

## Enter and View Report

My Dentist, Langham Road, Blackburn



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Healthwatch Blackburn with Darwen

Visit: Tuesday 7 August and Thursday 16 August 2018

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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	82 Langham Road Blackburn BB1 8DP
Service Provider	My Dentist, Langham Road
Date and Time	Thursday 7 August 2018 10:12 - 12:15 and Thursday 16 August 2018 14:00 - 16:00
Authorised Representatives	Sharon Hardman (Lead) and Sajda Khan
Contact details	Healthwatch Blackburn with Darwen, Room 28 Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ <a href="mailto:info@healthwatchbwd.co.uk">info@healthwatchbwd.co.uk</a> 01254 292686
Dental Practice Staff	Eve Westwell - Practice Manager

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff and patients of My Dentist, Langham Road for their contribution to the Enter and View visit and for making us feel so welcome during the visit. We would also like to thank Eve Westwell for encouraging staff and patients and carers/family members to complete our questionnaires and collecting responses before our visit. Thank you to our trained Enter and View authorised representatives for their contributions.

## 1.3 Disclaimer

Please note that this report relates to responses from staff and patients from Friday 20 July 2018 to Thursday 16 August 2018. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed during this timeframe.

## 2 What is Enter and View?

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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/carers and staff on premises such as hospitals, care homes, 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 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at My Dentist, Langham Road on Thursday 7 August and Thursday 16 August 2018 to collect views directly from patients, carers/family members and staff on their experiences of this dental surgery. This report is based on responses from 25 patients, 1 family member and 6 members of staff and we undertook an observation of the setting.

#### **Key area for improvement:**

 My Dentist, Langham Road need to ensure that the fire extinguishers on the first floor are not blocked and are easily accessible.

## Areas of good practice:

- 100% of patients rated the staff at My Dentist, Langham Road as excellent, very good or good. There were no negative comments from patients about the staff at My Dentist, Langham Road.
- 100% of patients felt listened to and 92% of patients found the information that they received in their appointments helpful.
- 96% of patients rated My Dentist, Langham Road as excellent, very good or good.
- 95% of patients felt that they were treated with dignity and respect.

## Healthwatch Blackburn with Darwen's recommendations are:

- Recommendation 1:** To ensure that people know about the complaints procedure.
- Recommendation 2:** To ensure that the fire extinguishers are easily accessible.
- Recommendation 3:** To provide information about British Sign Language and hearing loops in the waiting areas.

My Dentist, Langham Road to inform Healthwatch Blackburn with Darwen of actions in response to all recommendations by 31 March 2019.

## 2.2 Purpose of Visit

- To capture the experiences of patients, carers/family members and staff.

## 2.3 Research Methodology

This was an unannounced Enter and View visit. A letter was emailed to the Practice Manager on 3 July 2018 which explained that we would be carrying out an unannounced Enter and View visit to this dental surgery in the next 8 weeks. We visited My Dentist, Langham Road on Friday 20 July 2018 to give questionnaires in paper format for patients, carers/family members and staff to the Practice Manager for distribution before the Enter and View visit. We also emailed these in an electronic format on Survey Monkey to the Practice Manager on Friday 20 July 2018 to distribute before the Enter and View visit.

From Friday 20 July 2018 to Thursday 16 August 2018 My Dentist, Langham Road collected responses from 9 patients and 5 staff members.

We approached the Reception staff before we spoke to anyone in My Dentist, Langham Road and followed her advice when she said that there was no one who might not be approached due to their inability to give informed consent, or due to safety or medical reasons. At the Enter and View visits

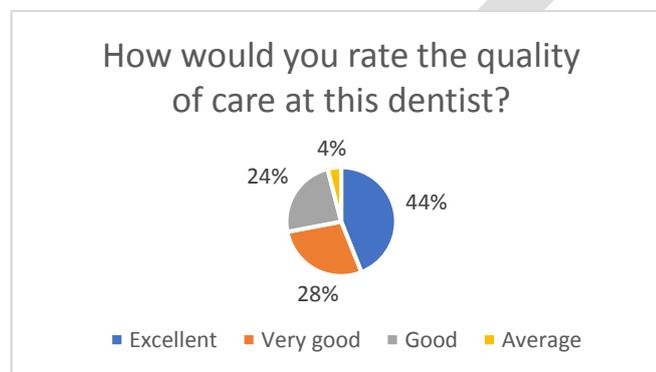
we spoke to 19 patients. 3 patients did not want to complete our questionnaire and 1 carer/family member. We undertook observations at this Enter and View visit.

This Enter and View report is based on responses from 25 patients, 1 family member, 6 members of staff and an observation.

## 2.4 Results of visit

### Patients' views on My Dentist, Langham Road

#### Patients' Experience of Attending this Dental Practice



Key themes for this rating were positive comments about service, staff and ease of getting appointments including “Very efficient and friendly. Excellent treatment” and “very professional”. Positive feedback about the staff included, “the Dentists explain to me what I need and answer all my questions”, “Friendly and patient”, and “good staff with bilingual skills helps.”

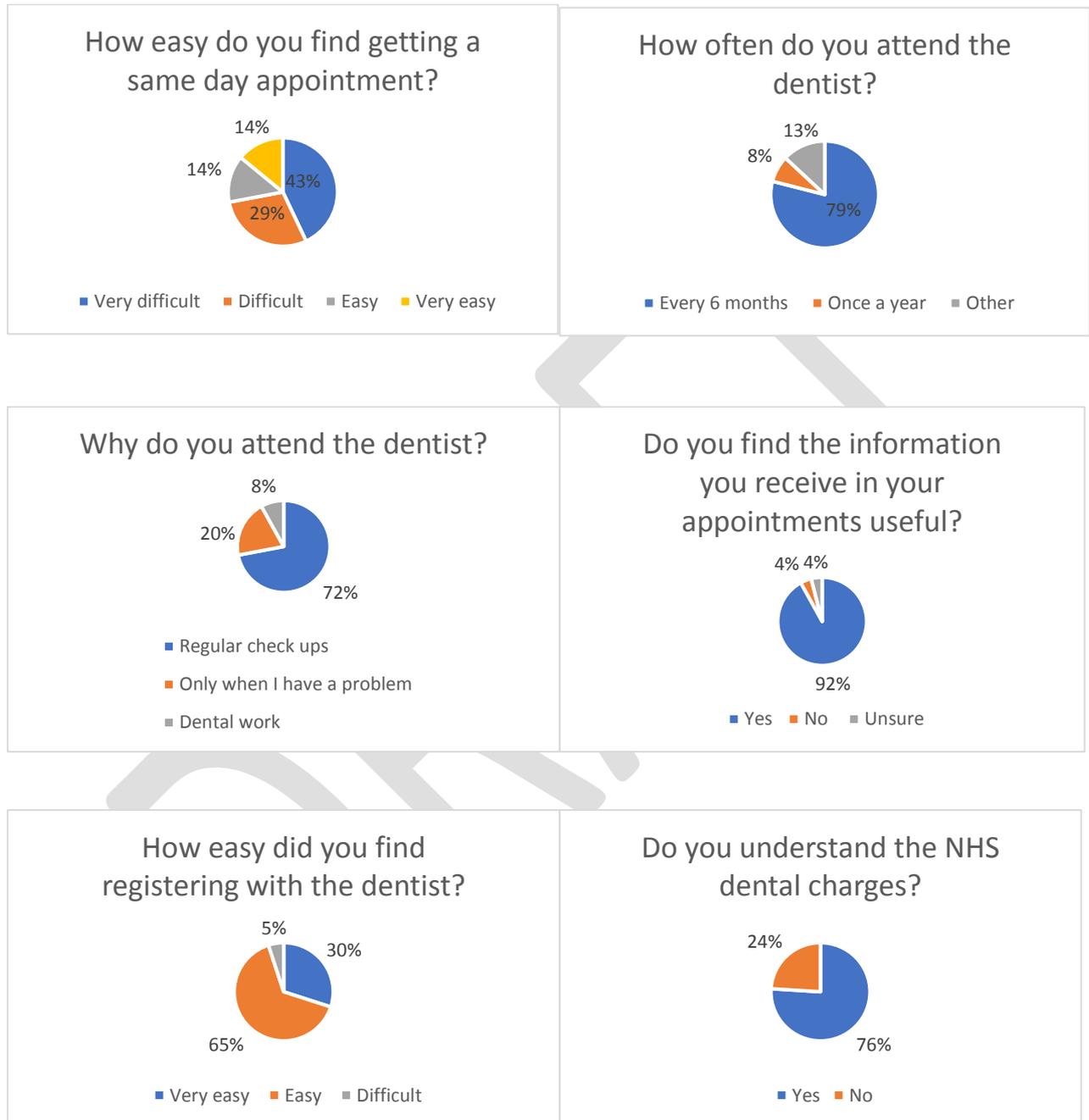
Positive comments about appointments included, “can always get an appointment at a time that’s good for me, feel great about my Dentist, always does an excellent job” and “always remind you by text which is brilliant.”

Other patient comments included, “took a while and a few cancellations to get an appointment” and “length of time to get dentures is too long.”

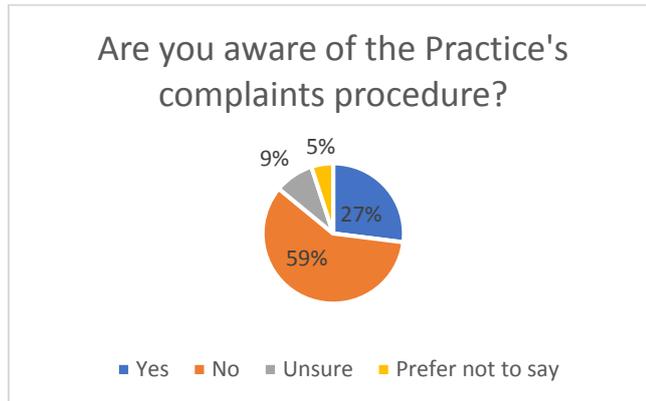
Patients suggested greater availability of appointments, reduction in waiting times and modernising the practice as areas of improvement for this dental service.

### Appointments

Most people booked their appointment at Reception as the usual practice in this dentist is for the Receptionist to book the next appointment before patients leave. Other methods of booking an appointment were by telephone and on-line.

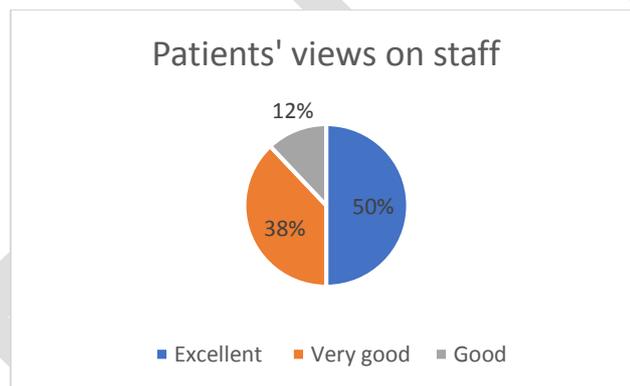


## Awareness of the Complaints Procedure



Some patients felt that they did not need to know about the complaints procedure however, **there needs to be an increase in awareness of the complaints procedure.**

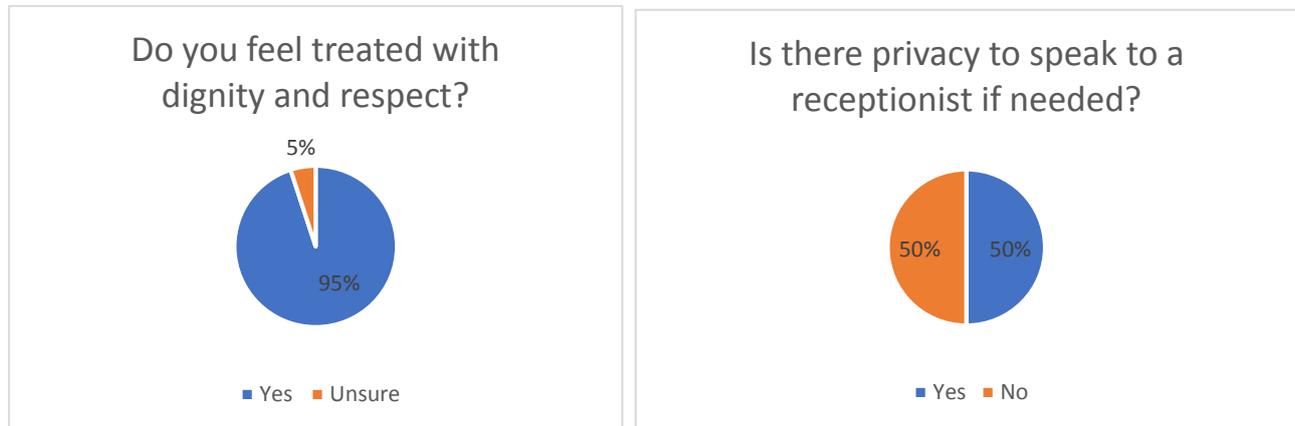
## Patients' views on staff



Positive comments about staff were around being professional, helpful and friendly. Patient comments included “Polite, professional, informative, non-discriminatory”, “they are always attentive”, “caring and knowledgeable”, “make you feel comfortable” and “they speak Urdu with my mum and that helps a lot and they are very pleasant and good at what they do”. There were no negative comments from patients about the staff at My Dentist, Langham Road.

Patients' suggestions as to how the service from staff might be improved included “high turnover of receptionists needs to stop”, “waiting times” and “quicker treatment.”

### Other Patient Feedback on Staff at My Dentist, Langham Road

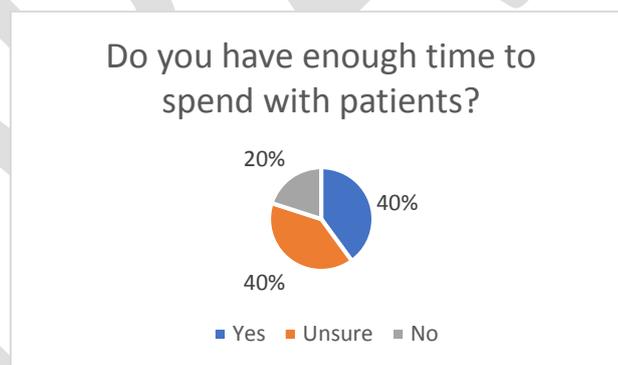


### Patients' views on the environment

- 96% of patients said that the Practice was well maintained and accessible
- 92% of patients said that they felt safe at My Dentist, Langham Road.
- 87% of patients felt that the floors and carpets were in good condition.
- 78% of patients said that the temperature was suitable.
- 64% of patients felt there was enough space for prams, buggies, wheelchairs and mobility aids.

### Staff Views

All staff felt that My Dentist, Langham Road was very good.

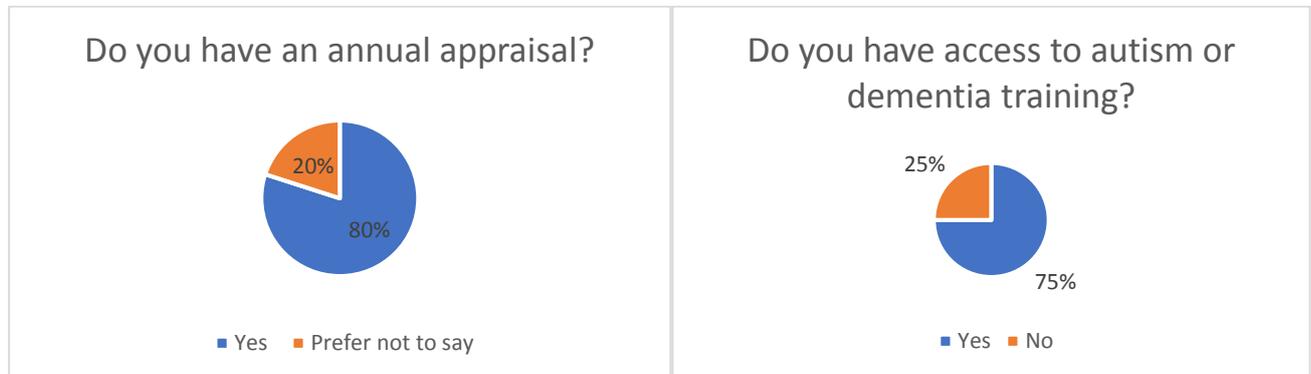


Staff stated that local arrangements for those who needed a domiciliary visit or who might find it hard to access My Dentist, Langham Road because of mobility requirements or dementia were referred to special care if treatment could not be carried out at My Dentist, Langham Road. Members of staff reported that these arrangements are publicised to patients and carer/family members when all treatment plans and arrangements are discussed and “at the point of appointment booking we ask if there are any mobility/learning difficulties.”

My Dentist, Langham Road caters for people who have special needs by “having a dialogue with patients to understand their needs and adjust to meet them”, “informing parents about what

facilities are available or not in this practice” and “surgeries on ground level, hearing aid box and wide enough for wheelchairs.”

### Staff Training and Development



### Practice Manager's Views

The current staffing structure at My Dentist, Langham Road is 2 Dentists, 2 Dental Nurses, 1 Receptionist and 1 Practice Manager who also covers the Practice Manager role at another My Dentist site. At the time of our visit on 7 August 2018 there were 3 staff members working with a Receptionist from another practice providing cover. The days and times available for dental appointments are Monday to Friday 9am to 5.30pm.

My Dentist, Langham Road checks medical history and checks with carers to be dementia friendly. The surgery documents on the file of patients with dementia so that all staff are aware. The receptionists also ring patients to remind them of their appointments. The practice would never de-register a patient suffering with dementia no matter how many times they miss their appointment. My Dentist, Langham Road uses Connect as a translation service.

This dental practice was not aware of the statement on dental complaints produced by Healthwatch and the General Dental Council.

## 2.6 Additional Findings

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

There is clear signage on the outside of My Dentist, Langham Road. The surgery is accessible by public transport and whilst there is no car park however there is parking available on side streets. People with disabilities can use their blue badge to help them park nearby. There was not an accessible lift to the first floor however there is a dentist available on the ground floor. There was no disabled toilet at the Practice. This dental surgery has an appropriate signing in method and sanitising hand gel was available on entry near Reception and on the first floor outside the waiting room. This dental surgery is well maintained and orderly.

### Observations from Enter and View authorised representatives on reception area

The Reception area was open, and both the Receptionists were very discreet and did not reveal any personal information when dealing with patients both on the telephone and in person allowing them privacy.

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

There was enough space for prams, children's buggies and mobility aids however, there was limited space for wheelchairs to access this dentist. There were seats with and without arms in the waiting area however seats at different levels were not available. The latest CQC rating was displayed in the waiting area.

Information on the walls and notice boards were high quality including posters explaining the entitlement to free or reduced-price NHS dental treatment. There was a wide variety of leaflets available on display about relevant health issues including Healthwatch Blackburn with Darwen leaflets. There were toothbrushes, toothpaste and other dental products available to purchase.

Patients were called for their appointments verbally by the clinician. My Dentist, Langham Road has a very informative and up to date website. There were no signs for the toilets. Upstairs near the toilet three fire extinguishers were blocked by a filing cabinet. **The fire extinguishers on the first floor need to be accessible in a case of a fire.**

### Observations from Enter and View authorised representatives on staffing

At My Dentist, Langham Road the atmosphere of the service was calm, professional and friendly. Throughout this Enter and View visit all the staff talked to patients respectfully, were very friendly, caring and helpful.

### Observations from Enter and View authorised representatives on additional facilities

The toilet was upstairs with no lift available, so these toilet facilities would not be accessible to people with disabilities. Handwashing and drying facilities were available in the toilet however there was no emergency cord or support arm for the toilet. There was no evidence of promotion of use of British Sign Language and hearing loops which needs to be displayed. Connect is the current available translation service.

My Dentist, Langham Road is dementia friendly with different coloured flooring and furniture. There was no clock in the waiting area. There is no active Patient Participation Group at the surgery. Whilst this is not a requirement, management may wish to consider establishing a PPG as good practice.

## 2.7 Recommendations

**Recommendation 1:** To ensure people know about the complaints procedure. My Dentist, Langham Road to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2019.

**Provider Response:** We are committed to ensuring that all our patients are aware of our complaints process as it is a vital way in which to understand our patients concerns and demonstrate learning. Whilst we do display our complaints procedure in the waiting room and on our website at [www.mydentist.co.uk](http://www.mydentist.co.uk) we will also place a sign on the reception desk to remind patients that we wish to hear of any concerns they have. The sign will encourage patients to ask the team about the complaints procedure and direct them to our feedback page on the practice's website.

**Recommendation 2:** To ensure the fire extinguishers on the first floor are not blocked and can be easily accessible. My Dentist, Langham Road to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2019.

**Provider Response:** We have arranged to remove all blockages to the fire extinguishers on the first floor and we will ensure they are easily accessible.

**Recommendation 3:** To provide information about British Sign Language support and hearing loops in the waiting area. My Dentist, Langham Road to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2019.

**Provider Response:** Thank you for identifying this need. We have contacted the BSL to request posters and leaflets which provide patients with support information. The practice does operate an induction loop and we will be making sure that our signage regarding the loop is clearly visible.

## 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:

Healthwatch Blackburn with Darwen,  
Room 28, Bangor Street Community Centre,  
Norwich Street, Blackburn, BB1 6NZ

Telephone: 01254 292686

Email: [info@healthwatchbwd.co.uk](mailto:info@healthwatchbwd.co.uk)

Website: [www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)