

Clinical Policy Guidelines Quality Maintenance

Chapel Park Dental

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.

The policies, systems, and processes in place in our practice reflect our professional and legal responsibilities and follow recognised standards of good practice. We aim to achieve the best results for our patients through clear policies and systems and appropriately trained and competent team members. We evaluate our practice on a regular basis through audit, peer review and patient feedback and monitor the effectiveness of our quality assurance procedures. We take guidance from external agencies, including the New Zealand Dental Association, New Zealand Dental Council.

Quality standards and procedures

Chapel Park Dental has effective procedures for assuring and enhancing the quality of the services we provide for our patients. We are committed to supporting our patients towards achieving and maintaining good oral health.

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

Explain treatment options and agree clinical decisions with the patient explaining the possible risks involved with each option

Provide treatment plans based on the agreed treatment 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 or treatment as appropriate and without undue delay.

Maintain contemporaneous clinical records with an up-to-date medical history for all patients.

Provide secure Cloud storage of patient records and all clinical records to prevent loss of data in an event of fire or property damage due to theft or other environmental occurrences

Explain the procedure to follow for raising a complaint about the service, identifying the practice contact

For our dental team, we undertake to:

Provide a safe working environment through hazard identification and risk assessment

Provide induction training for all new team members

Provide job descriptions and contracts of employment to all members of staff.

Review job descriptions regularly 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 and emergency contact details

absence through holiday and sickness

performance reviews

Support in house and external training

Ensure that all staff are kept up to date with all practice policies, procedures and patient charges.

The dental team

Team members implement and adhere to the practice policies and procedures which are readily accessible in the folders kept in the Office.

All new member of the team receive training in practice-wide procedures, policies and quality assurance activities as part of their induction. Appraisal meetings take place annually and include an assessment of training needs.

We expect everyone working at the practice to

Understand our aims and objectives.

Have an understanding of the skills and competencies required to deliver the services successfully.

Understand and participate in our quality assurance activities.

Be able to deal with emergencies, including medical emergencies.

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

Referring patients

Requesting work from laboratories

Ordering materials and equipment

Dental council guidelines of quality and safety

Professional and legal requirements affecting dentistry.

All Dentist meet their continuing professional development requirements and as required by the Dental Council, maintain records of their individual CPD activity. In addition, the practice maintains records of all practice-wide training it provides, and training provided for individual members.

Clinical Governance

We use clinical governance to ensure we deliver a consistent standard of care to our patients in the following areas:

Infection control

Safeguarding children, young people and at-risk adults

Dental radiography

Staff, patient, public and environmental safety assessment

Evidence-based practice and research

Prevention and public health

Clinical records, patient privacy and confidentiality

Staff involvement and staff development

Clinical staff requirements and development

Patient information and patient feedback

Fair and accessible care

Clinical audit and peer review

Policies and procedures

The following policies and procedures are in place in the practice and reviewed regularly to ensure their relevance and currency:

Business Continuity and Disaster Recovery Strategy

Complaints handling

Confidentiality

Data protection privacy notice, Data security and Access to information held

Employment policies and procedures:

Disciplinary matters

Grievance

Sickness/injury absence and pay

Staff appraisals

Training

Underperformance and whistleblowing

Equal opportunities and harassment

Equality and diversity

Environment

Health and safety:

Electrical appliance test records

Fire precautions and risk assessment

Health and safety

Infection control

Radiation safety

Records management

Risk assessment

waste disposal

Water treatment

Patient payment

Patient referral

Records Management and Data Quality

Reporting and Managing Incidents and Near Misses

Quality Assurance in Radiation

Safeguarding Children, Young People and Vulnerable Adults

Violence and aggression

Audit

We undertake regular audits of our procedures and protocols to monitor our service to our patients eg radiation image quality, record keeping. We regularly review patient safety incidents, accidents or near misses, patient comments, compliments, complaints and suggestions.

In relation to clinical governance:

Everyone understands what the practice is supposed to do

Everyone understands their role in delivering the service

We monitor all our policies and procedures and how these are implemented

We review our policies and procedures on a regular basis to identify where improvements can be made

We conduct internal audits and monitor the quality of the service we provide.

We share information and encourage staff members to raise any issues

We encourage and make provision for CPD, staff training and development

We seek the views of our patients to identify opportunities for improvement in service provision

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