

Communication Checklist

Instructions on [how to use checklists](#) in the 'Practice Support Manual' (PSM) are provided. Note that a blank Communication checklist is also provided.

Dental Practice Name:	Dentaltown Practice
Overall Responsibility for Checklist:	J. Jones – Principal dentist
Year:	2021

	Team Member Responsible	Date to be Completed	Documentation Storage Site / Supplier details	Completed?	Comments	Review Date
Information about the practice						
Patient Information Leaflet in place and up to date. ^{PI} <ul style="list-style-type: none"> All items are included, as specified in the Terms of Service. Leaflet can be made available in large print 	J Smith (Practice Manager)	Feb 2021	ZZZ Design Services, Edinburgh Tel: 0131 000 000	Mar 2021		Jan 2022
The practice website is up to date.	J Smith (Practice Manager)	Feb 2021	Website Services Tel:	Feb 2021		July 2022
Standard treatment estimates and other information on charges and exemptions are in place and up to date. ^{PI}	J Jones (Principal)	Dec 2021	In filing cabinet under X	Jan 2021	Check that the website has been updated	June 2022

<ul style="list-style-type: none"> Are there changes that need to be communicated? 						
New Patient Pack in place and up to date.	J Smith (Practice Manager)	Nov 2021	In filing cabinet under X		Check that the website has been updated.	May 2022
Appointment/reminder system in place and working effectively.	J Smith (Practice Manager)	June 2021	Technical contact details on Z drive	July 2021		June 2022
Sources of advice and support for the practice to improve accessibility for patients are established and up to date (e.g. interpreting services or disability issues). <i>[See the Disability Equality topic on the PSM.]</i>	J Smith (Practice Manager)	Dec 2021	Contact details in filing cabinet under X and on Z drive.	Sep 2021	Arrange for Local Access Panel to visit for follow up accessibility assessment in June 2015	Dec 2022
Communication with patients						
<p>Policies and procedures affecting or involving patient communication are in place and up to date, e.g.</p> <ul style="list-style-type: none"> appointment reminder and recall procedures; policy on cancellation of appointments; ^{PI} emergency patient procedures both during and out with normal practice hours; ^{PI} complaints procedure policy (for making and handling 	J Smith (Practice Manager)	Dec 2021	On the Z drive with signed copies in the filing cabinet under X.	Feb 2021		June 2022

complaints); ^{PI} <ul style="list-style-type: none"> UK GDPR 2018 / DPA 2018 compliant data protection policy ^{PI} information for patients ^{PI} 						
Displayed information in the practice is up to date. <i>[To include information leaflets and notices, e.g. the complaints notice for patients^{PI} pregnancy enquiry notice^{PI} display screens etc.</i>	J Macdonald (Receptionist)	June 2021	All leaflets and notices are kept in X. Printer contact details are in the contacts folder	June 2021	Make sure the website has been updated.	Dec 2022
Dental team members are identified to patients (e.g. name badges, information posters) ^{PI}	J Macdonald (Receptionist)	June 2021	Embroidered badge supplier contact details are in the contacts folder	April 2021		Dec 2022
Standard treatment aftercare information sheets in place and up to date.	J Smith (Practice Manager)	April 2021	Templates are on the Z drive in X folder	May 2021		Oct 2021
Standard prevention information sheets in place and up to date.	J Smith (Practice Manager)	April 2021	Templates are on the Z drive in Y folder	May 2021		Oct 2021
Arrangements for patients' continuing care if the practice were to close in place and up to date. ^{PI}	J Smith (Practice Manager) and J Jones (Principal)	Jan 2021	This procedure is on the Z drive in the X folder in the cabinet	Dec 2020		Jan 2022
Obtaining consent						

Policy on obtaining consent and consent form (including for treatment of children) in place and up to date. ^{PI}	J Smith (Practice Manager) and J Jones (Principal)	Feb 2021	Template is on the Z drive in the C folder	April 2021		Feb 2022
Feedback, Comments, Concerns and Complaints						
The practice's Feedback, Comments, Concerns and Complaints (FCCC) Officer appointed.	J Smith (Practice Manager), J Jones (Principal) depute.	Jan 2021	N/A	Jan 2021	Make sure the website is updated	Jan 2022
Contact details of the local Health Board FCCC officer and manager are up to date.	J Smith (Practice Manager)	Aug 2021	In the Contacts folder	Sep 2021	Mr A Singh, NHS X Tel: X	Aug 2022
Feedback, Comments, Concerns and Complaints policy information for patients and staff up to date and easily available. ^{PI}	J Smith (Practice Manager)	Aug 2021	Under Policy and Procedures on the Z drive and signed copies in cabinet under X	Jul 2021	Make sure the website is updated.	Aug 2022
Training for all staff in how to deal with FCCC has been arranged/completed.	J Smith (Practice Manager)	Aug 2021	http://www.knowledge.scot.nhs.uk/making-a-difference/resources.aspx		One dental nurse still to complete online training module	Dec 2021
Annual report of Feedback, Comments and Concerns statistics sent to the local Health Board.	J Smith (Practice Manager)	Jan 2022	In filing cabinet under C			Jan 2023
Quarterly reports of complaints statistics sent to the local Health Board.	J Smith (Practice Manager)	Jan 2022	In filing cabinet under C			April 2022

Records of complaints are available ^{PI}	J Smith (Practice Manager)	Ongoing	In small locked cabinet			Ongoing
Duty of Candour						
Duty of Candour Procedure is in place and staff are aware of it. ^{PI}	J Smith (Practice Manager)	April 2021	Under Policy and Procedures on the Z drive and signed copies in cabinet under X	May 2021		April 2022
Duty of Candour incidents are recorded.	J Smith (Practice Manager)	Ongoing	In small locked cabinet			Ongoing
Advice on local Duty of Candour annual reporting process has been requested from Health Board and received.	J Smith (Practice Manager)	April 2021	Email saved under Policy and Procedures on the Z drive	June 2021	Reports (including nil reports) to be sent to HB annually by 30 th May.	April 2022
Annual report of Duty of Candour incidents submitted.	J Smith (Practice Manager)	May 2021		May 2021		April 2022
Dealing with Violent Patients						
Violence and Aggression policy in place and up to date.	J Smith (Practice Manager)	Aug 2021	Under Policy and Procedures on the Z drive and signed copies in cabinet under X	Sep 2021		Sep 2022

Staff training in violence & aggression arranged/completed.	J Smith (Practice Manager)	May 2021			J Jones not yet had training.	May 2022
Violent incident reports are kept.	J Smith (Practice Manager)	Ongoing	In small locked cabinet			Ongoing
Security measures are in order. (e.g. alarm working; emergency contact telephone number is up to date and easily available to staff.	J Smith (Practice Manager)	Feb 2021	Contact AAA Security Services Tel:	Feb 2021	Make sure laminated instructions for emergency situations are by each telephone	Feb 2022
Communication within the dental team						
Practice team meetings are scheduled, and minutes/action points recorded. ^{PI}	J Smith (Practice Manager)	Dec 2021	On the Z drive under M		Schedule all 2022 meetings	Dec 2021
Policy for daily opening of NHS email and dissemination of relevant materials to staff ^{PI}	R Jones (Receptionist)	Ongoing				Ongoing
Referral protocol and procedures are in place and up to date. ^{PI}	J Jones (Principal)	Dec 2021	Under Policy and Procedures on the Z drive and in cabinet under X			Dec 2022
Communication with other professionals and referral						
Referral form is in place and up to date.	J Smith (Practice Manager)		On Z drive in templates folder			

^{PI} – Practice inspection item