



Quality Assurance Policy

Gunilla Assmundson Dental practice is committed to continuously improving our patients' experiences and their satisfaction with our services. Our aim is to ensure that we do the right thing, at the right time, for the right people and right first time.

At **Gunilla Assmundson Dental practice** we continuously review our systems and protocols to maintain and where possible improve our standards. We aim to ensure that the care we provide is patient-centred, effective and of a high quality.

Gunilla Assmundson Dental practice is committed to providing a safe and responsive environment for patients and staff and to complying with regulatory requirements.

To achieve these aims, we are committed to:

- Seeking and acting upon feedback from our patients on the services we provide.
- Listening carefully to ensure we understand our patients' needs.
- Involving our patients in all decisions about their care.
- Discussing all treatment options and costs with our patients.
- Encouraging a preventive-based approach to patient care.
- Ensuring our patients understand their role in caring for their oral health.
- Setting and maintaining high standards for the care and monitoring of the oral health of all our patients.
- Providing a safe environment for our patients and staff by ensuring we comply with all relevant regulatory requirements.
- Informing patients of their rights to raise concerns/complaints about their care and the quality of the services we provide.
- Tracking our complaints and analysing them to identify trends.
- Discussing complaints with all staff at practice meetings with the aim of avoiding repetition of any poor performance identified.
- Seeking and acting on feedback from all team members.
- Recording significant events and acting on findings.
- Providing a clinical governance structure that supports our aims and objectives.

Our Team



As part of our ongoing commitment to our staff, we ensure that all team members at **Gunilla Assmundson Dental practice**

Are recruited in line with our Recruitment Policy.

- Have job descriptions and employment contracts that are regularly reviewed.
- Participate in a general and role specific induction training programme.
- Take part in ongoing training.
- Have regularly reviewed staff records.
- Have the right skills and training to carry out their duties by encouraging Continuous Professional Development (CPD) in line with their Personal Development Plans (PDP).
- Have regular appraisals in line with their personal development plans.
- Participate in regular team meetings to help build a supportive culture of engagement and involvement with all team members.
- Have a safe working environment which meets the standards set by regulatory bodies.
- Understand the procedures in place for raising concerns about individual performance (whistleblowing).

Monitoring Quality

In order to ensure that we comply with all relevant regulatory requirements and that we remain compliant, we continuously monitor and review the standards set to achieve quality through audits and gathering of feedback.

Gunilla Assmundson Dental practice carries out audits/surveys at the following intervals:

- Infection Control every six months
- Radiographic Quality **yearly**
- Record Keeping **yearly**
- Disability Discrimination/access **yearly**
- Antimicrobial prescribing **yearly**
- Referral **yearly**
- Patient satisfaction surveys **yearly**
- Staff satisfaction surveys **yearly**
- Patient waiting times **yearly**
- Clinical audits and peer reviews **yearly**

Gunilla Assmundson Dental practice in conjunction with 38 Devonshire Street also carries out and reviews the following risk assessments annually or at the stated interval:



- Fire Risk Assessment
- Environmental Impact Analysis
- Display Screen Equipment
- Legionella risk assessment
- Health and Safety Risk Assessment
- Fixed electrical tests every 5 years
- Portable Appliance Tests

Significant Events

At **Gunilla Assmundson Dental practice** we record all significant events and discuss these at practice meetings. We act on findings to ensure we avoid repetition of negative events and encourage repetition of positive events.

Clinical Governance

At **Gunilla Assmundson Dental practice** we maintain up to date guidance on all clinical governance requirements.

In order to achieve this, we:

- Review all our practice policies and protocols annually.
- Ensure all team members understand our practice policies and are regularly updated on any changes to regulations and practice policies.
- Encourage an evidence-based approach to clinical decision-making.
- Make copies of relevant professional guidance available in the practice.
- Maintain high standards of infection control and hygiene in line with the most up to date guidelines available.
- Regularly validate and maintain all dental equipment in line with the manufacturer's instructions.

This Policy was reviewed and implemented on **20/03/2020**

This policy and relevant procedures will be reviewed annually and are due for review on: **30/03/2021** or prior to this date in accordance with new guidance or legislative change.