

### **Suggested questions for HIW for the LDC Meeting of 12<sup>th</sup> March 2019**

Various points were made as listed in the numbered points below and the questions asked relating to these points

**1. HIW is a distant organisation**

- a. How does HIW think it may improve communication with dentists and dental practices?**

**2. Registration for Private Dentistry**

- a. How did HIW decide on the application process for the private dentistry regulations?**
- b. Did it take the lead from the CQC application process or was it based on any other process?**
- c. Do you think the process can be made easier, whilst still conforming to the regulations?**

**3. Loss of Documents by HIW**

- a. What has HIW learned from this episode and what new systems has it put in place in order to ensure the safety of documents and personal information?**

**4. The Process of Practice Inspections**

- a. How does HIW develop the inspection process as time goes on? Is it led by findings at inspections or purely led by following regulations?**
- b. How does HIW ensure that all inspection managers are provided with the same information and standards at inspections? (The following paragraphs 5 and 6 are relevant in this respect)**
- c. How would HIW pick up any deviations in opinions and facts after an inspection?**
- d. Is there the opportunity for GDPs to ask questions about the inspection process from any one person at HIW?**
- e. Is there someone available with whom GDPs might talk about dental issues?**

## **5. *Examples of issues raised by Inspectors at Practice Inspections***

We use these to illustrate concerns that different inspectors might demonstrate different views. We are aware that some of these have been satisfactorily resolved but would like to know whether these raise training issues in the view of HIW.

1. An inspector asked at a practice inspection some time ago for the titres relating to Hep B status of practice staff.
2. Very recently an inspector informed a practice owner that the lead for child protection should have a level 3 qualification rather than a level 2.
3. A practice reported to the LDC that an inspector would not accept that a fire officer had approved that the method of storage of fire extinguishers was satisfactory, and had demanded a different method of storage.
4. An inspector asked a practice owner what systems were in place at the practice if they were suddenly fatally injured in an accident. Is this appropriate and if so, why aren't all practices informed that these questions are likely to be asked?

## **6. *Information given out on helplines.***

Just the one example where a practitioner wanted to sell their practice, already registered with HIW, and the buyer was an existing associate at the practice. He was informed that it might take up to 6 weeks to transfer the registration, and that no private dentistry could be undertaken in the interim. This was later resolved, but the point is that no written information was available on this – the initial information given was difficult to understand.