
WELSH STATUTORY INSTRUMENTS

2008 No. 1976

The Private Dentistry (Wales) Regulations 2008

PART VI

QUALITY OF SERVICE PROVISION

Quality of treatment

- 14.—(1) The registered person must ensure that dental services provided to each patient —
- (a) meet the patient’s individual needs;
 - (b) reflect published research evidence and guidance issued by the appropriate professional and expert bodies;
 - (c) are (where necessary) provided by means of appropriate equipment;
 - (d) are provided in an environment which promotes patient well-being and is designed for the effective and safe provision of treatment.
- (2) The registered person must ensure that working practices take account of quality assurance, quality improvement and patient safety.
- (3) The registered person must ensure that all equipment used in the provision of dental services is—
- (a) suitable for the purposes for which it is to be used; and
 - (b) properly maintained and in good working order.
- (4) Where reusable devices are used in the provision of dental services the registered person must ensure that appropriate procedures are implemented in relation to cleaning, disinfection, inspection, packaging, sterilisation, transportation and storage of such devices.
- (5) The procedures implemented in accordance with paragraph (4) must be such as to ensure that reusable devices are handled safely and decontaminated effectively prior to re-use.
- (6) The registered person must make suitable arrangements to minimise the risk of infection and the spread of infection.

Complaints

- 15.—(1) The registered person must prepare and follow a written procedure (“the complaints procedure”) for considering complaints made to the registered person by a patient or person acting on the patient’s behalf (“the complainant”).
- (2) The registered person must ensure that patients and representatives of patients are aware of the existence of the complaints procedure and are provided with a copy on request or, if not already provided, when a complainant is received.
- (3) The registered person must ensure that any staff employed by the registered person in connection with the provision of dental services are informed about, given a copy of and appropriately trained in the operation of the complaints procedure.

- (4) The complaints procedure must include —
 - (a) the name, address and telephone number of the appropriate office of the registration authority; and
 - (b) the procedure, if any, that has been notified to the registered person by the registration authority for the making of complaints to that authority.

Handling complaints

16.—(1) In operating the complaints procedure the registered person must take account of the ascertainable wishes and feelings of, and respect the privacy of, the patient.

(2) When a complaint is made, the registered person must advise the complainant of their right to at any time complain to the registration authority.

(3) The registered person must acknowledge receipt of the complaint within 3 working days of receipt.

(4) Subject to paragraph (5) the registered person must ensure that a written response is sent to the complainant no later than 10 working days after receipt of the complaint.

(5) The period referred to in paragraph (4) may be extended to a specified date upon request by the complainant or with the complainant's agreement.

(6) Where the period is extended under paragraph (5) otherwise than upon request by the complainant the registered person must review the progress of consideration of the complaint at intervals no longer than every 10 days apart after that agreement and notify the complainant of that progress in writing.

(7) The response must —

- (a) summarise the nature and substance of the complaint;
- (b) describe the action taken to consider the complaint and summarise the conclusions made;
- (c) explain what action, if any, will be taken in the light of the complaint.

(8) Where requested to do so by the registration authority, the registered person must provide the registration authority with a copy of the response sent to the complainant.