



BELMONT ORTHODONTIC CENTRE

5a Belmont, Shrewsbury, Shropshire, SY1 1TE

Quality Assurance Policy

At Belmont Orthodontic Centre, we aim to provide orthodontic care of a consistent quality for all patients, meeting the high standards expected in any clinical setting. All members of the dental team should understand their role in providing our patients with high standards of orthodontic care.

The policies, systems and processes in place at Belmont Orthodontic Centre, reflects 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.

Belmont Orthodontic Centre works 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 PCT, CQC, GDC and the DDU.

Quality standards and procedures

In providing patients with care of a consistent quality, Belmont Orthodontic Centre will:

- Provide a safe and welcoming environment
- Ensure all members of the dental team are appropriately trained
- Provide patients with information about the practice and the care available and ensure that they understand 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

- Provide treatment plans based on the patient's choice, and where appropriate an estimate of the likely costs
- Obtain valid consent for all treatment and written consent
- 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
- Store patient records securely to ensure patient confidentiality
- Ensure information about how to provide feedback or make a complaint is readily available for patients and includes a named practice contact

Belmont Orthodontic Centre's Dental Team will:

- 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 development opportunities for all employees
- Maintain staff records and ensure that 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 paper form in folders within the Admin Office or saved on the Office side of Helen's computer in the Admin Office. All new team members receive training in practice-wide procedures, policies and quality assurance activities as part of their induction.

All team members of Belmont Orthodontic Centre 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.

Every member of staff 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 must 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.

Audit

As part of monitoring the service we provide for patients, Belmont Orthodontic Centre undertakes 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 changes in malocclusion as a result of our treatment.
- Effectiveness: patient views of our effectiveness and their levels of satisfaction

Quantitative data

Annually, we review:

- Total number of new treatments started (by UOA accrual)
- Failed appointments (and unused time)
- Waiting list numbers
- Patient safety incidents and the outcome of investigations
- Positive feedback and compliments
- Complaints and negative comments.

Qualitative data

We record the following qualitative data:

- Audit results (patient and service) and improvements
- Complaints and resultant actions taken to improve the service
- Waiting times Audits
- Staffing and staff turnover
- CPD activity on an individual and practice-wide basis
- Case mix of clinical presentation by IOTN index
- Results of annual patient satisfaction survey on a sample number of patients
- Improvement of malocclusion achieved by PAR index changes.

Clinical governance

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

- Infection control
- Child protection
- 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 involvement handling, patient feedback
- Fair and accessible care
- Clinical audit and peer review.

Each member of Belmont Orthodontic Centre's team 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

Date: **31.07.2019**

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