The receptionist role in CQC compliance

Glenys Bridges highlights the need for team work

Irrespective of where your practice is located, the new culture of healthcare is one of the whole team working to meet required care standards. Inspectors will visit practices to ensure that each member of the team, irrespective of whether or not they are a GDC registrant have the training and resources required to provide safe, high quality dental care and services.

When it comes to defining the receptionists’ role to ensure compliance with healthcare regulations, there are several essential requirements. For each of these the Provider and Registered Manager must develop policies and procedures. To name but a few, these include procedures for: blending NHS and private services, communicating about and collecting patient’s fees, data security, equality and diversity, patient safety, consent, confidentiality, child protection, risk assessment, the Mental Capacity Act, Information Governance requirements and many more. Irrespective of whether it is delivered in-house or by external trainers, training and preparation for each of these complex aspects needs to be delivered to ensure practice policy and procedures shape the services delivered to patients, rather than simply filling up a folder on a shelf in an office.

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About the author

Glenys Bridges is an independent dental team trainer. She can be contacted at glenys.bridges@gmail.com

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The Health and Social Care (HSC) Act continues to dominate the news during 2012. The regulatory basis of health care services in the UK have been under the microscope for some time now with the Health and Social Care Act of 2008 (Regulated Activities) Regulations creating a new range of requirements for dental care providers alongside those for our colleagues in other health care sectors.

Whilst there is nothing new about dental professionals working to a range of guidelines and standards that aim to ensure high standards of quality and safety in patient care, the way that the regulations introduced in 2011 seek to involve each member of the dental team is. As such each and every member of the dental team needs to know and understand the practices’ quality standards and Statement of Purpose. They must also be trained and supported to play their role in delivering suitable quality care services to patients.

The regulatory basis for dental care is set out in the HSC Act. The standards for each constituent Country of the UK have been stipulated by an appointed local regulatory body. NHS and independent practices in England will be governed by the Care Quality Commission (CQC), in Scotland this will be the role of Healthcare Improvement Scotland (HIS), in Wales the CQC will work in collaboration with the Healthcare Inspectorate Wales and in Northern Ireland the standards have been set by the Regulation and Quality Improvement Authority (RQIA).

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