rays they took; this showed they were using this process to monitor their own performance in this aspect of dentistry.

The dentists and dental nurses involved in taking X-rays had completed the required training. One dental nurse we spoke with explained that she was not yet allowed to actively participate when a dentist took X-rays because they had not completed the necessary training.

Are services effective?

(for example, treatment is effective)

Our findings

Consent to care and treatment

The practice had a consent policy which was up to date and based on guidance from the General Dental Council (GDC). The dentists described the methods they used to make sure patients had the information they needed to be able to make an informed decision about treatment. They told us that they often used pictures and photographs as well as X-rays to illustrate information for patients.

The Mental Capacity Act 2005 provides a legal framework for health and care professionals to act and make decisions on behalf of adults who lack the capacity to make particular decisions for themselves. Staff at the practice had completed training about the MCA and consent during 2014. Members of the team told us that at present they had few patients where they would need to consider the MCA when providing treatment but were aware of the relevance of the legislation in dentistry.

Monitoring and improving outcomes for people using best practice

We found that the practice planned and delivered patients' treatment with attention to their individual dental needs and views about the outcomes they wanted to achieve. The dental care records we saw were clear and contained detailed information about patients' dental treatment.

The dentists were using a structured oral health assessment screening tool. This was to help them monitor patients' oral health and communicate areas of concern to patients in a more effective way. The tool used a traffic light style red, amber, green system which the dentists said they and their patients found helpful in understanding their risks of developing dental problems.

The records contained details of 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 treatment needed and offered tailored advice to help patients improve their oral health). We saw that the dentists also checked and recorded the status of the soft tissues lining the mouth and external checks of patients face and necks which can help to detect early signs of cancer.

The dentists we spoke with were aware of various best practice guidelines including National Institute for Health and Care Excellence (NICE) guidelines and the Faculty of General Dental Practice Guidelines.

Working with other services

We saw evidence that the practice liaised with other dental professionals and made appropriate referrals to other services when this was needed. For example, they referred children who needed orthodontic treatment specialists in this aspect of dentistry or patients who were nervous were referred for treatment under sedation.

Health promotion & prevention

The practice was aware of the Public Health England 'Delivering Better Oral Health' guidelines and were proactive in providing preventative dental care as well as carrying out restorative treatments.

The dentists were pro-active in promoting and advising patients on how to maintain good oral health. Patients told us and records confirmed that oral hygiene instruction and advice regarding a healthy diet and smoking cessation were given regularly.

We saw different leaflets and posters in the waiting area that included information and advice about dental care like gum health and how to brush your teeth correctly. Information about all of the services the practice provided was available in the patient information leaflet.

One of the dentists had a particular interest in preventative dentistry and a minimal intervention approach to dental treatment. They told us that they were completing a master's degree focussed on this and showed us examples of their record keeping regarding patients care and treatment. We saw that they used photography as an integral part of patients' treatment plans and for oral health education with adults and children.

Staffing

The practice manager had been at the practice for a number of years and was a qualified and registered dental nurse who demonstrated knowledge and experience in their role. They were fully supported by the principal dentist and other members of the practice team.

We saw evidence that members of the clinical team had completed appropriate training to maintain the continued professional development required for their registration with the General Dental Council. This included medical

Are services effective?

(for example, treatment is effective)

emergencies in dental practices, infection control, child and adult safeguarding, dental radiography (X-rays), oral cancer and other specific dental topics. The staff files

contained details of confirmation of current General Dental Council (GDC) registration, current professional indemnity cover and immunisation status. The practice manager had a system for monitoring this information.

Are services caring?

Our findings

Respect, dignity, compassion & empathy

The patients who completed comment cards were complimentary about the care and treatment they received at the practice. Some highlighted that they had been patients for many years or had remained patients even after moving away from the area. Patients commented on the kindness and gentleness of their dentist as well as the positive attitudes approach of the whole team. All the staff we met spoke about patients in a respectful and caring way and were aware of the importance of protecting patients' privacy and dignity.

This view was reflected in information patients had written in compliments made directly to the service.

Involvement in decisions about care and treatment

When we looked at dental care records we saw that the dentists recorded information about the explanations they

had provided to patients about the care and treatment they needed. This included details of alternative options which had been described. One dentist explained and showed us how they described root canal treatments to patients using leaflets about the subject and models of teeth. A dentist showed us a detailed letter they had written to a patient which included guidance about the risks and benefits of the available treatment options. We saw another example where a patient had been to the practice for an emergency appointment. The dental care records showed that the dentist gave them information about the risks and benefits of the possible treatment options. They provided temporary treatment so that a full treatment plan could be discussed in a longer appointment and the patient had time to weigh up the options and come to an informed decision.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Responding to and meeting people's needs

The practice provided NHS dental treatment and private dental treatment. The practice statement of purpose provided information about the types of treatments that the practice offered which was also displayed in the waiting area and in the patient information leaflet.

Care and treatment was planned and delivered by trained, registered and qualified staff; this ensured people's safety and welfare. A detailed medical history was taken for each person; records demonstrated that this was updated at each consultation. Staff told us and we saw that there was a system that flagged up any health risks when the person's file was accessed. This indicated people with health conditions were given the most suitable treatment for their needs.

Tackling inequity and promoting equality

The practice had an equality and diversity policy and aimed to provide the same quality of care to all its patients even though treatment options might vary for NHS and private patients. Maidstone has a significant eastern European community. We asked staff to explain how they communicated with people who had different communication needs such as those who spoke another language. Staff told us they treated everybody equally and welcomed patients from many different backgrounds, cultures and religions. We saw the practice held contact details for a local interpreter service.

The Practice was aware of its responsibilities under the Disability Discrimination Act.

There was wheelchair access to two ground floor treatment rooms and accessible facilities.

In addition for those patients who experienced difficulty in understanding the proposed treatment they used models and diagrams to assist their explanations. This meant that patient's diversity and

human rights were respected.

Access to the service

The practice was open from 8.00am to 5pm from Monday to Friday. The practice aimed to provide same day emergency treatment during opening hours and the practice provided patients with details of how to access NHS emergency out of hours dental care when the practice was closed. Information about this was provided on the out of hours answer phone message.

Concerns & complaints

The practice had a complaints process which was available in print at the practice. We looked at information available about comments, compliments and complaints dating back four years. The information showed that there was a longstanding commitment to listening to concerns raised and discussing these with the practice team so the learning about these could be shared. We noted that there were far more compliments recorded than concerns and that the practice recorded informal concerns as well as more significant ones, such as waiting times.

We also looked at the practice's summary of more formal complaints and the records of some of these. These showed that the practice had listened to patients views and concerns, looked into these and offered explanations and where necessary an apology. We noted that in some cases the responses made to patients had been verbal rather than in writing. Each complaint summary identified the learning for the practice such as improving communication with patients. Because several concerns had been raised about this topic the practice had arranged communication training for the whole staff team.

Are services well-led?

Our findings

Leadership, openness and transparency

The practice had a enthusiastic and empowered practice manager who was being given effective support by the principal dentist.

We saw that relationships between members of the practice team were professional, respectful and supportive. Staff in all roles described the practice as a happy place to work where they were supported by the partners and other team members.

Governance arrangements

The practice partners held meetings to discuss a range of business, clinical and administrative topics. We saw that they kept minutes of these and that they discussed actions from previous meetings. The practice told us that they were planning to extend the opportunities that the team had for shared learning by introducing additional regular scheduled meetings for clinical discussions for the dentists.

The practice had a range of policies and procedures to support the management of the service. We saw that relevant risk assessments were available. These covered general environmental risk factors and specific risks related to the provision of dental services.

The practice had a brief but clear written statement which emphasised the value of learning from significant events and other adverse incidents. This included a list of the types of things which might need to be addressed such as laboratory work not being back in time for a patient's appointment, a patient falling downstairs or a complaint about waiting times. The statement described the practice's aim to have an open culture and acknowledged that this was an important part of clinical governance.

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

The practice carried out on-going surveys of patients' views about the practice. We saw the results of surveys completed by patients during 2014. These showed that 94% of patients rated the dental team as ideal, 96% felt that cleanliness and hygiene were excellent and 93% considered the team to be competent and explained treatments clearly.

As a result of comments from patients in those surveys the practice had introduced a commitment to work hard to reduce the time patients were kept waiting for their appointments.

Staff told us that the practice manager and dentists were approachable and that they could discuss anything they needed to.

The practice had adopted the NHS Friends and Family test as an additional measure of the quality of the service they provided. The practice had scored 100% for the two preceding months prior to our inspection.

Management lead through learning and improvement

The practice took learning and development seriously and encouraged staff to take part in activities to develop their knowledge and skills. We found that the clinical dental team all undertook the necessary learning to maintain their continued professional development which is a requirement of their registration with the General Dental Council (GDC).

The practice had regular team meetings which were used to share information and to discuss significant events and complaints. These provided opportunities for shared learning within the team. Some of the meetings were for the whole team while others were for the dentists and for the dental nurses to focus on clinical topics.