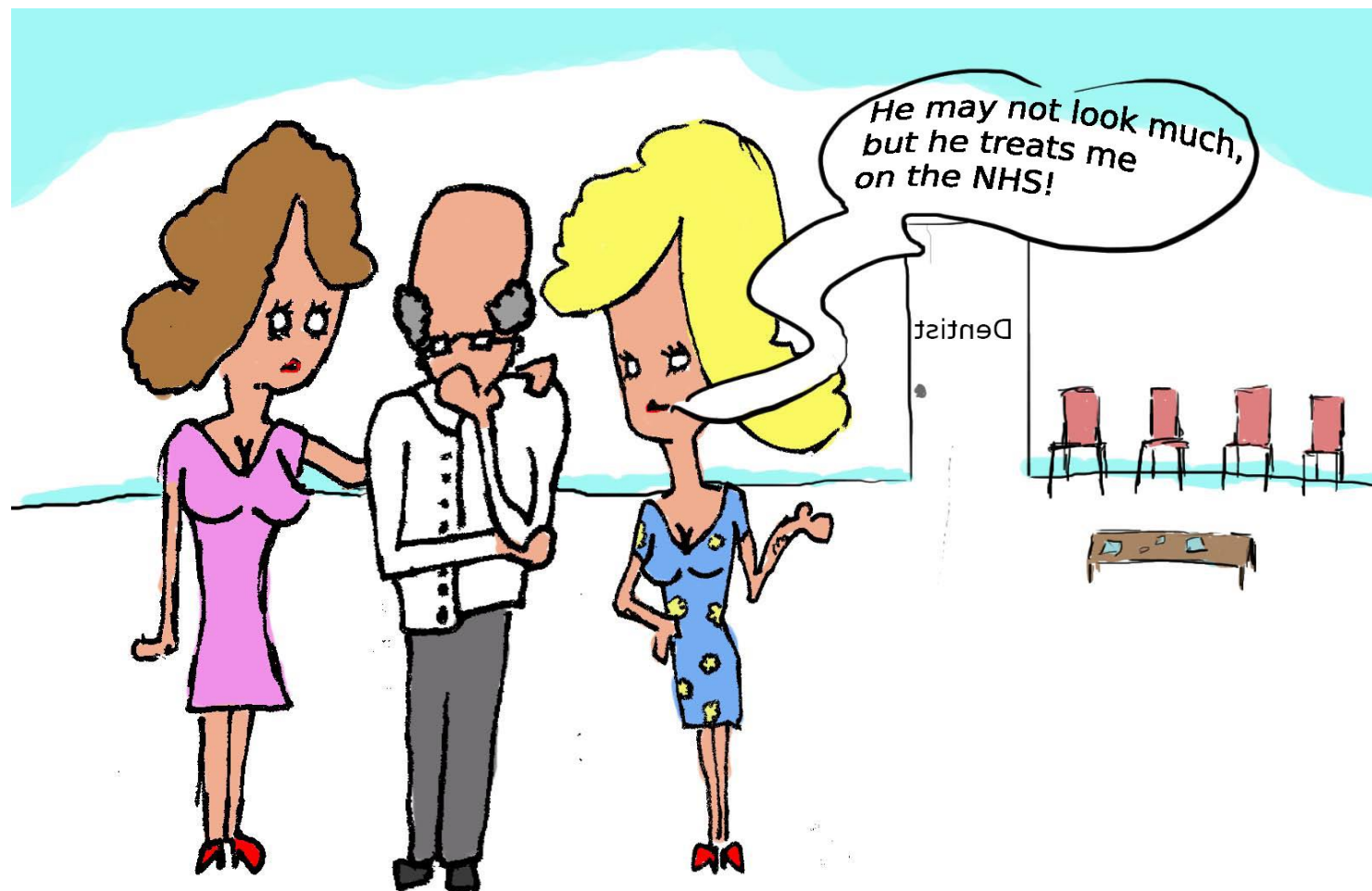


CQC and Regulation in Dentistry-

By us- For us follows
later.....

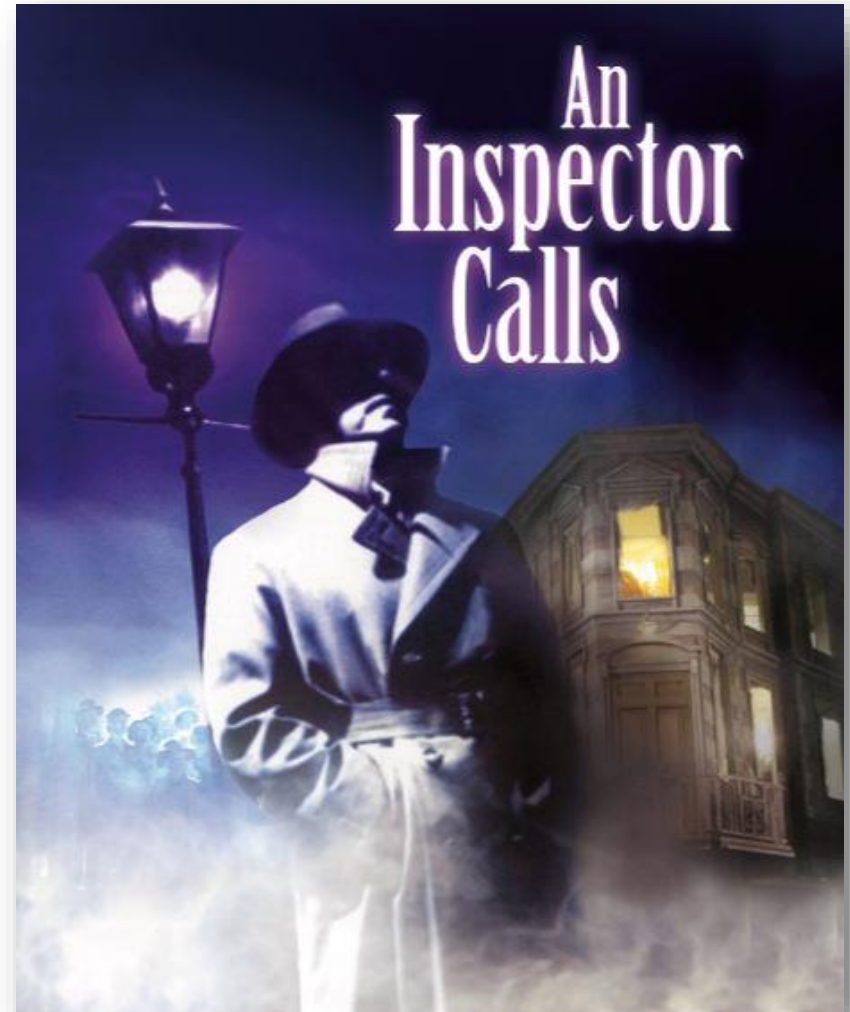


John Milne
Senior National Dental Advisor



We ask five key questions

- Is it **safe**?
- Is it **effective**?
- Is it **caring**?
- Is it **responsive**?
- Is it **well-led**?



Why?



...to encourage
improvement!

What have we found so far?

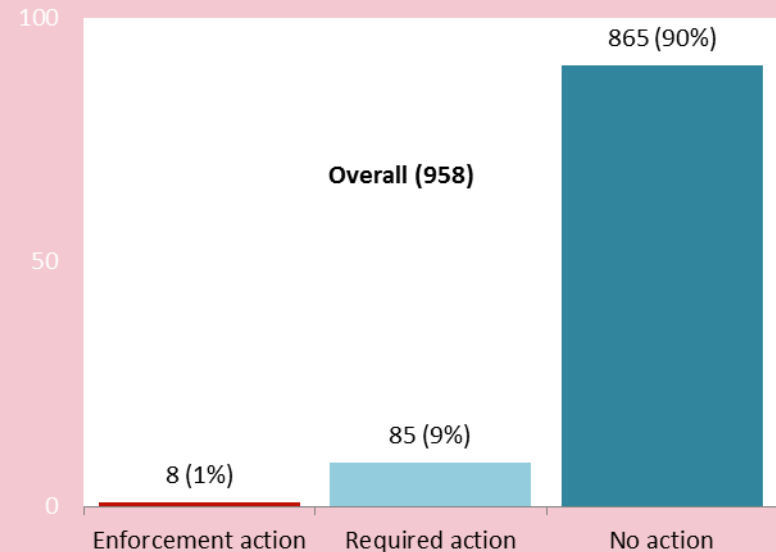


Since launching our new approach to inspecting dental services in April 2015, we have published 1006 inspection reports.

Initial analysis

Actions so far:

- We have made a total of **85 requirement actions**
- 8 Warning notices or Letters of Intent
- **Majority of failings lie in Safe or Well led Areas.**



Key themes of safety

Infection
control

Premises

Rubber dam
usage

Cleanliness

Health &
safety

Medical
emergencies

Mental
Capacity Act

Staffing
levels

Safeguarding

Staff
recruitment

Incident
recording

Emergency
drugs

Clinical
waste

Key themes of well-led

Leadership

Information
sharing

Management

Audit

Dental care
records

Learning
from
mistakes

Responsibilities
understood

Multiple Jeopardy?



Regulation of Dental Services Programme Board

Purpose of the Board

- Review the approach to dental regulation across England
- Assess effectiveness and identify issues with current arrangements
- Agree an effective way forward for improving the model for regulation for the future



Regulation of Dental Services Programme Board

Recent Developments

- Statement on complaints
- Sort out in practice first if possible
- Consider purpose and possible impact of complaint



Statement on dental complaints

It is important that dental patients give feedback about their experiences, so that services know what they are doing well and where they can improve.

If you are not happy with the treatment or service you have had, it is usually best to tell the practice directly that you're unhappy, and give them a chance to put things right. They may be able to sort out the problem there and then.

If you do need to make a more formal complaint to the practice, ask for a copy of the policy that explains what you need to do.

If you had NHS dental treatment (including NHS treatment that you paid for)

1. The quickest and simplest way to resolve the problem is to contact the practice, who may be able to sort it out there and then.

If an informal approach doesn't solve the problem, ask for a copy of the complaints procedure. Any NHS dental practice must have one.

If you would like support to make a complaint, you can get help from an NHS Complaints Advocate. Contact your [local Healthwatch](#) to find out who provides Independent Health Complaints Advocacy in your local area.

2. If you would rather not go directly to the practice, you can contact [NHS England](#) instead. [NHS England](#) is responsible for commissioning (buying) NHS dental services.
3. If you are not happy with the way in which your formal complaint was handled (either by the dental practice or NHS England, if you chose to go to them) you can go to the [Parliamentary and Health Service Ombudsman](#) (PHSO). The Ombudsman makes the final decision on complaints that have not been resolved by the NHS in England.

You can find more information about the NHS complaints process, what to expect from it, and other ways to give feedback, on the [NHS Choices](#) website.

If you had private dental treatment

1. The quickest and simplest way to resolve the problem is to contact the practice, who may be able to sort it out there and then.

If an informal approach doesn't solve the problem, ask for a copy of the complaints procedure. Any private dental practice must have one.

2. If you have already made a formal approach to the practice, and the problem has not been resolved, you can contact the [Dental Complaints Service \(DCS\)](#).

The DCS provides a free and impartial service to help private dental patients and dental professionals to settle complaints about private dental care fairly and efficiently.

The DCS can deal with your complaint if you would like an apology, a refund or a contribution to the cost of further treatment. They cannot deal with claims for compensation, or with complaints about dental plans.

If your private treatment was through a dental plan, you should contact your plan provider as they will have a complaints process.

If you have safety concerns about a dentist or practice

If the problem is so serious that you think the dental professional could be a risk to other patients, you should contact the [General Dental Council \(GDC\)](#), which regulates dental professionals in the UK. If the issue is serious enough, the GDC can stop individual dentists from practising. The GDC does not get involved in complaints that are being managed locally. It does not resolve complaints or award compensation.

If the problem is so serious that you think the care provided at the practice could be a risk to other patients, the [Care Quality Commission \(CQC\)](#) would like to know about it. CQC cannot investigate individual complaints, but its inspectors use information when they inspect services to make sure that they are meeting quality and safety standards.

Where to get help with your complaint

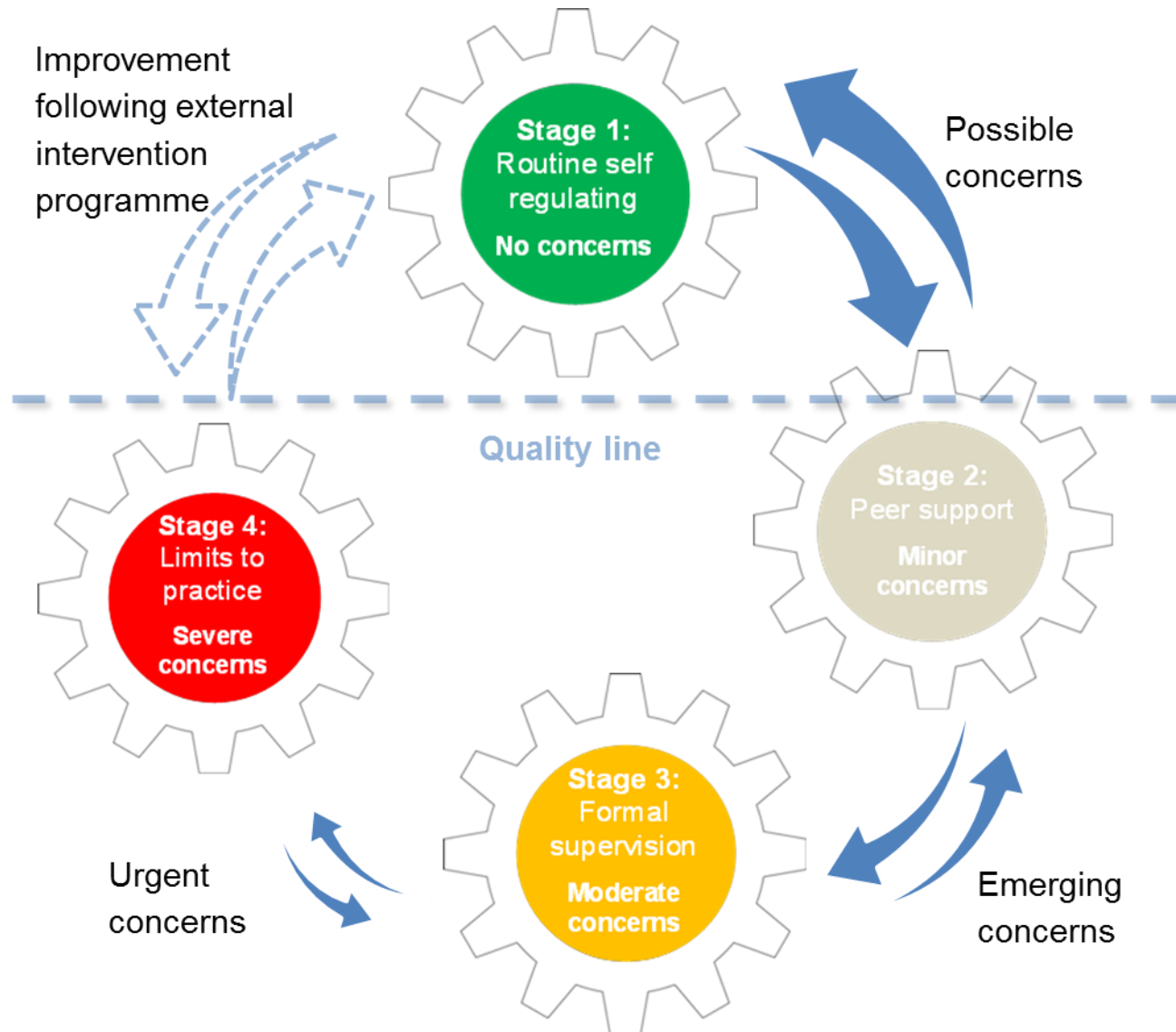
If you need further advice, you can contact [local Healthwatch](#) for information about how to make a complaint about NHS dental services.

[Citizens Advice](#) also provides information and advice about making complaints.

If you have been unable to find an NHS dentist or your usual NHS dentist is unable to see you

[NHS Choices](#) lists local dentists that provide NHS services. If you've tried to find an NHS dentist but been unable to, contact [NHS England](#) or your [local Healthwatch](#).

Regulation of Dental Services Programme Board



By us.....For us.....Mutual support.

NHS England Commissioners

Ensure new contract holders are engaged in the local process as part of induction. Incorporate time element for peer review into contract.

Local Dental Network

Organise or coordinate the audit and peer review programme, commission training for participants, identify emerging topics or standards for audit or peer review.

Local Dental Committee

Support local practitioners to participate in peer review and audit, identify potential non engagers and positively encourage, help to remove barriers to participation.

BDA sections/ branch

Support local system with training, identification of audit topics, sharing good practice.

Health Education England

Provide training for participants and leaders, help share good practice, enable structured approach. Embed structure and culture into foundation training, core training and higher specialist training.

Dental clinicians

Organise themselves into peer review groups, make time to actively participate. Undertake audit and peer review, identify strengths, weaknesses, learning points and incorporate into personal development plan.

This may not be effective Peer
Review.....



Informal Peer Support.

Dental clinicians

Participation and engagement with Peer Support process, development of work plan, completion of plan and re-engagement in Stage 1.

Local Dental Network

Ensure that there is an appropriate local process in place.

Local Dental Committee

Organise or coordinate the Peer Support programme. Provide experienced practitioners to act as mentors or supporters.

BDA sections/ branch

Provide experienced practitioners to act as mentors or supporters.

Health Education England

Provide training for mentors or supporters. Provide support system for mentors.

NHS England Commissioners

Ensure time available within the contract for mentoring or peer support, where required.

Revive Peer Review

Resuscitate Clinical Audit

- Audit and Peer Review Leaders

PASS schemes

- Recognised, clear boundaries.
- Mentors
- Self funding?

CQC, NHSE and HEE- avoid duplication

- Mutual confidence and risk reduction

GDC

- Reduces risks of ftp

Conclusion



National direction of travel

Local implementation

Local Dental Networks, Local Dental Committees and BDA all have a role to play, as may others.

The Regulators see this as a positive way forward.

Are you willing to play your part to help ourselves and our younger colleagues?

Thank you.....any questions?

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