



KELVIN  
HOUSE  
DENTAL PRACTICE

“word  
of  
mouth”

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Quotes from some of our patients who were interviewed by the CQC

*“I’m always impressed with how clean and tidy the surgery room is. It looks clinical like you’d expect and it gives me confidence that things are run in a professional way.”*

*“There’s certainly good teamwork between the dentist and the nurse which is reassuring because you feel that things are organised and safe.”*

#### Full marks from CQC inspection

Last month we had our very first practice inspection by the Care Quality Commission. This is the same group that have been clamping down on poor standards within hospitals and care homes. This year is the first time that they will inspect all private and NHS dental practices in the UK. Next year, they will start inspecting all medical practices.



I am very pleased to report that we passed on all of the 16 CQC Essential Standards. I can now sympathise with all the teachers I know who have told me about the sleepless night before their Ofsted inspection!

There really wasn’t any need to worry as the inspector was very fair and we are in fact very used to having our practice inspected by outside bodies.

We have had NHS inspections from the Dental Practice Board, PCT inspections, BDA GoodPractice inspections and our yearly Denplan Excel inspection. They all tend to look at things from a slightly different angle and it certainly keeps us on our toes and up to date with the myriad of new EU regulations and the increasing mountain of red tape from the Department of Health.

We are very proud of how we run our business and we actually relish the opportunity to have our practice and team ‘Quality Assured’ by an independent source.



FREE WiFi now available in the reception area

Spring 2013