

Annual Report



Purpose

To provide information on the progress and performance of *Llandovery Dental Practice* in dealing with concerns.

Background:

This report outlines how *Llandovery Dental Practice* has dealt with concerns for the period April 2016 – March 2017.

Executive Summary

- 1. Overview of arrangements in place for dealing with concerns**

At Llandovery Dental Practice we have a complaints/raising concerns policy, which all staff members are trained in. This policy is available to patients upon request. This policy is reviewed annually and reflects current best practice.

- 2. Concerns Statistics (as per data capture return)**
We received no concerns/complaints during this period.

- 3. Themes, trends and any key issues emerging from Concerns**
None

- 4. Lessons Learnt**
Continue to review and improve upon current best practice.

- 5. Conclusion and priorities for improvement**
Refresher training will be provided to all staff members annually, following our annual review and update on policies and procedures.