

Healthcare Inspectorate Wales Dental Practice Registration and Inspection

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www.hiw.org.uk

Current Engagement Opportunities

- HIW Stakeholder Reference Group
- DPA Forum
- Health Board Dental Operational Group
- Dental/Oral Quality and Safety Committees
- Association for Dental Administrators and Managers
- Welsh Government Dental Policy
- Annual Report

What else can we do?

- Attend LDC meetings with Clinical Dental Lead
- Stakeholder Group Membership Refresh
- Define what regulation of private dentistry is and how HIW is going to do it
- Make more of our annual report

- HIW has been responsible for registering health care providers/organisations since 2007.
- The new dental regulations were based, in terms of drafting and format, around the Independent Health Care Wales Regulations 2011.
- The regulations themselves determine what needs to be provided at the point of application.
- We have where possible taken assurance from NHS and previous inspection arrangements and built this into the registration process.
- However in order to take that approach we need to ask for enough information initially to determine next steps
- We got that wrong initially.....
- We listened to feedback and published a revised application form.

Can we make it easier

- Really difficult to see how we could ask for less information than we currently do at the point of registration, but we'll listen to any suggestions!

Data Losses – Lessons Learned

What happened?

- 80% applications came in during the last 6 weeks of the application window
- Over 100 applications were received in hard copy -unexpected
- Placed extreme pressure on the team and created an information risk
- To reduce this risk we scanned everything in a single exercise
- Quality of the scanning was poor and mistakes were made
- 498 applications – 3 data losses – 3 practices
- Spot check exercise

What have we changed?

- Changed the settings on a new scanner
- Introduced checks before shredding hard copy documents
- Introducing a new file sharing solution
- Increased awareness within HIW of the importance of information security
- Online payments – coming soon

Dental Inspection

Changes – We need to constantly improve

- Driven by a number of inputs:
 - Inspection findings
 - New regulations
 - Policy changes
 - Feedback from Inspectors and Peer Reviewers
- All of this has been taken into account in our revised workbooks
- We've been piloting a mini self assessment to help practices prepare for the staffing and policies aspect of the inspection
- We're developing a best practice guide to articulate what OK, good and best practice looks like.

Consistency and Quality Assurance

- All reports are QA'd by a single person to ensure consistency of language, judgement and recommendations – includes a review of factual accuracy changes
- All inspectors are provided with the same training
- We have a reference guide which states what is advisory/recommendation/non-compliance

Dental Inspection cont.

HIW Personnel visibility

- Practices can contact me either directly or through our website
- Where necessary I can refer onto our Clinical Dental Lead (Ali Jahanfar)
- CDL can attend LDC meetings if invited
- HIW Exec team available directly

Registration/Ownership Changes

- So many scenarios, we can't cover them all and each one is unique
- We are preparing some case studies from registrations completed recently
- Guidance to be updated with the case studies but the headline message is to contact HIW to get advice at least 10 weeks before exchange
- Legal advice is categorical, we cannot permit a practice to operate without registration

Thank you

Questions?