

Quality and Safety

Dorset Dentists

2014

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Patient Experience Manager



What we plan to cover

Quality and safety issues relevant for primary care dentistry including:

- Safeguarding
- Patient Experience
- Patient Safety
- Complaints (Sue Greenwood)

Safeguarding (1)

Early Help – Recognition, Response, Record

Health Professional has a suspicion or concern about an adult, child or young person

May wish to contact for advice

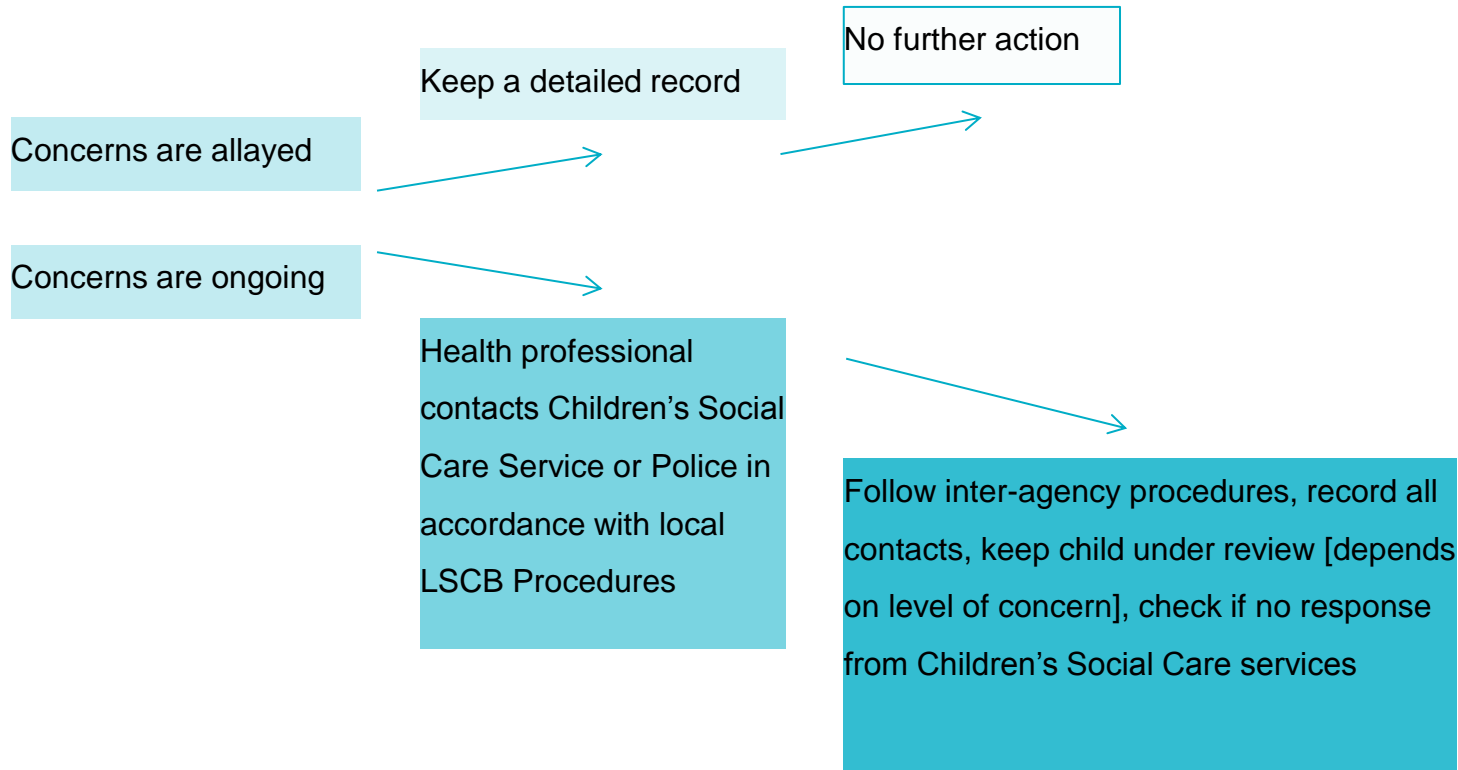
- Practice Safeguarding Lead [or deputy]
- **NHS England / CCG** Named or Designated Professional
- Your local Adult / Children Social Services Contact

May wish to share concerns with other professionals where appropriate

- Health Visitor
- School Nurse
- Midwife
- GP, other Dentist, Optometrist etc.

Safeguarding (2)

Enquiry Process



Patient Experience

- Source: GP Patient Survey 12/13

Success in getting an NHS dental appointment ¹	% Yes	% No	% Can't remember
Results for England as a whole	93%	5%	2%
NHS NORTH HAMPSHIRE CCG	95%	3%	2%
NHS FAREHAM & GOSPORT CCG	94%	4%	2%
NHS ISLE OF WIGHT CCG	88%	10%	2%
NHS PORTSMOUTH CCG	92%	7%	1%
NHS SE HAMPSHIRE CCG	95%	5%	1%
NHS SOUTHAMPTON CCG	94%	4%	2%
NHS WEST HAMPSHIRE CCG	94%	5%	2%
NHS DORSET CCG	95%	4%	1%
NHS NE HAMPSHIRE & FARNHAM CCG	97%	2%	1%

Overall experience of NHS dental services ¹	% Very good	% Fairly good	% Neither good nor poor	% Fairly poor	% Very poor
Results for England as a whole	48%	36%	9%	4%	3%
NHS NORTH HAMPSHIRE CCG	47%	38%	8%	4%	3%
NHS FAREHAM & GOSPORT CCG	47%	32%	10%	6%	4%
NHS ISLE OF WIGHT CCG	47%	33%	8%	4%	7%
NHS PORTSMOUTH CCG	44%	37%	8%	5%	6%
NHS SE HAMPSHIRE CCG	43%	36%	12%	4%	5%
NHS SOUTHAMPTON CCG	45%	37%	10%	4%	4%
NHS WEST HAMPSHIRE CCG	48%	38%	7%	4%	3%
NHS DORSET CCG	46%	35%	11%	6%	3%
NHS NE HAMPSHIRE & FARNHAM CCG	45%	40%	9%	4%	3%

- Implementation of FFT in future

¹ Results are based on July-September 2013 figures only

Patient Safety: Incident Reporting

All patient safety incidents should be reported via National Reporting and Learning Service (NRLS).

- <http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/>
- NRLS have also produced a range of patient safety resources relevant to dental services.

Patient Safety: Serious Incidents

- Any incident that occurred during NHS funded healthcare which resulted in “*unexpected or avoidable death or severe harm*”; “*never event*”; “*allegations of sexual assault or abuse*”; and/or “*adverse media coverage*”
- For example hypochlorite extrusion, wrong tooth extraction.
- Reported in addition to the Patient Safety Team by emailing england.patientsafetywessex@nhs.net

Patient Safety: Sharing Learning

- Quarterly Primary Care Patient Safety newsletter
- Extracts from April 2014 Newsletter:
 - inadvertent extrusion of sodium hypochlorite solution into soft tissues during root canal treatment.
 - incorrect tooth extractions in a number of Trusts in Wessex over a short period of time.
- Other topics of interest include information governance and healthcare acquired infections

Any Questions

