CPD for CQC

“Tie this year’s CPD to your CQC requirements and make life easier,” says dentist and practice management consultant, Seema Sharma.

All NHS and private practices have to register with The Care Quality Commission (CQC) in 2011 and all GDC professionals have to undertake Continuing Professional Development (CPD).

For CQC, practices will be expected to demonstrate how they have translated learning into team action, so at Dentabyte we have launched innovative core CPD courses to help you do that.

CPD for CQC requirements

The Care Quality Commission expects practices to have established written and operational systems for Infection Control, Dental Radiography, Medical Emergencies, and Complaints Handling, including:

- Written policies and procedures
- Leadership and team member roles
- Risk and hazard assessments
- Induction, training & review
- Regular audit, continuous learning and monitoring

Our aim is to help you implement simple systems which can be used to demonstrate to the Care Quality Commission that your team have put their knowledge into action. Individual practice support is also available from Dentabyte for those who need it.

The most consistent method to maintain compliance with health and safety regulations is to conduct a comprehensive annual risk assessment and audit. For assistance with achieving these standards, sample health and safety, infection control and radiation risk assessments/audits are available at our CPD for CQC courses.

Key considerations for your practice team

CPD for CQC topic 1 - Infection Control

HTM01-05 (2009) is the latest guidance, available from the Department of Health. Infection Control Advisor, Sandra Smith, will be outlining the key requirements for compliance with seven standards for infection control in dentistry:

1. Prevention of blood-borne virus exposure
2. Decontamination
3. Environmental design and cleaning
4. Hand hygiene
5. Management of dental medical devices – equipment and dental instruments
6. Personal protective equipment
7. Waste control

Aspects of HTM01-05 that are particularly challenging include:

- Ionising Radiations Regulations 1999 (IRR99) are aimed at employers. Under IRR99 the employer is required to comply with the HSE’s Approved Code of Practice (ACOP) and demonstrate a structured approach to radiation protection to ensure dose is kept as low as reasonably practicable (ALARP), including:
  1. Formal (prior) radiation risk assessment.
  2. Establishment of Local Rules.
  3. Restriction of exposure.
  4. Designation of areas (Controlled or Supervised).
  5. Training in radiation protection for all staff.
  6. Radiation monitoring, record keeping and review.
  7. A Quality Assurance Programme

Complaints should be dealt with swiftly in line with GDC guidelines. Attitude is one of the main factors influencing complaint resolution and Raj Rattan will be sharing his tips for how you can meet the CQC requirements as well as use compliments and complaints management as a tool for practice growth by training the most empathetic communicator in your practice to listen, respond, act and improve.

CPD for CQC topic 2 - Radiation Protection

The Health and Safety Executive (HSE) must be notified 28 days before work commences with X-rays, and all practices must be compliant with two sets of regulations:

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Jiminy Makdissi will outline how to meet the responsibility that IRMER also places on the employer to:

- maintain an equipment log
- set out a framework for procedures
- conduct radiographic audits and
- record certified training for team members
- rate all radiographs in patient notes
- monitor quality

CPD for CQC topic 3 - Medical Emergencies

Practice teams must be fully equipped to appropriately manage the medical emergencies that might occur in the practice.

Professor Sharma is a consultant cardiologist at St George’s Hospital, and has implemented, organised and supported the medical emergency systems for the London Marathon for several years, by coordinating and training more than 100 doctors.

A renowned speaker at medical and cardiology events, he will provide a lively insight into medical emergency management in dental practices.

CPD for CQC topic 4 - Complaints

CQC states: “For the purposes of preventing or reducing the incidence of unsafe or inappropriate care or treatment, the registered person must have an effective system in place for receiving, handling and responding appropriately to complaints and comments made by service users, or persons acting on their behalf, in relation to the carrying out of the regulated activity.”

In registering for Care Quality Commission, practices will have to clearly demonstrate how they have translated learning into team action.

FORTHCOMING COURSE DATES

CORE CPD
- 30 APRIL 2010 - Watford
- 14 MAY 2010 - Gatwick

CPD4CQC
- 19 JUNE 2010 - Docklands

SPEAKERS

RAJ RATTAN: (3.5 hour)
Dental Protection
Legal & Ethical Challenges & Solutions

SANJAY SHARMA: (2 hour)
Medical Director, London Marathon
Medical Emergencies

JIMMY MAKDISSI: (1 hour)
Dental Radiologist
Radiography Essentials

SANDRA SMITH: (0.5 hour)
Infection Control Adviser
Decontamination & HTM 01-05 made easy

RELEVANT CQC REGULATIONS
- Regulation 13 - Premises
- Regulation 14 - Equipment
- Regulation 16 - Consent to Care
- Regulation 17 - Complaints
- Regulation 19 - Staff

DEMONSTRABLE REQUIREMENTS
- Policies & Procedures
- Leadership & Team Roles
- Risk & Hazard Assessment
- Induction, Training & Review
- Regular Audits, learning & monitoring

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About the author

An impassioned advocate of mixed practices, Seema Sharma is a successful dentist who owns four practices, including a six-chair multi-disciplinary centre in the heart of Docklands, and is a practice management consultant, Dentabyte Ltd. Atributing her success to sound management and investment strategies, she recently created the Shama Foundation. If you would like to know more about her humanitarian efforts, email info@seemasharma.co.uk.

For practice management and CQC support email info@dentabyte.co.uk.