



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

**Academic Year 2018-2019**



## Contents

1. Total incidents	Page 2
2. Annual incident comparison	Page 3
3. Total incidents and formal complaints	Page 3
4. Formal complaints	Page 4
5. Breakdown of incidents by DEF	Page 4
6. Clinical treatment incidents	Page 4
7. Contamination injuries	Page 5
8. Medical emergencies	Page 5
9. Never events	Page 5
10. Patient feedback	Page 5

## Annual Patient Safety and Quality Bulletin

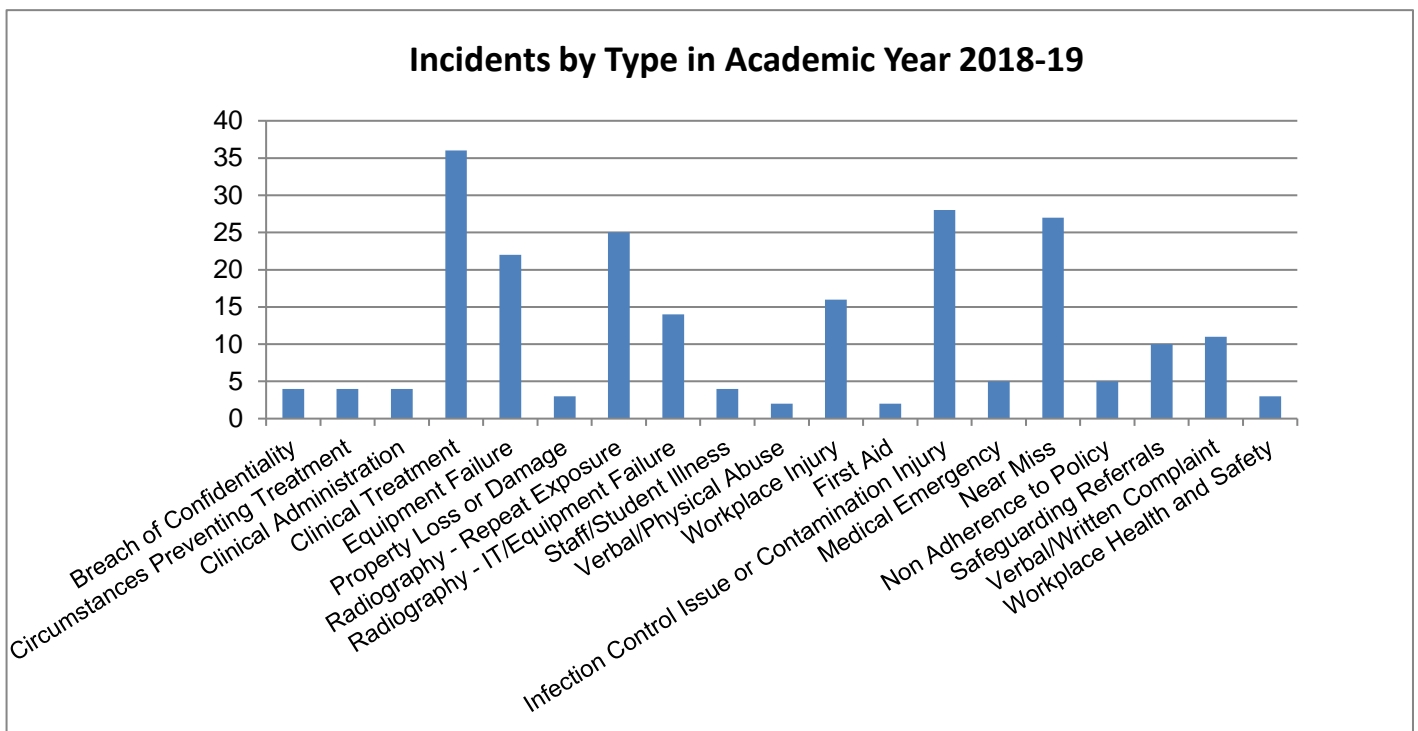
### Academic Year 2018-2019

This report provides a breakdown of figures obtained throughout the academic year 2018-2019.

#### 1. Incidents Reported:

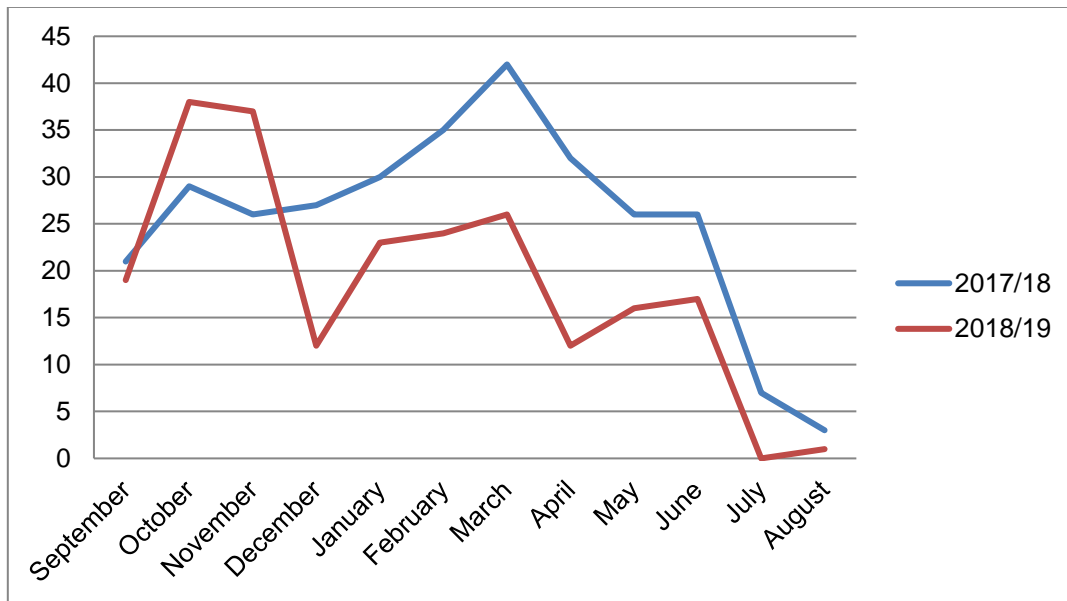
There were 225 reported incidents reported.

Summary of incidents:



Breach of Confidentiality	4	First Aid	2
Circumstances Preventing Treatment	4	Infection Control Issue or Contamination Injury	28
Clinical Administration	4	Medical Emergency	5
Clinical Treatment	36	Near Miss	27
Equipment Failure	22	Non Adherence to Policy	5
Property Loss or Damage	3	Radiography – IT/Equipment Failure	14
Radiography – Repeat Exposure	25	Safeguarding Referrals	10
Staff/Student Illness	4	Verbal/Written Complaint	11
Verbal/Physical Abuse	2	Workplace Health and Safety	3
Workplace Injury	16		

## 2. Annual Incident Comparison

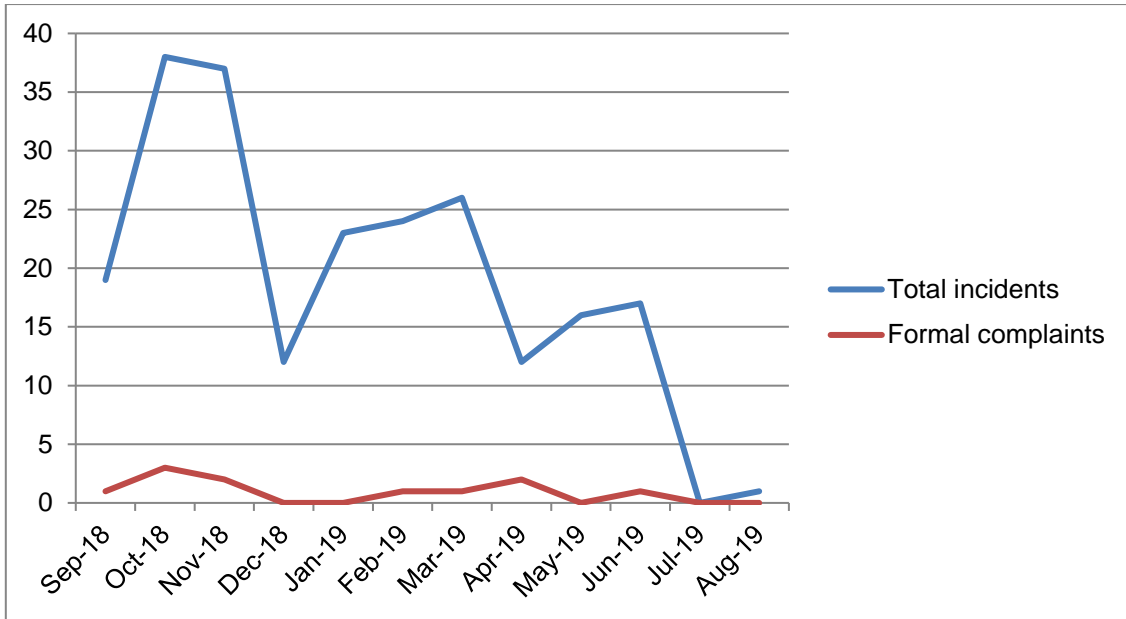


Overall there have been a reduction in the total number of incidents throughout the academic year with 225 reported during 2018-2019, in comparison to the 294 reported in 2017-2018.

The gradual decrease in the rate of incidents reported is reflected throughout the course of the academic year, as reflected above.

This change reflects the refining of incident categories and the clarification of what constitutes a reportable incident, which has taken place over the past 12 months.

## 3. Total Incidents and Formal Complaints

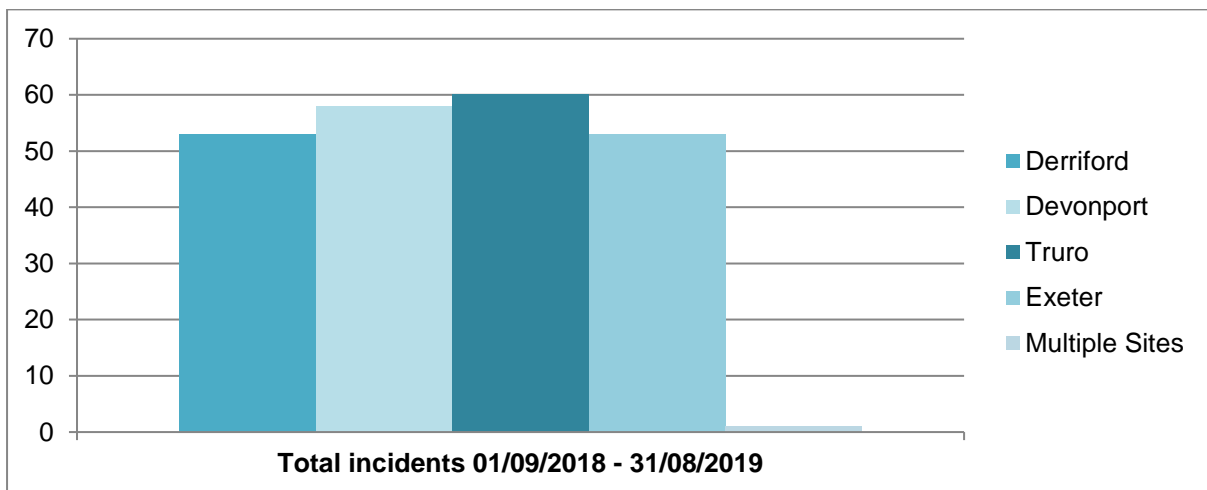


#### 4. Formal Complaints

There were 11 formal complaints received during the academic year 2018-2019 resulting in a rate of 0.04 complaints per 100 appointments attended. This rate is the same as last year.

All formal complaints are subject to a full investigation process, within the timeframes specified in the PDSE complaints policy and a formal response issued.

#### 5. Breakdown of Incidents by DEF



Each site has reported a similar number of incidents throughout the year, however factors such as stage of training and differences in clinic timetables prevents a direct comparison.

#### 6. Clinical Treatment Incidents

There were 36 clinical incidents related to dental treatment throughout the academic year 2018-19. This amounted to a rate of 0.13 clinical treatment incidents per 100 appointments attended. In comparison to last year where the rate of clinical incidents was 0.23 per 100 appointments attended.

The majority of clinical incidents reported relate to minor injury accidentally caused to the patient during dental treatment, such as abrasion to the soft tissues.

The number of incidents involving patients experiencing the taste of hypo-chlorite during endodontic treatment has significantly reduced, following the amendments to the curriculum introduced last year.

## **7. Contamination Injuries**

13 contamination injury incidents were recorded during academic year 2018-19. The contamination injury protocol was followed on every occasion.

On comparison with clinical incidents during 2018-19, the rate of contamination injuries amounted to 0.06 per every 100 appointments attended.

This is a significant reduction to the 23 contamination injuries that occurred the previous year, resulting in a rate of 0.09 per 100 appointments attended.

## **8. Medical Emergencies**

There were 5 medical emergencies reported throughout the academic year 2018-2019.

## **9. Never Events**

No never events were reported during the academic year.

## **10. Patient Feedback**

During the academic year 2018-19, 3153 patients left feedback with 95% of respondents giving positive feedback, stating that they were extremely likely or likely to recommend us to their friends and family.

This year has demonstrated a significant rise in patient participation across all sites, which to date is the highest level of feedback received.