



**Peninsula Dental Social Enterprise
Annual Patient Safety and Quality Bulletin**

Academic Year 2017-18



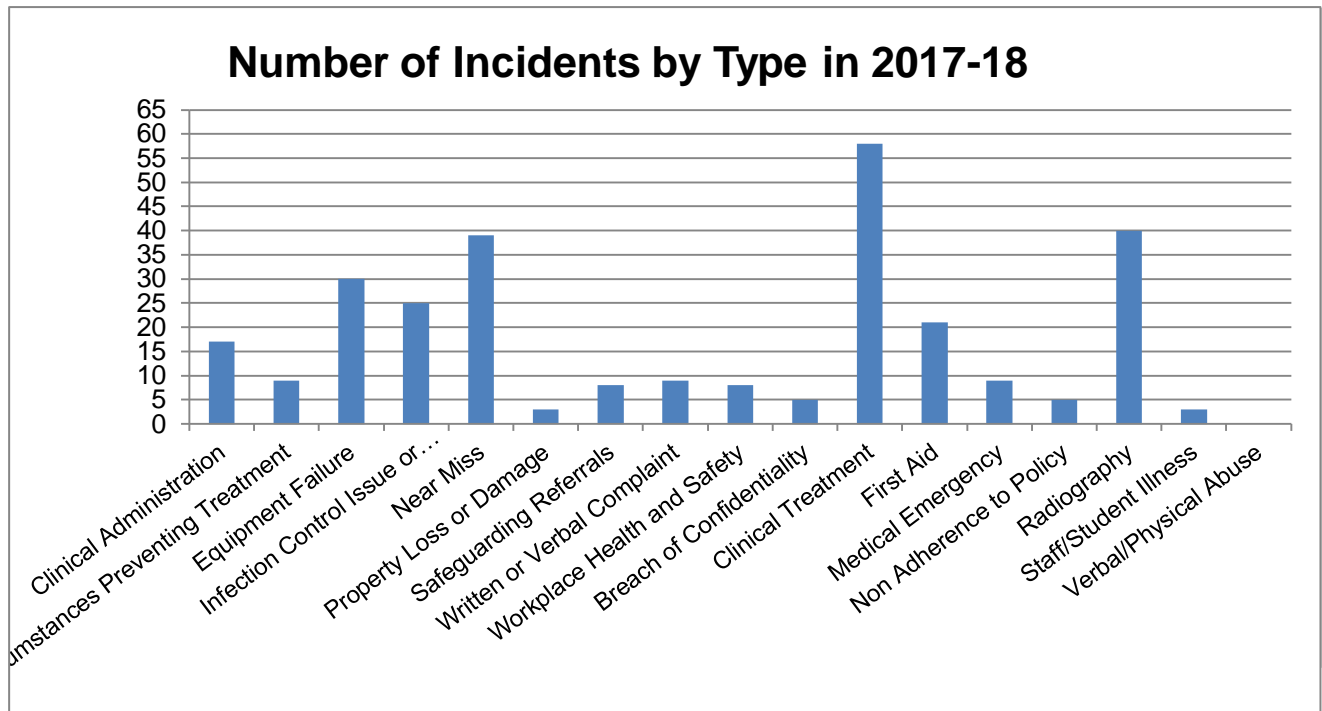
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Total Incidents

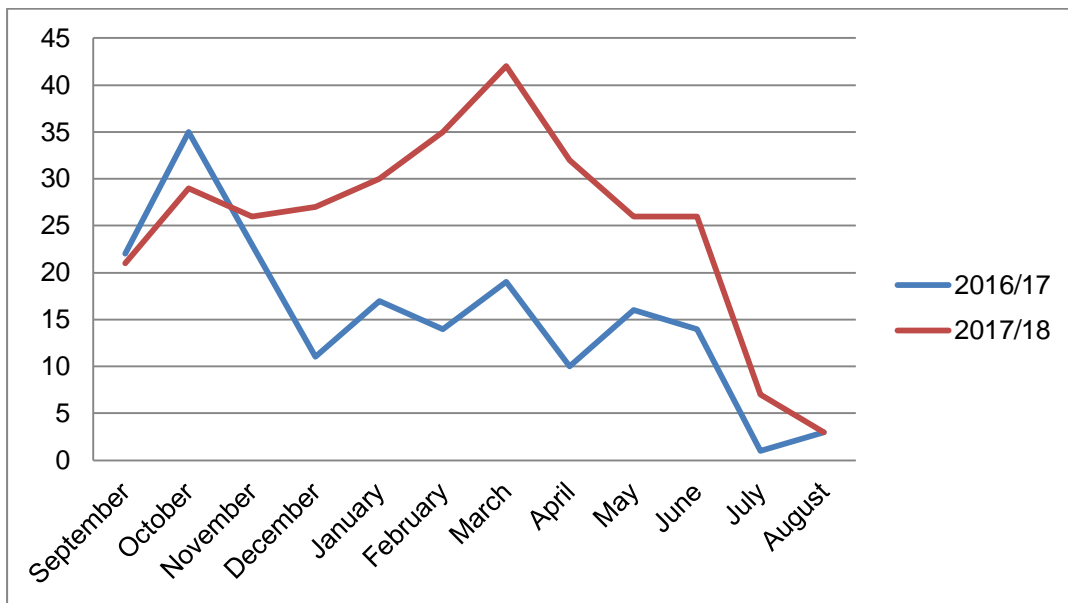
The total number of incidents recorded throughout the academic year 2017 to 2018 was 294.

Full breakdown by incident type as follows:



Clinical Administration	17	Breach of Confidentiality	5
Circumstances Preventing Treatment	9	Clinical Treatment	58
Equipment Failure	30	First Aid	21
Infection Control Issue or Contamination Injury	25	Medical Emergency	9
Near Miss	39	Non Adherence to Policy	5
Property Loss or Damage	3	Radiography	40
Safeguarding Referrals	8	Staff/Student Illness	3
Written or Verbal Complaint	9	Verbal/Physical Abuse	5
Workplace Health and Safety	8		

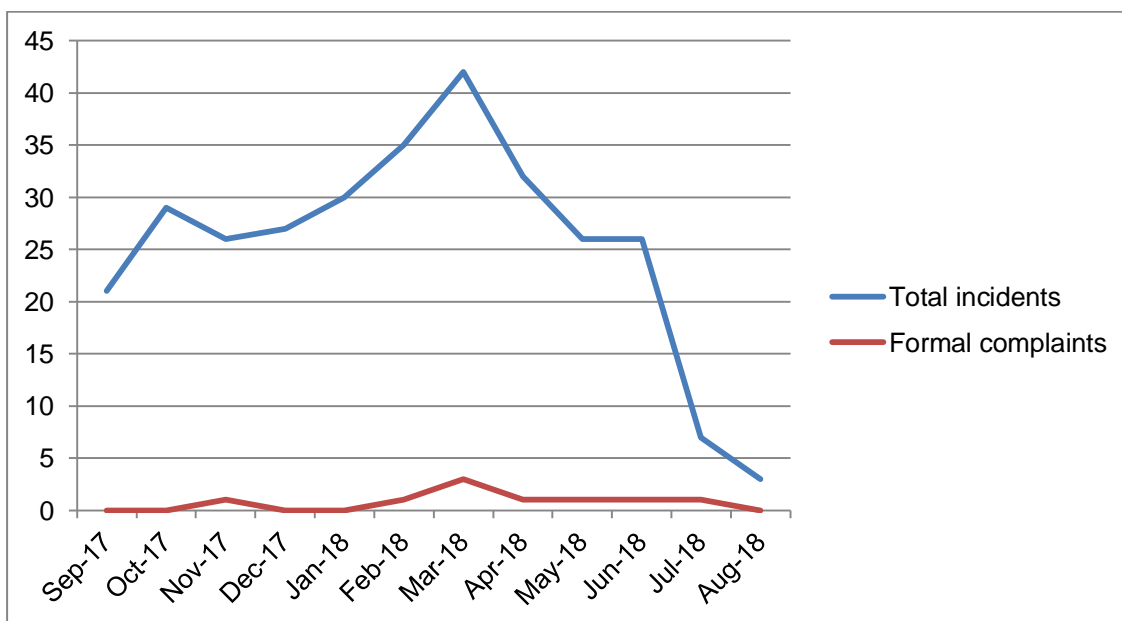
1st September – 31st August Comparison by Year



Year on year there has been a slight increase in the number of incidents across the academic year, apart from October where the reported incident rate was considerably lower for 2017 compared to 2016.

Higher levels of clinical activity across all sites, as well as the heightened emphasis upon all staff and students to report incidents, have contributed to the rise in recorded incidents when compared to the previous academic year.

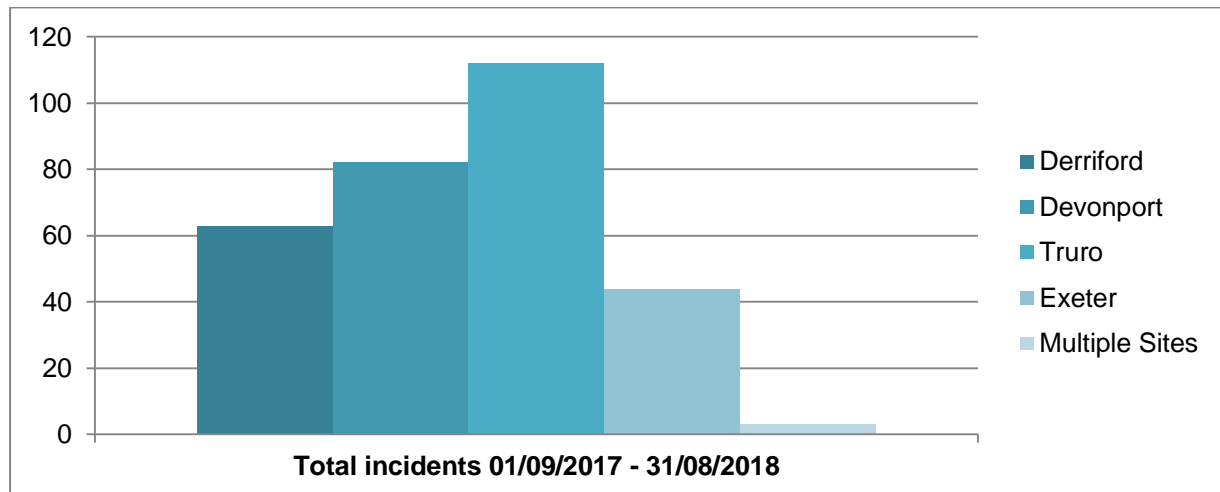
Total Incidents and Formal Complaints for the Calendar Year



Formal Complaints

There were nine formal complaints received during September 2017 and August 2018. All formal complaints received are fully investigated, following the process set out in the PDSE complaints policy and a formal response issued.

Breakdown of Incidents by DEF September 2017 – August 2018



Each DEF will have varying levels of clinical activity and different year groups and, as a result cannot be directly compared.

Clinical Incidents

There were 58 clinical incidents reported during the year. This amounted to a calculated ratio of 0.23 clinical incidents in every 100 appointments attended.

The two most commonly occurring incidents of this category included accidental trauma to the patient caused by a bur or polishing disk and sodium hypochlorite leaking during endodontic treatment.

On investigation of the recorded incidents involving the patient experiencing the taste of sodium hypochlorite whilst undergoing root canal treatment, it was identified that the reoccurring incidents may be linked to the lack of formative assessment in this area. This information was fed back to appropriate year leads and in collaboration with SDLE the BDS curriculum was amended to include achieving adequate endodontic caulking technique. Subsequently, the number of incidents of this type decreased towards the end of the academic year.

Contamination Injuries

There were 23 contamination injuries reported during the year. The contamination injury protocol was followed in every necessary instance. On comparison with clinical incidents during 2017/2018, the calculated ratio of contamination injuries amounted to 0.09 per every 100 appointments attended.

Medical Emergencies

There were nine medical emergencies during the academic year. A thorough debrief was held after each instance and learning from reflection incorporated into the termly medical emergency practice scenarios to improve practices.

Never Events

There were no never events reported in the year.

Patient Feedback

During the academic year 2017-18, 479 patients left feedback. 94% of the respondents gave positive feedback, stating they were extremely likely or likely to recommend us to their friends and family. The remaining 6% either gave a neutral response or did not answer this question.