

Enter and View Report

Accrington Road Dental Surgery, Blackburn



Patients, Staff, Carers and Families have rated this Dental Surgery



Visit: Thursday 12 October 2017

Report Published: Friday 1 December 2017

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1 Introduction


1.1 Details of visit

Details of visit:	
Service Address	128-130 Accrington Road, Blackburn, Lancashire, BB1 2AE
Service Provider	Accrington Road Dental Surgery
Date and Time	Thursday 12 October 2017 11.10 am – 1.00 pm
Authorised Representatives	Sharon Hardman (Lead), Diane Taylor and Dorothy Ross
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH
Dental Practice Manager	Mustafa Quraishi

1.2 Service description

Accrington Road Dental Surgery offers mainly NHS dental treatments to 8,047 registered patients of all ages and also offers private treatments to 1,672 registered patients. Dental services include preventative advice and treatment, routine restorative dental care and dental implants. This dentist holds an NHS contract for orthodontics and minor oral surgery. This practice is currently accepting new patients including children up to the age of 18, adults aged 18 and over and adults who are entitled to free dental care. Accrington Road Dental Surgery completed a patient survey in October/November 2016 where satisfaction surveys were given to 100 patients following patient's dental visits. The results were displayed in the waiting room and this survey found:

 100% of patients said they would recommend their dentist to family and friends based on their experience

 98% of patients were overall satisfied with their patient journey throughout the practice

96% of patients believed they receive a high quality of care within the practice and the surgery

96% of patients felt that they received sufficient patient choice between private and NHS treatment at their appointment

92% of patients believed they got value for money when purchasing private treatments



The NHS Choices users' overall rating for this dental practice is three out of five stars. This rating collates scores from 22 patients; on-line responses covering appointments, dignity and respect, involvement in decisions, information on treatment cost and outcome of treatment. Although there was an NHS Friends and Family feedback box in the waiting room, there are currently no published results for the NHS Friends and Family test.



The Care Quality Commission (CQC) visited this practice on 7 December 2016 and found that this practice was providing; safe care, effective care, providing caring services, providing responsive care and that this practice was providing well-led care with no actions identified.

1.3 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff, patients and carers/family of Accrington Road Dental Centre for their contribution to the Enter and View visit and for making us feel welcome during the visit. We would also like to thank Mustafa Quraishi, Practice Manager for answering our questions and encouraging the staff to complete our staff questionnaires. Thank you to our trained Enter and View authorised representatives for their contributions.

Thank you to Ana Diaconu, work experience placement student from Darwen Academy Enterprise Studio for providing the graphic design throughout this Enter and View report.

1.4 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all patients, staff, and carers/family, only an account of what was observed and contributed at the time.

2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised representatives carry out these visits to health and social care services, to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

2.1 Purpose of Visit

Good oral health is an important aspect of general health and contributes to quality of life. Access to dentistry is an important factor for maintaining good oral health and there is a strong link between social determinants of health and oral disease (World Health Organisation, 2016). Poor oral health may restrict people's ability to speak, eat, smile and socialise without discomfort, pain and embarrassment, subsequently affecting individual's well-being.

Healthwatch Blackburn with Darwen made the decision to do Enter and View visits at local dentists in response to local intelligence and following the Healthwatch England dental evidence review 'Access to NHS dental Services: What People told local Healthwatch' in November 2016. Although, this report found that the majority of patients who want to access NHS dentistry are

able to, Healthwatch England's evidence suggests that three particular patient groups are at risk of missing out when it comes to NHS dental care:

- 🌱 People in particular vulnerable groups who may find it difficult to access high street dentists; such as care home residents who use wheelchairs or who have other access requirements, people who may not have English as a first language, people who are relatively newly arrived to the country and people who are homeless;
- 🌱 People who do not currently go to the dentist at all, or who attend only when they are having problems;
- 🌱 People living in areas where commissioning of NHS treatment has not kept up with changes in demand.

Another key finding identified from the Healthwatch England dental evidence review 'Access to NHS dental Services: What People told local Healthwatch' in November 2016 was that people were not getting the support they need to properly understand their entitlement to free or reduced-price NHS dental treatment.

Therefore, as part of a key area of our strategic work plan our authorised Enter and View representatives visit a variety of dental practices in Blackburn and Darwen to gather feedback directly from patients, staff, carers/families through Enter and View visits. Healthwatch Blackburn with Darwen wanted to observe dental practices themselves and engage with patients, carers/families and staff to understand their experiences at Accrington Road Dental Surgery.



2.2 Research Methods

On Thursday 12 October, an unannounced Enter and View visit was undertaken by authorised representatives from Healthwatch Blackburn with Darwen who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and to obtain the views of those people using the service.

The team of authorised Enter and View representatives recorded their observations using a pre-prepared observation sheet and questionnaires for the Practice Manager, staff, patients and carers/family to allow feedback from all of these groups. The team compiled a report reflecting these observations and feedback. The report is sent to the Practice Manager for validation of the facts. Any response from the Practice Manager is included within the final version of the report which is then published on the Healthwatch Blackburn with Darwen website at www.healthwatchblackburnwithdarwen.co.uk





The team reviewed the Care Quality Commission (CQC) report which rated Accrington Road Dental Centre and found that this practice was providing safe care, effective care, providing caring services, providing responsive care and that this practice was providing well-led care with no actions identified from their visit on 7 December 2016. The team also reviewed the website and information on NHS Choices website.

At this Enter and View visit we engaged with 11 patients; 8 patients completed our questionnaire and 3 people did not want to complete a questionnaire, 7 staff members including 1 Practice Manager, 1 carer/family member and undertook 3 observations. The aim was to gather information concerning patients' experiences at Accrington Road Dental Centre and their suggestions for improvements.

Ethical considerations were made such as:

- We checked with the provider if there were individuals who should not be approached or were unable to give informed consent. It was stated that there were no residents, staff or


family/friends that should not be approached, or have their views formally recorded. 3 patients did not want to participate in the questionnaire.

-  We were transparent about why we were there as each authorised Enter and View representative verbally explained why we were there and it was made clear to any member of the public that talked to us that they could stop the questionnaire or informal discussion at any time.
-  During the Enter and View visit the Practice Manager advised us to undertake our research in the only waiting area on the ground floor as all dental surgeries are on the ground floor. The CQC report dated 7 December 2016 states there are two waiting areas with another separate smaller waiting area on the first floor to accommodate three dental surgeries on the first floor. However, the Practice Manager did not inform us of this second smaller waiting area on the first floor. Consequently, our Enter and View visit excluded patients who were waiting to see the dentist in the waiting area on the first floor due to lack of information from the Practice Manager. At the end of the visit very brief findings were discussed with the Practice Manager based on our visit recording a snapshot in time.

2.3 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at Accrington Road Dental Surgery, Blackburn on Thursday 12 October 2017 at 11.10am - 1.00pm to collect views directly from patients, staff and carers/families on their experience of this dentist. The key findings were:

100% of patients said they:

-  Were treated with dignity and respect, found it easy to find their way around this dental practice, thought this dentist was clean, the lighting was suitable, the temperature was appropriate, the floors and carpets are in good condition and it was well maintained and decorated to an acceptable standard.

100% of staff said they:

-  Have enough time to spend with patients and have an appraisal every 12 months.

One carer/family said:

“They do a great job.”

Key recommendations included:

- 🌱 **Recommendation 1 & 7:** Encourage patients to get involved in the Patient Participation Group and NHS Friends and Family test.
- 🌱 **Recommendation 3:** Publicise arrangements for patients who need a domiciliary visit or who might find it hard to access this practice because of disabilities.
- 🌱 **Recommendation 5:** Raise awareness of the statement on dental complaints produced by Healthwatch and the General Dental Council and to ensure information is given to all patients in an accessible format
- 🌱 **Recommendation 10:** All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Accrington Dental Practice to work towards becoming a dementia friendly organisation.

Accrington Road Dental Surgery, Blackburn is to inform Healthwatch Blackburn with Darwen of actions in regard to all recommendations by 31 March 2018.

2.4 Findings

Patients' Views - Patient Experience

1. What star rating would you give this dental surgery? 1 is poor, 5 is excellent

🌱 62.5% of patients rated this dental surgery as 4 stars, which is very good or 5 stars, which is excellent. One patient said, "Very efficient, well run surgery." Another patient said, "Always make me feel welcome and comfortable."

🌱 37.5% of patients rated this dental surgery as 2 stars, which is average or 3 stars, which is good. No patients rated this dental surgery as 1 star, which is poor.

2. How would you rate the staff? 1 is poor, 5 is excellent

🌱 87.5% of patients rated the staff as 4 stars, which is very good or 5 stars, which is excellent. One patient said, "Always have a smile and a friendly face." Another patient said, "Always pleasant and helpful."

🌱 12.5% of the patients rated the staff as 3 stars, which is good.


3. How do you usually book your dental appointment?


🌱 56% of patients said they book their dental appointment by telephone.



 44% of patients said they book their dental appointment at reception.


4. How do you find getting a dental appointment on the same day?

 57% of patients said they found it easy or very easy to get a dental appointment on the same day.

 43% of patients said they found it difficult to get a dental appointment on the same day.


5. Do you usually attend when only having dental problems?

 87.5% of patients said they did not usually attend when only having dental problems.


 12.5% of patients said they did usually attend this dentist when only having dental problems.

6. Do you usually attend regular dental check-ups roughly every 6 months?

 87.5% of patients said they usually attend regular dental check-ups roughly every 6 months.

 12.5% of patients said they did not usually attend regular dental check-ups roughly every 6 months.

7. Do you feel treated with dignity and respect?

 100% of patients said they were treated with dignity and respect at Accrington Road Dental Surgery.

Good practice example 1:

100% felt they were treated with dignity and respect at Accrington Road Dental Surgery.

This is evidence of NICE Guideline CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services.

Respect for the patient

1.2.1 All staff involved in providing NHS services should:

- treat patients with respect, kindness, dignity, compassion, understanding, courtesy and honesty
- respect the patient's right to confidentiality
- not discuss the patient in their presence without involving them in the discussion.

8. At this dental surgery do you feel listened to?

- 75% of patients said they felt listened to at this dental practice.
- 12.5% of patients said they preferred not to say an answer to this question and 12.5% of patients answered unsure to this question.

9. Do you feel lonely and/or isolated?

- 87.5% of patients said they did not feel lonely and/or isolated.
- 12.5% of patients said they preferred not to say an answer to this question.

10. Do you find the information you receive in your appointments helpful?

- 87.5% of patients said they found the information they received in their appointments helpful.
- 12.5% of patients answered unsure to this question.

11. Have you heard of the Patient Participation Group?

- 62.5% of patients at this dental practice have not heard of the Patient Participation group.
- 25% of patients at this dental practice have heard of the Patient Participation group.
- 12.5% of patients answered unsure to this question.

Recommendation 1: This dentist's surgery could benefit from encouraging patients to get involved in the Patient Participation Group through displaying clear contact details on posters at prominent levels and holding quarterly meetings for this practice. Accrington Road Dental Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Patients' Views on the waiting room

12. Is there enough space for prams, children's buggies, wheelchairs and mobility aids?

- 87.5% of patients said there was enough space for prams, children's buggies, wheelchairs and mobility aids.

12.5% of patients said prefer not to say to this question.

13. Is the seating comfortable in the waiting area?

87.5% of patients said the seating was comfortable in the waiting area.

12.5% of patients said the seating was not comfortable in the waiting area.

14. Do you feel safe at this dental practice?

87.5% of patients said they feel safe at this dental practice.


12.5% of patients answered this question with prefer not to say.

A picture of the seating in the waiting room is shown below.




Patients Views on the environment


15. Do you find it easy to find your way around this dentist?

 100% of patients said they found it easy to find their way around this dental practice.

16. Is this dentist clean?

 100% of patients said this dentist was clean.


17. Is the lighting suitable?

 100% of patients said the lighting was suitable.

18. Is this dentist at the appropriate temperature?

 100% of patients said this dentist was at the appropriate temperature.

19. Are the floors and carpets in good condition?


 100% of patients said the floors and carpets are in good condition.

20. Is this dentist well maintained and decorated to an acceptable standard?

 100% of patients said this dentist is well maintained and decorated to an acceptable standard.

21. Do you know how to find the complaints procedure?

 62.5% of patients do not know how to find the complaints procedure.

 25% of patients did know how to find the complaints procedure.


 12.5% of patients were unsure how to find the complaints procedure.


Recommendation 2: The patient complaints procedure needs to be displayed in the waiting room and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. This adheres to

NICE Guideline G138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services


1.3.13 Provide patients with information about complaints procedures and help them to access these.

22. Do you understand your entitlement to free or reduced-price NHS dental treatment?


 87.5% of patients said they understood their entitlement to free or reduced-price NHS dental treatment.

 12.5% of patients said they did not understand their entitlement to free or reduced-price NHS dental treatment.

23. What changes would you like to see in this dental practice?

 One patient said, “Leaflets in Urdu/other languages would be useful.”

 One patient said, “Appoint new doctors/dentists.”

 Another patient said, “Don’t have any, it is a very clean welcoming dentist.”


Recommendation 3: One patient said, “Leaflets in Urdu/other languages would be useful” to represent the demographic of the patients at this dentist and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Staff Views

1. What star rating would you give this dental practice? 1 is poor, 5 is excellent


 66% of staff rated this dental practice as 5 stars, which is excellent.

 34% of staff rated this dental practice as 4 stars, which is very good.

 One staff member said, “Team work and management offer fantastic support.” Another member of staff said, “Always a pleasant place to work.” Another member of staff agreed and said, “Nice, friendly place to work.” One member of staff added, “I like working here.”

2. Do you have enough time to spend with patients?

 100% of staff said they have enough time to spend with patients.

 Comments from staff included, “We have enough time” and “Enough time spent with patients. All relevant information is provided” and “Appointment times are reasonable.”

Good practice example 2:


100% of staff said they have enough time to spend with patients

This is evidence of NICE Guidelines CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services


1.3.4 Hold discussions in a way that encourages the patient to express their personal needs and preferences for care, treatment, management and self-management. Allow adequate time so that discussions do not feel rushed.


3. What arrangements are there locally for patients who need a domiciliary visit or who might find it hard to access this practice because of mobility requirements or dementia, for example?

 The most common answers were; downstairs surgeries, ramps and home visits.

 Other answers included; toilets, no stairs to access building, referrals and any support with filling in forms.


4. How are these arrangements publicised to patients and carers?


 100% of staff said this was publicised through reception with patients being informed at reception before being seen and when patients present at the reception options are given.

 Staff comments to support this were, “When asked. Explained when patient makes aware before appointment.” Another staff member said, “The dentists arrange this through reception.”


Recommendation 4: To publicise arrangements for patients who need a domiciliary visit or who might find it hard to access this practice because of disabilities and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

5. Please tell us anything else that you feel is important about local provision of oral health care for care home residents and other patients who may find it difficult to access primary care dentistry


 One member of staff said, “It is important for everyone to look after oral hygiene/teeth. We as a practice do whatever we can to help.”


 Another member of staff said, “A lot of patients are unsure on which route to take on finding out who provides this service. It would be very helpful to know this information.”

6. Do you have an appraisal every 12 months?

 100% of staff said they have an appraisal every 12 months.


7. What do you feel could be improved in this dental practice?

 One member of staff said, “We pride ourselves on offering an excellent service to patients, having all the information to hand to pass onto patients would help keep this service.”


 Two members of staff said none, two members of staff did not answer this question and one member of staff wrote not applicable.

Practice Manager Views


1. What star rating would you give this dental practice? 1 is poor, 5 is excellent

 The Practice Manager rated Accrington Road Dental Practice as 5 stars, which is excellent and commented, “Smilespa is a dental practice offering patients both NHS and private options. We offer a wide variety of treatments and have very accommodating opening hours.”

2. Please describe the staff structure in this dental practice.

 The Practice Manager said, “We have one Practice Manager, 2 Patient Co-ordinators who are Receptionists, 8 dentists including orthodontists and oral surgeons, 2 dental hygienists and 10 Dental nurses.”


3. How is this dental practice dementia friendly?

 The Practice Manager said “We abide by the Mental Capacity Act (MCA) 2005, all staff have been educated on this act.”


Recommendation 11: All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Accrington Dental Practice to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.




4. What times are the dental practice appointments?

 The Practice Manager said the opening hours are Monday and Wednesday 9.00am - 8.00pm. Tuesday, Thursday and Friday 9.00am to 5.00pm and Saturday 9.00am to 2.00pm.

5. Is there a disabled toilet?

 The Practice Manager did not answer this question at the time of the Enter & View visit. On the 1st December 2017 he added, “There is a disabled toilet located on the ground floor”.

6. Is there a disabled parking available?

 The Practice Manager did not answer this question at the time of the Enter & View visit. On the 1st December 2017 he added, “There is no disabled parking”.

7. What translation service do you use?

- The Practice Manager said the translation service used at both sites is Language Line.



8. How often do you use this translation service?

- The Practice Manager said this service is not used due to multilingual members of staff.

9. How many patients do you have registered today?


- The Practice Manager said there are currently 8,047 NHS registered patients and 1,672 private patients on 12 October 2017.

10. How does your practice cater for patients who may have extra needs?

- The Practice Manager said, "If patients make us aware of their extra needs we try to facilitate them as much as possible. For example, wheelchair users have a ramp to the surgery and are facilitated downstairs. We have a referral option for patients who may need treatment that require specialist facilities."

Recommendation 5: All staff to undertake disability awareness training as not all disabilities are connected with mobility issues and some disabilities are unseen. Accrington Dental Practice to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.


11. What arrangements are there locally for people who need a domiciliary visit or who might find it hard to access this practice because of mobility requirements or dementia, for example?

 The Practice Manager said, “We do offer private home visits for patients if they are unable to attend the practice, we have ramps for wheelchair users and ground floor surgeries.”


12. How are these arrangements publicised to patients and carers?

 The Practice Manager said, “They are informed at reception once they pose the question.”


13. How do you identify and signpost patients of yours who might need these services?

 The Practice Manager said, “You can observe patients who are wheelchair user, also when presented with a carer we can identify any special needs, also via the medical history.”

14. Please tell us anything else that you think is important about local provision of oral health care for care home residents and other patients who may find it difficult to access dental care.


 The Practice Manager said, “It is important for everyone to look after their teeth and oral hygiene, we will do whatever we can to support this.”

15. How many patients regularly attend the Patient Participation group?


 The Practice Manager did not answer this question at the time of the Enter & View visit. On the 1st December 2017 he added, “We don’t have a patient participation group in place”.

Recommendation 1: This dentist’s surgery could benefit from encouraging patients to get involved in the Patient Participation Group through displaying clear contact details on posters at prominent levels and holding quarterly meetings for this practice. Accrington Road Dental Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.


16. What support is given to those patients who are socially isolated?

 The Practice Manager said, “We provide frequent questionnaires requesting feedback from patients in order for us to improve our services.”

17. How many staff are working during this visit?


 The Practice Manager said 7 staff were working during this Enter and View visit.

18. Are you aware of the statement on dental complaints produced by Healthwatch and the General Dental Council?

 The Practice Manager said Accrington Road Dental Surgery was aware of this statement.

Recommendation 6: To raise awareness of the statement on dental complaints produced by Healthwatch and General Dental Council and to ensure that this information is given to all patients in an accessible format. Accrington Dental Practice needs to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

19. Further comments


 The Practice Manager said, “First the patient would contact the practice who will try and resolve the problem. If not resolved they may request the complaints procedure alternatively contacting the NHS directly if not satisfied, then PHSO.”

Carer/family Views - Carers Experience


1. What star rating would you give this dental practice? 1 is poor, 5 is excellent

 One carer/family rated this dentist as 5 stars, which is excellent.


2. How would you rate the staff? 1 is poor, 5 is excellent

 One carer/family rated the staff as 3 stars, which is good.


3. How do you usually book your appointment for the person you care for?

 One carer/family said they book their appointment for the person they cared for by telephone.


4. How do you find getting an appointment on the same day?

 One carer/family said they found it easy to get a dentist appointment on the same day.


5. Does the person you care for usually attend when only having dental problems?

 One carer/family said the person who they cared for usually attends the dentist when only having dental problems.

6. Does the person you care for usually attend regular dental check-ups roughly every 6 months?

 One carer/family said the person who they cared for usually attends regular dental check-ups roughly every 6 months.

7. Do you feel treated with dignity and respect?

 One carer/family said they were treated with dignity and respect at Accrington Road Dental Practice.


8. At this dental surgery do you feel listened to?

 One carer/family said they felt listened to at this dental surgery.


9. Do you feel lonely and/or isolated?

 One carer/family said they do not feel lonely and/or isolated.


10. Have you ever had a home visit to you or the person you care for?

 One carer/family said they had not had a home visit to themselves or to the person who they cared for.

11. How does this practice cater for patients who may have extra needs?

 One carer/family said, “This practice treats people with the respect and dignity they should have.”

12. What arrangements are publicised to patients and carers about patients who need a domiciliary visit or who might find it hard to access a practice because of mobility requirements or dementia, for example?


 One carer/family did not answer this question.

13. Have you heard of the Patient Participation group?


 One carer/family had not heard of the Patient Participation group.

Carer/family Views on the waiting room


14. Is there enough space for prams, children's buggies, wheelchairs and mobility aids?

 One carer/family said there was enough space for prams, children's buggies, wheelchairs and mobility aids.

15. Is the seating comfortable in the waiting area?

 One carer/family said the seating was comfortable in the waiting area.

16. Do you feel safe at the dental practice?

 One carer/family said they felt safe at this dental practice.

Below is another photograph of the seating in the downstairs waiting area.



Carer/family Views on the environment

17. Do you find it easy to find your way around this dental practice?

🌱 One carer/family said they found it easy to find their way around this dental practice.

18. Is this dental practice clean?

🌱 One carer/family said this dentist surgery is clean.


19. Is the lighting suitable?

🌱 One carer/family said the lighting was suitable.


20. Is this dental practice at the appropriate temperature?

 One carer/family said the dentist was at the appropriate temperature.


21. Are the floors and carpets in good condition?

 One carer/family said the floors and carpets were in good condition.


22. Is this dental practice well maintained and decorated to an acceptable standard?

 One carer/family did not answer this question.


23. Do you know how to find the complaints procedure?

 One carer/family said they were unsure how to find the complaints procedure.

24. Do you understand the entitlement to free or reduced-price NHS dental treatment?

 One carer/family said they did understand their entitlement to free or reduced-price NHS dental treatment.


25. What changes would you like to see in this dental surgery?

 One carer/family said, “They do a great job, continue with what they provide. Could have a self-check in computer.”


2.5 Additional Findings

Observations from Enter and View authorised representatives on external access and appearance

 Signage on approach to Accrington Dental Practice is clear at the outside of the building.

 At a distance the external environment looks pleasant and well maintained, however on approaching there is litter and a drinks’ can at the entrance of the building. There is also mesh hanging off the wall which should be attached to the wall covering a vent.

 There is a bus stop nearby on the same side of the road as the dental practice.

 There were no signs for disabled car parking spaces available for people with disabilities accessing this dentist.

- There was a disabled ramp inside the building as an alternative to two steps in the downstairs waiting area.
- We requested to sign in on entrance to the building and there were CCTV stickers indicating CCTV coverage.
- Sanitising hand gel was available on entry; however, this needs to be displayed more prominently.
- On entrance to the dentist there is an outer blue door leading to a vestibule followed by an inner door which naturally leads to the Reception area.

Observations from Enter and View authorised representatives on Reception area

- At the Reception desk free toothpaste and a booklet about this dentist was easily available.
- There was a glass display cabinet behind the Reception desk which needs to look more attractive, a blank notice board behind the Reception desk and there was also a box left on a chair behind the Reception desk.

Recommendation 7: To utilise the glass display cabinet and blank notice board behind the Reception desk to its full capacity and display opening hours of the dentist within the surgery and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

There was loud radio noise observed that didn't appear to affect the confidentiality and privacy of patients in person or who are speaking on the phone.

The Reception and ground floor waiting area hosted leaflets about Bridges from Smart Dental Care, Bridges Information Guide from Smart Dental Care, Choose the Expert Solution for your Teeth today from Oral B, Choose the King of all Crowns from Smart Dental Care, Cleaner Power Away from Oral B, Dental Implants from Smart Dental Care, Dental Implants Information Guide from Smart Dental Care, Get Ready for Something Great from Invisalign, Practice Plan Insurance, NHS Dental Services in England, Queen Elizabeth Grammar Splash Swim Academy, Professional Teeth Whitening from Smart Dental Care, Six Month Smiles, Your Solutions following the Loss of your Tooth from Smart Dental Care, Be Smoke Free Cut Your Cancer Risk from Cancer Research UK, Would you like straight teeth, Veneers Information Guide from Smart Dental Care. The Amplify and Healthwatch Blackburn with Darwen leaflets were not displayed as requested.

Observations from Enter and View authorised representatives on Waiting room/seating area

The waiting area was light and bright with several sky lights. The initial impression of the dentist is calm, friendly, caring and professional. There was a television on silent with dental related information and adverts, a fish tank (see picture below) and a wide range of selection of magazines. There was only one toy bus for children to play with in the waiting area.



🌱 The seating was of a suede material and would not be wipe clean therefore may impact on infection control. There was not a variety of seats at different levels with arms available as shown in the downstairs waiting room below.



🌱 There was no electronic signing in point at this dental surgery. Patients were called from the waiting area by their name which was said loudly followed by “please” in the waiting area.

- There was enough space for prams, children's buggies, wheelchairs and mobility aids.
- The CQC report displayed was dated May 2013 in a folder in the downstairs waiting room. The most recent CQC report for this dental practice was in December 2016 so this needs updating.

Recommendation 9: To display the most current CQC report from December 2016 and ensure the correct name of the Practice Manager is on all documentation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

- Some of the information in the Practice folder in the waiting room contained the name of the incorrect Practice Manager.
- There were notice boards and useful information displayed including posters and leaflets explaining entitlement to free or reduced-price NHS treatment.

Recommendation 8: To provide NHS Friends and Family postcards and pens near the NHS Friends and Family box displayed in the waiting room so that people can contribute to the NHS Friends and Family test and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Observations from Enter and View authorised representatives on Additional Facilities

- There were a number of additional features in place to support those patients, staff, carers/family and visitors with additional needs. For instance, a disabled toilet was accessible fitted with washing facilities, an emergency cord and support arm for the toilet. Although this toilet was not directly visible from the seating/waiting area there was appropriate signage for the toilets.
- There was a hearing loop sign in the ground floor waiting room. There was no evidence of a translation service for Asylum Seekers and Refugees.
- The Practice file in the waiting room had a welcome statement in 4 different languages, however this wasn't displayed prominently.

Observations from Enter and View authorised representatives on Dementia Friendly Approach


- The waiting area and Reception area were clutter free and on one level which is dementia friendly.
- The flooring inside the waiting area was the same colour as the seating area which is confusing for people with dementia. The flooring needs to contrast with the colour of the seating on the furniture to be dementia friendly. The handrail is the same colour as the wall and needs to be in a contrasting colour to enable people with dementia to be as independent as possible.
- There were no clocks visible on the walls of the surgery's waiting area or Reception. There needed to be a large face clock visible in the waiting area.

Recommendation 10: To provide a large clock and more child friendly provision in the waiting area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 11: All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Accrington Dental Practice to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Observations from Enter and View authorised representatives on Cleanliness and Maintenance of Communal Areas

 This dentist was very clean in the Reception and waiting area. There was a discernible odour from the downstairs disabled toilet, paper towels were on the floor and the floor was unclean. The hand dryer made a very loud screechy noise when in use. Leaflets and information were well stocked although not always accessible to all.

Recommendation 12: To address the cleanliness and maintenance issues in the ground floor disabled toilets and ensure sanitising hand gel is more prominently displayed and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Observations from Enter and View authorised representatives on Patient Voice and Feedback

- There were no Patient Participation Group posters displayed and this needs to be addressed to allow patients, carers/families to have a voice at this dental practice.
- Although Friends and Family response box was displayed in the ground floor waiting area there were no Friends and Family postcards nearby for patients, carers/families to complete.

Recommendation 1: This dentist's surgery could benefit from encouraging patients to get involved in the Patient Participation Group through displaying clear contact details on posters at prominent levels and holding quarterly meetings for this practice. Accrington Road Dental Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.


Observations from Enter and View authorised representatives on Safety

- All floors were clear of obstructions and trip hazards. Upon arrival, Enter and View authorised representatives requested to sign in as visitors.

Observations from Enter and View authorised representatives on Staffing, Leadership and Promoting Positive and Respectful Attitudes

- During the Enter and View visit the Reception staff showed positive professional interactions between patients and carers/family and talked to all patients respectfully. There was a lovely interaction observed with an elderly lady with mobility issues where staff were very friendly and patient throughout allowing this patient plenty of time to walk at her own pace down the ramp and to her appointment. Staff displayed positive interactions between patients, were very personable, used their first names and were very positive throughout. The Practice Manager was very obliging, positive and co-operative throughout our visit. There were no negative interactions observed by Enter and View representatives at Accrington Road Dental Practice.

Observations from Enter and View authorised representatives on Appointments

 Accrington Road Dental Practice advertised its opening hours on its website. However, opening times were not visible upon arrival at this dentist and were not clearly displayed within the surgery itself.

2.6 Recommendations

Recommendation 1: This dentist's surgery could benefit from encouraging patients to get involved in the Patient Participation Group through displaying clear contact details on posters at prominent levels and holding quarterly meetings for this practice. Accrington Road Dental Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 2: The patient complaints procedure needs to be displayed in the waiting room and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. This adheres to

NICE Guideline G138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services

1.3.13 Provide patients with information about complaints procedures and help them to access these.

Recommendation 3: One patient said, "Leaflets in Urdu/other languages would be useful" to represent the demographic of the patients at this dentist and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 4: To publicise arrangements for patients who need a domiciliary visit or who might find it hard to access this practice because of disabilities and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 5: All staff to undertake disability awareness training as not all disabilities are connected with mobility issues and some disabilities are unseen. Accrington Dental Practice to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 6: To raise awareness of the statement on dental complaints produced by Healthwatch and General Dental Council and to ensure that this information is given to all patients in an accessible format. Accrington Dental Practice needs to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 7: To utilise the glass display cabinet and blank notice board behind the Reception desk to its full capacity and display opening hours of the dentist within the surgery and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 8: To provide NHS Friends and Family postcards and pens near the NHS Friends and Family box displayed in the waiting room so that people can contribute to the NHS Friends and Family test and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Recommendation 9: To display the most current CQC report from December 2016 and ensure the correct name of the Practice Manager is on all documentation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Recommendation 10: To provide a large clock and more child friendly provision in the waiting area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 11: All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Accrington Dental Practice to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Recommendation 12: To address the cleanliness and maintenance issues in the ground floor disabled toilets and ensure sanitising hand gel is more prominently displayed and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

2.7 Service Provider Response

Comments from Mustafa Quraishi, Practice Manager received on 1st December 2017 are:

“1. Is this report factually accurate? If not, please state what needs to be changed and why.

5. Is there a disabled toilet?

The Practice Manager did not answer this question - There is a disabled toilet located on the ground floor.

6. Is there a disabled parking available?

The Practice Manager did not answer this question - There is no disabled parking.

15. How many patients regularly attend the Patient Participation group?

The Practice Manager did not answer this question - We don't have a patient participation group in place

The Amplify and Healthwatch Blackburn with Darwen leaflets were not displayed as requested- These were and still are displayed on the reception front desk.

2. Is this a fair report? Yes/No

Yes I believe this is a fair report with some positive feedback and also some learning points.

3. What learning has happened as a result of this Enter and View report?

We have learnt that we do need to undertake some dementia friendly training and also adjust little things to make the overall patient journey more comfortable and safe -Also to include the patients more through patient participation groups to hear what they have to say and how we can further improve as a public service.

4. What was your impression of Healthwatch Blackburn with Darwen? Do you think we could have done anything better?

The 3 people who attended were fantastic and very pleasant - never got in anyone's way and did what they needed to do.

5a. What actions are you going to do as a response to this Enter and View report?

All actions outlined to be completed by the 31st March 2018 and Healthwatch Blackburn with Darwen will be informed - collectively we can make Smile Spa a 5-star practice for both patients and staff.

5b. What date are you going to complete these actions?






These actions will be completed as soon as possible and for sure before the March 31st 2018 deadline - hoping to have them completed before the New Year/end of January.

5c. Who is responsible for implementing and reviewing these actions?

Mustafa Quraishi - Practice Manager"

2.8 Distribution List

This report will be distributed to the following:

-  Blackburn with Darwen Borough Council Public Health
-  Blackburn with Darwen Borough Council Adult Social Services
-  CQC
-  Healthwatch England
-  CCG Blackburn with Darwen

2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address:

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info@healthwatchbwd.co.uk

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www.healthwatchblackburnwithdarwen.co.uk