

BDA Good Practice ASSESSORS REPORT SUMMARY

Assessment Date:	Friday 29 th July 2016
Report Summary Date:	Tuesday 23 rd August 2016
Practice Name:	Half Moon Dental Centre
Practice Address:	1-3 Half Moon Lane, London, SE24 9JU

MS: meeting standards

SUGG: suggestions

AD: area for development

Includes comments and observations from your Assessor

Practice overview

The assessor described Half Moon Dental Centre as a clean, vibrant practice with friendly, welcoming staff who were knowledgeable and confident about their roles and responsibilities. It was clear from the assessor's report that the practice was well-run and dedicated to providing the very highest quality of patient focused care.

The practice shows its commitment to the BDA Good Practice by displaying a number of items including the membership plaque, certificate and window sticker. Please note that member practices are required to display the leaflets entitled "BDA good practice – what it means for our patients".

1 Patients

The Assessor reports that at the time of the visit the practice met the BDA Good Practice standard in the patient care pathway.

The assessor observed the following:

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| MS | <ul style="list-style-type: none"> • Patients are informed about treatment options and costs. • Patients' dental records are stored appropriately, and the team are aware of the need to maintain confidentiality. • Dental records include documentation of recall intervals and oral cancer risk factors. • A system is in place for recording complaints. • The team are aware of procedures to be followed if they have concerns about child protection issues. • The practice has contributed to local public health and dental health initiatives, including the promotion of oral hygiene at a local school. |
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There was one suggestion noted by the assessor:

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| SUGG | <ul style="list-style-type: none"> • Login to the BDA website and download the latest BDA Good Practice membership logo to use on your patient information leaflet and practice literature. |
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AD	There were no areas for development noted by the assessor.
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2 The Practice Environment

The Assessor reports that at the time of the visit the practice met the BDA Good Practice standard for the practice environment.

- MS** The assessor observed the following:
- Risk assessments are carried out to reduce the likelihood of any untoward incidents.
 - Waste is segregated and measures are in place to ensure appropriate disposal.
 - A variety of policies are in place, including infection control, inoculation injuries and health and safety.
 - Records are kept securely and the team understand the principles of data protection.

- SUGG** There was one suggestion noted by the assessor:
- Develop signage for the surgeries so that zoning is clearly visible.

AD There were no areas for development noted by the assessor.

3 The Practice Team

The Assessor reports that at the time of the visit the practice met the BDA Good Practice standard in management and development of the dental team.

- MS** The assessor observed the following:
- Team members have job descriptions and are aware of who to report to in relation to management and training.
 - Personal development plans (PDPs) are available for the team, based upon regular confidential one-to-one training reviews.
 - Measures are in place to ensure fair recruitment of new staff.
 - An induction programme is in place.
 - Team members are aware of the practice policy for raising concerns for poor performance.

SUGG There were no suggestions noted by the assessor.

AD There were no areas for development noted by the assessor.

4 Monitoring Quality

The Assessor reports that at the time of the visit the practice met the BDA Good Practice standard in monitoring quality in the delivery of dental care.

- MS** The assessor observed the following:
- Practice meetings are held regularly, including planned actions.
 - Audits are carried out to assess and improve the quality of the service provided by the practice.
 - Patient suggestions and comments inform practice and service improvements where possible.
 - Key procedures are documented, and staff are aware of these to ensure consistency.

SUGG There were no suggestions noted by the assessor.

AD There were no areas for development noted by the assessor.