

# Denplan Excel Quality Programme

## Audit Review Feedback

Dentist	Mr David Ward
Address	Bicton Place Dental 13 Bicton Place Exmouth Devon EX8 2SU
Assessment Type	Excel Record Card Audit
Assessment Date	01 May 2021
Practice Advisor	Dr Andrew Ridout

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**If you have any questions you can get in touch by calling your Key Client Account Manager: 0800 389 3892**



# Denplan Excel Quality Programme

## Audit Review Feedback

### Mr David Ward

Following your Excel Record Card Audit carried out by Dr Andrew Ridout on 1 May 2021 we are pleased to enclose the Audit Review Feedback for your practice.

You will appreciate that a computer-generated report such as this does not always take into account exceptional circumstances, so if you feel it does not truly reflect the standards in your practice or if you require any further help or clarification, please do not hesitate to contact your Key Client Account Manager on 0800 389 3892.

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## A guide to your Audit Review Feedback

The criteria against which the assessment is made fall into three categories and are distinguishable as follows:

**Essential criteria** are shown in this colour and marked with \*\*. These criteria must be met if Denplan Excel certification is to be maintained.

**Expected criteria** are shown in this colour and marked with \*. These criteria reflect best practice and although not essential at this assessment, will become essential at your next assessment visit or within 18 months if not complied with on this occasion.

**Good practice criteria** are shown in this colour.

### Your Audit Summary Graph

This shows your overall score for each section (excluding the Record Card section, which is shown separately).

### Practice Action Plan and Declaration

This is a tool to help you establish a plan for implementing improvements to practice processes, procedures and policies.

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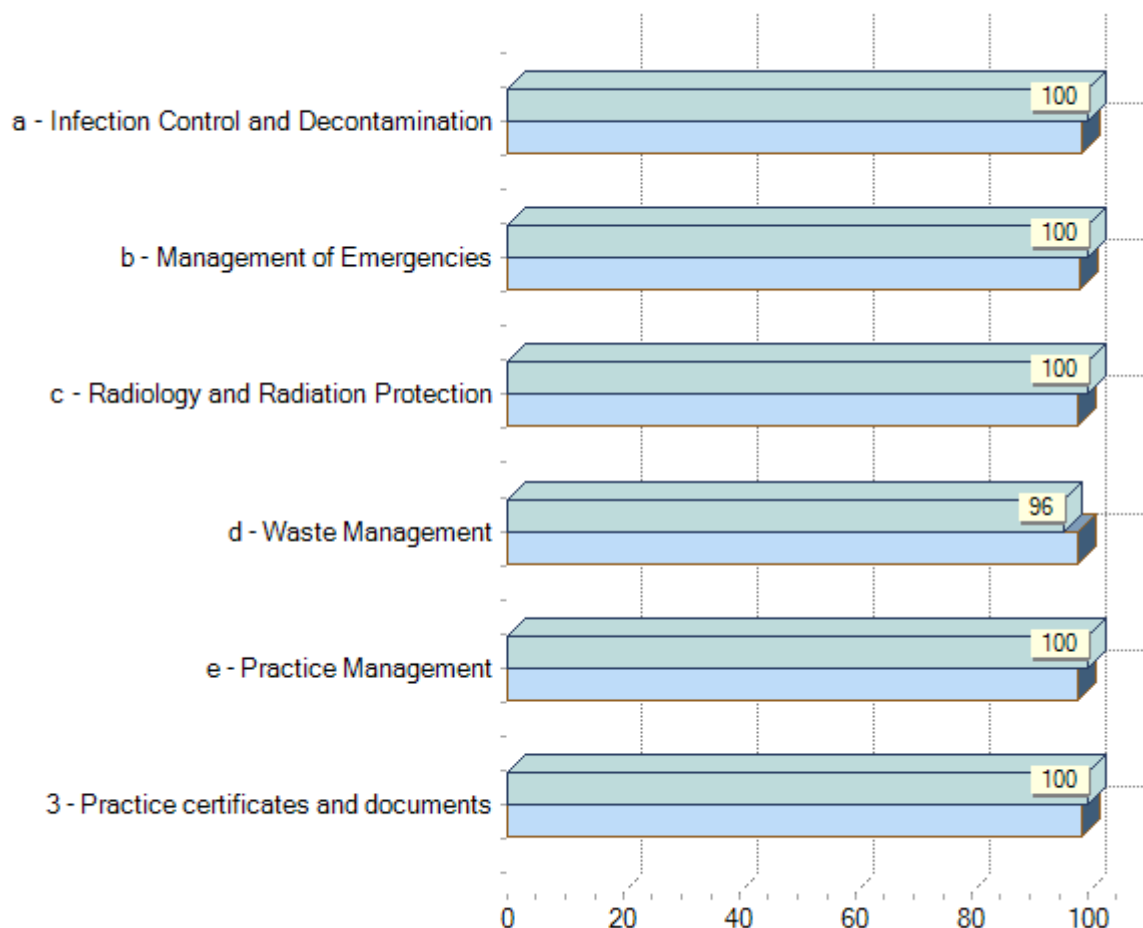
## Recommendations for using the guide

1. If your assessment indicates that you have any unmet **Essential** criteria, you must attend to these urgently in order to maintain your Denplan Excel certification. Your Denplan advisor, Andrew, will have discussed these with you. A summary of any unmet **Essential** criteria and actions required can be found in your Practice Action Plan.
2. Study the Audit Summary Graph as this will help you pinpoint areas of high achievement as well as areas of potential practice improvement.
3. Study your Practice Action Plan and complete as necessary.

# Audit Summary Graph

## Total score for assessment: 99.33%

Percentage score by section



### Key:

- Your % score is denoted by the **green** horizontal bar
- Average % score (based on completed, historical Denplan Quality Programme assessments) is denoted by the **blue** horizontal bar
- Your total score above excludes Record Card Audit results

# Record Card Audit

Item	Average Score	Comments
**Medical history and updates	3.0	
Records are complete, legible, accurate and easily understood by others.	3.0	
**Periodontal monitoring at each routine examination.	3.0	
Periodontal diagnosis recorded using the British Society of Periodontology's 2017 Classification?	3.0	
**Radiographs frequency	3.0	
*Radiographs quality	3.0	
**Radiographs justification/report	3.0	
**Radiographs appropriate action taken	3.0	
**Soft tissue examination and updates	3.0	
**Diagnosis recorded	3.0	
**Treatment plans recorded	3.0	
**Full details of all treatment/advice	3.0	
*Evidence of valid consent obtained including relevant options and costs.	3.0	
*DEPPA (OHS) or equivalent oral health assessment recorded	2.0	All Denplan Care patients have DEPPA carried out, finds too time consuming during current Covid-19 with extra work needed for this. Does carry out alternate risk assessments regularly, so risk assessments are being recorded. Advised of importing previous DEPPA within PreVisor for returning patients/ DEPPA assessments making repeat DEPPAs quicker.

## Scoring System:

3 = Evidence of full compliance

2 = Evidence of substantial but not full compliance

1 = Minimal or irregular compliance

0 = No evidence of compliance

An average score of less than 2.0 on any item marked \*\* may result in the withholding of your Excel certification.

# Practice Action Plan prepared for Mr David Ward

## Detailed information for criteria not met within all sections

This section highlights areas where your practice does not conform to current legislation, guidelines and accepted good practice and provides information and guidance on how to implement changes.

The unmet criteria are detailed below in order of **Essential**, **Expected** and **Good Practice** requirements.

Question Number	Outcome Description	Advice	Action Required	Timescale for Implementation	Allocated To	Complete?
1.D.2	Amalgam separator unit not present on all waste outlets.	<p>Regulation (EU) 2017/852 states that- 'From 1 January 2019, operators of dental facilities in which dental amalgam is used or dental amalgam fillings or teeth containing such fillings are removed, shall ensure that their facilities are equipped with amalgam separators for the retention and collection of amalgam particles, including those contained in used water. 'This means that in addition to the aspirator/spittoon all waste water from washer/disinfectors and 'dirty' instrument cleaning sinks should pass through an amalgam separator before being discharged into the mains drainage.</p> <p>After discussions with the British Dental Industry Association, the BDA's position is that, providing amalgam separators are fitted to suction units and correct waste handling controls are adhered to, the amount of amalgam particulate going down a manual cleaning sink or through a washer disinfecter would be negligible. In the BDA's view separators on these areas are not necessary. Practices should make their own decision on this matter but are advised to consider the following:</p> <ul style="list-style-type: none"> <li>• ensure any filter separator is changed at appropriate intervals. This frequency will vary from practice to practice.</li> <li>•Ensure any excess amalgam is disposed of safely chairside. E.g. dispose of excess amalgam in carriers or dappens dishes either down the spittoon (therefore separated by the amalgam separator on your suction unit) or placed directly into the amalgam waste container.</li> <li>•Ensure you are adhering to other appropriate controls around amalgam usage eg high volume aspiration and encapsulated amalgam only.</li> <li>•Ensure you keep a log book for your amalgam separator(s) which demonstrates adherence to correct maintenance, inspection and disposal.</li> </ul>				