

WEST SUSSEX PRIMARY CARE TRUST

ORAL HEALTH CLINICAL GOVERNANCE STRATEGY

This Clinical Governance framework is delivered as a Portfolio of Evidence in 7 modules. The modules have been built around the Faculty of General Dental Practice's "Key Skills in Primary Dental Care". These, together with additional items and audit activity will be sufficient to provide evidence to satisfy the Healthcare Commission's "Standard for Better Health" (2004), in which there are 24 core standards within the following 7 domains:

- Safety
- Clinical and cost effectiveness
- Governance
- Patient focus
- Accessible and responsive care
- Care environment and amenities
- Public health

Initially, practices should familiarise themselves with the GDC guidance, "Standards for Dental Professionals" regarding:

- Consent
- Confidentiality
- Dental Team Working
- Complaints Handling

The GDC's "Six Principles of Practice in Dentistry" should be included in the portfolio, together with:

- Practitioners current GDC practising certificate
- Practitioners current indemnity certificate

The contents of the modules are set out below with the items of evidence required. Practitioners should already have the majority of evidence items in their practices, but some topics are new and will require the generation of new policies and protocols. Some supporting documentation will be supplied by the PCT and this is mentioned below, together with relevant source material that

practitioners might wish to consult to assist them in portfolio building. CPD hours are gained by this activity.

It should be stressed that once completed, this portfolio will be a living document which can be updated at intervals (annually is suggested) in order to reflect changes in legislation and to include, for instance, up to date training certificates and evidence of new knowledge or skills attained by practice members.

MODULE 1

KEY SKILL 1	ADDITIONAL ACTIVITY
<p data-bbox="135 824 718 891">PREVENTION AND MANAGEMENT OF MEDICAL EMERGENCIES</p> <p data-bbox="135 936 406 969">EVIDENCE ITEMS</p> <ul data-bbox="183 1010 766 1832" style="list-style-type: none">• Filled in example of a Medical History form.• An anonymised copy of a patient record showing a medical alert.• Diagram of the practice showing points of access and exit.• A list of your emergency drugs.• A list of other items of resuscitation equipment.• A photo of your drug box showing its location.• Your current certificate of CPR training.• Practice protocols for dealing with selected medical emergencies.• Records of in–practice training sessions.• An example of an emergency situation dealt with (a simple faint will suffice).• Reflective commentary on how the practice manages medical emergencies.	<p data-bbox="810 824 1404 925">Practice should undertake a mini audit on Medical History recording and include the results.</p> <p data-bbox="810 969 1444 1037">See LDC website www.westsussexldc.co.uk for proforma.</p> <p data-bbox="810 1081 1452 1294">Practices should be aware of the guidance of the UK Resuscitation Council regarding training and equipment and the need to keep abreast of any changes in the guidance, including that involving Automatic Electronic Defibrillators.</p>

MODULE 2

<p>KEY SKILL 2</p> <p>INFECTION CONTROL</p> <p>EVIDENCE ITEMS</p> <ul style="list-style-type: none">• Photo of your surgery showing zoning.• Copy of the practice Infection Control Policy.• Staff immunisation records.• Contracts for waste disposal.• Waste disposal transfer note.• Autoclave testing certificate.• Evidence of staff training in infection control.• Protocol for dealing with inoculation injuries.• Evidence of disinfection of impressions, plus photo.• Copy of any relevant accident book entries.• Worked example of a clinical procedure (e.g. extraction) with photos showing how your procedures work.• Evidence of use of protective equipment.• Reflection on how the practice manages infection control procedures. Could this be improved?	<p>ADDITIONAL ACTIVITY</p> <p>Formalise a policy for Post Exposure Prophylaxis in the event of an inoculation injury involving a high risk patient.</p> <p>Obtain BDA Advice Sheet A12.</p> <p>N.B. Other possible resources:</p> <p>FGDP - Current guidelines. Standards in dentistry. S4dental/DOH - Cross Infection Control. Dental Team Training DVD.</p>
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MODULE 3

<p>KEY SKILL 3</p> <p>RADIOGRAPHY</p> <p>EVIDENCE ITEMS</p> <ul style="list-style-type: none">• Inventory of your X-ray equipment.• Certificates for your X-ray machines.• Copy of your Local Rules.• Discussion of your understanding of the legislation applicable to dental radiography (IR[ME]R, IRR99).• Sample radiograph with justification, report and quality assurance rating.• Reflective commentary on the Quality Assurance programme used for radiography in the practice.• Evidence of staff training for radiography.• Protocols for changing processor solutions.• Selection Criteria for taking X-rays in your practice.• List of IR[ME]R practitioners and operators.	<p>ADDITIONAL ACTIVITY</p> <p>Mini audit of x-rays in your practice, (bitewings, periapicals, OPTs).</p> <p>(See LDC website for proforma).</p> <p>Obtain BDA Advice Sheet A11.</p> <p>N.B. Other possible resources:</p> <p>FGDP - Selection Criteria for Dental Radiography. Standards in Dentistry NRPB/DOH - Guidance notes for Dental Practitioners on the safe use of X-ray Equipment 2001.</p>
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MODULE 4

KEY SKILL 4	ADDITIONAL ACTIVITY
<p data-bbox="135 394 587 427">CLINICAL RECORD KEEPING</p> <p data-bbox="135 465 405 499">EVIDENCE ITEMS</p> <ul data-bbox="183 544 774 1798" style="list-style-type: none">• Discussion on your understanding of the legislation applicable to dental records.• Anonymised photocopies of clinical records (or equivalent computer printouts) to show how you document and report on findings and common procedures, e.g.<ul data-bbox="183 842 600 1305" style="list-style-type: none">• New patient exam.• Exam of a regular patient.• Radiography.• Routine restorations.• An extraction.• Root canal treatment.• Prosthetics.• Crown/bridge preparation.• Anonymised completed consent form.• Anonymised copy of a referral - plus reply.• A treatment estimate or FP17DC • A copy of the practice Data Protection policy.• A copy of the practice Confidentiality policy.• Evidence of registration for Data Protection.• Copies of any audits on record keeping.• Evidence of staff training in record keeping/confidentiality.• Reflective commentary on record keeping within the practice.	<p data-bbox="810 394 1294 427">Practices to formalise and supply:</p> <ul data-bbox="858 434 1449 618" style="list-style-type: none">• Practices recall policy.• Arrangements for out of hours emergencies.• Arrangements for emergency patients during the working day. <p data-bbox="810 656 1390 723">Supporting documents to be supplied by West Sussex PCT:</p> <p data-bbox="810 768 1406 981">N.I.C.E. guidelines on: Referral of patients with wisdom tooth problems. Healozone. Patient recall intervals. Guidance documents on patient referrals.</p> <p data-bbox="810 1025 1262 1059">N.B. Other possible resources:</p> <p data-bbox="810 1104 1430 1317">FGDP - Clinical Examination and record keeping (good practice guidelines). Dental Protection - Risk management module on record keeping. BDA - Practice Compendium. BDA Advice Sheet B1 – Ethics in Dentistry.</p>

MODULE 5

KEY SKILL 5	ADDITIONAL ACTIVITY
<p data-bbox="134 394 347 427">LEGISLATION</p> <p data-bbox="134 468 405 501">EVIDENCE ITEMS</p> <ul data-bbox="181 546 775 1608" style="list-style-type: none">• A copy of the practice Risk Assessment.• A copy of the practice Health & Safety Policy.• Samples of completed COSHH assessments.• Discussion on how your practice complies with legislation in the following areas:<ul data-bbox="181 887 727 1496" style="list-style-type: none">• Radiography.• Infection Control & PPE.• Waste disposal.• Pressure vessel regulations.• Transportation of clinical materials.• Electricity at work.• Fire precautions.• First Aid regulations.• Use of computers.• C.O.S.H.H.• Accidents at work & R.I.D.D.O.R.• Complaints procedures (NHS and Private).• Discussion on how Clinical Governance matters affect your practice - give an example• Records of practice inspection, e.g. PCT visit, or DRO visit, VT, Denplan, etc.	<p data-bbox="810 394 1359 427">Practices should formalise and supply:</p> <ul data-bbox="858 472 1481 842" style="list-style-type: none">• Practice protocol for Accident & Incident and Critical Incident reporting.• Child Protection (Safeguarding Children) practices should supply the name of their practice CP Lead, evidence of CP training and their CP policy.• Practices should obtain BDA Advice Sheets A3 (Health & Safety) and A5 (Risk Assessment).

MODULE 6

<p>KEY SKILL 6</p> <p>TEAM TRAINING</p> <p>EVIDENCE ITEMS</p> <ul style="list-style-type: none">• Discussion of your practice organisation and how this might reflect training needs.• Your own Personal Development Plan and CPD record.• Sample job description for team member.• Sample contract of employment.• Example of staff induction system.• Practice Equal Opportunities policy.• Evidence of Appraisal system.• Evidence that staff CPD is checked.• Records of staff meetings (e.g. minutes) involving training matters.• Certificates for staff/team training courses.• Example of a prescription to a DCP where applicable.	<p>ADDITIONAL ACTIVITY</p> <p>Practices should formalise and supply:</p> <ul style="list-style-type: none">• Practice recruitment policy.• Evidence of employment checks.• Copy of Practice Development Plan.• Copies of staff Personal Development Plans.• Evidence of practice meetings (agendas & minutes). <p>N.B. Additional resources available:</p> <p>BDA - Practice Compendium. GDC - Lifelong Learning. BDA - Advice Sheets e.g. D12 – staff recruitment. Plus other employment material downloadable from the website.</p>
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MODULE 7

KEY SKILL 7	ADDITIONAL ACTIVITY
<p data-bbox="134 394 778 432">COMMUNICATION & RISK MANAGEMENT</p> <p data-bbox="134 465 408 504">EVIDENCE ITEMS</p> <ul data-bbox="181 544 783 1406" style="list-style-type: none">• Discuss the key communication issues affecting your practice.• Give an example of risk management in your practice and a risk management policy (see Smile-on disc 7).• Reflect on the design of your practice and the ways in which it helps, or hinders communication with patients.• Photocopy (print out) of anonymised patient record showing treatment options discussed.• Minutes from a staff meeting where a complaint or the results of a patient satisfaction survey was discussed.• Copy of the practice complaints procedure, plus an example of a complaint resolved in-house.• Any rules/protocols in the practice regarding communication.• Examples of communication with patients, e.g. welcome letter, information leaflets, etc.	<ul data-bbox="858 394 1453 1070" style="list-style-type: none">• Practices should carry out a Practice Satisfaction Survey (see LDC website for proforma).• Practices should show an awareness of the West Sussex Oral Health Strategy (West Sussex PCT to supply a copy if necessary).• Outline of how the practice tackles disease prevention and is active in Oral Health Promotion.• Practice Smoking Cessation Policy.• Practice arrangements for maintenance of equipment.• Practice arrangements for cleaning the practice.• Practice should develop a strategy for “whistle blowing” and dealing with poor performance, (PCT to assist). <p data-bbox="810 1106 1410 1323">N.B. Additional resources available: West Sussex PCT – Oral Health Strategy. Smile-on discs. Dental Protection - Risk Management modules. Details of PCT PASS procedures.</p>