



Peninsula Dental Social Enterprise Patient Safety and Quality Bulletin

Academic Year 2019 - 2020



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Annual Patient Safety and Quality Bulletin

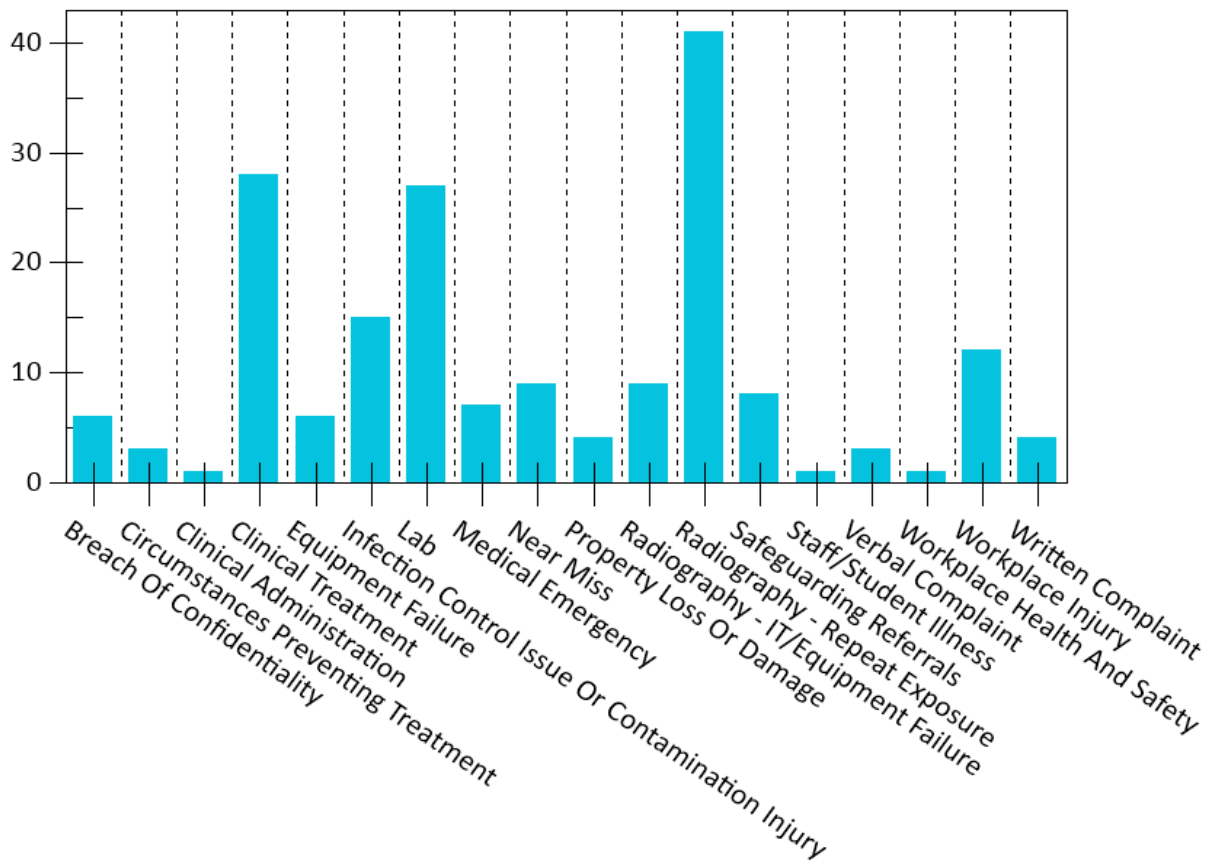
Academic Year 2019 -2020

This report provides a breakdown of figures obtained throughout the academic year 2019 - 2020.

1. Incidents Reported:

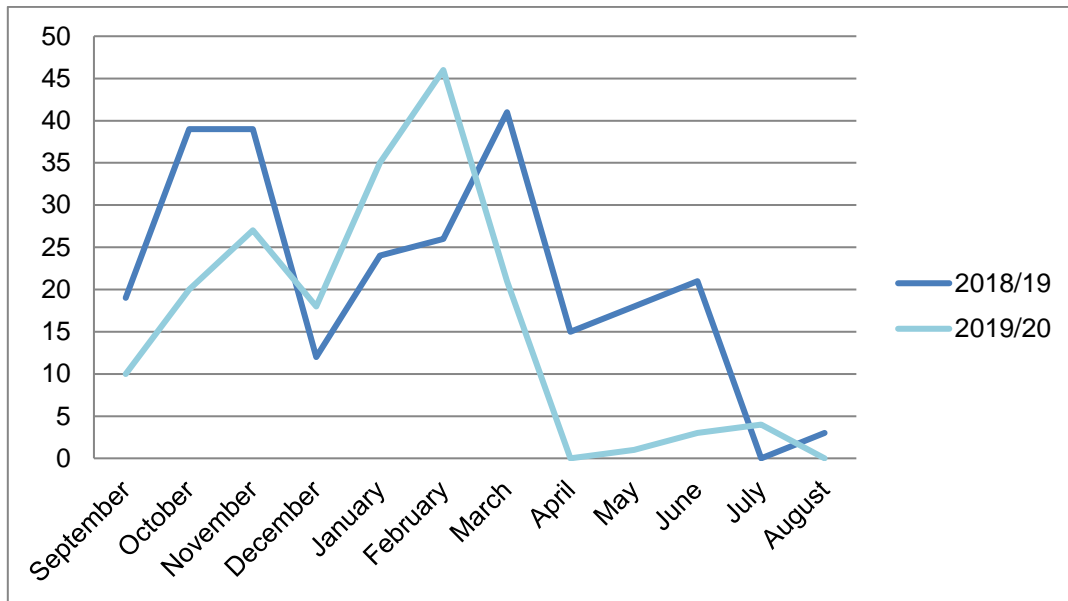
There were 185 incidents reported throughout the academic year.

Number of Incidents by Type in Academic Year 2019 - 2020



Breach of Confidentiality	6	Property Loss or Damage	4
Circumstances Preventing Treatment	3	Radiography – IT/Equipment Failure	9
Clinical Administration	1	Radiography – Repeat Exposure	41
Clinical Treatment	28	Safeguarding Referrals	8
Equipment Failure	6	Staff/Student Illness	1
Infection Control Issue or Contamination Injury	15	Verbal Complaint	3
Lab	27	Workplace Health and Safety	1
Medical Emergency	7	Workplace Injury	12
Near Miss	9	Written Complaints	4

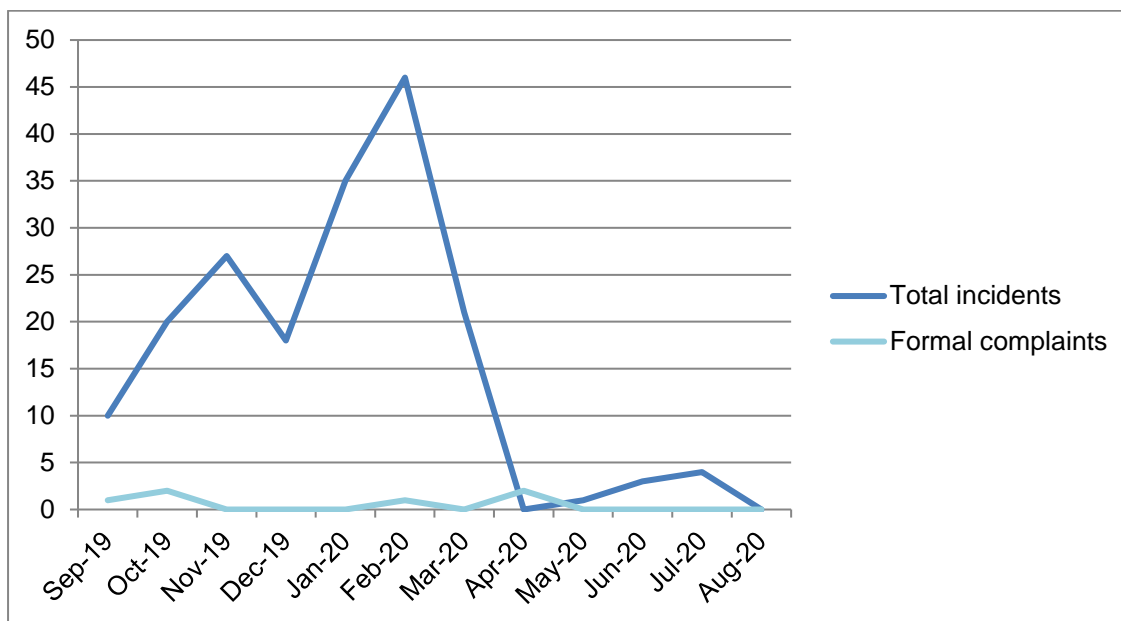
2. Annual Incident Comparison



Overall there has been a reduction in the total number of incidents reported throughout the academic year with 185 recorded during 2019-2020, in comparison to the 225 reported during 2018-2019.

The rate of incidents at the beginning of the academic year was initially lower than previously recorded before peaking in the month of February. The sudden closure of clinics due to Covid-19 in March 2020 resulted in a sharp drop off of incidents reported from April onwards.

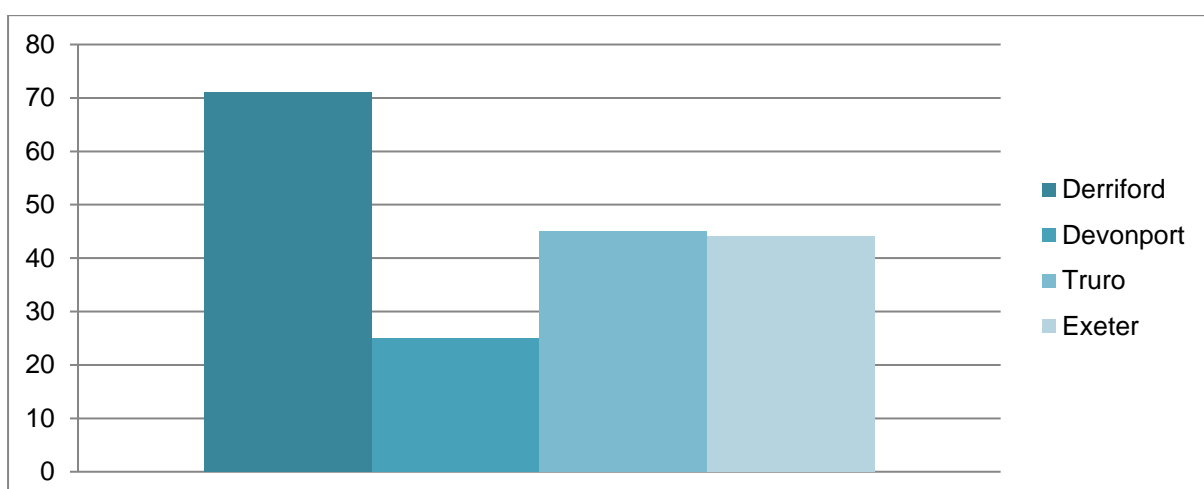
3. Total Incidents and Formal Complaints



4. Formal Complaints

There were 4 formal complaints received during the 2019 – 2020 academic year, which amounts to 0.02 complaints in every 100 appointments attended. We have observed a reduction in the number of formal complaints compared to the last academic year when the rate was 0.04. All formal complaints received are either fully investigated or under investigation, following the process set out in the PDSE complaints policy and a formal response issued.

5. Breakdown of Incidents by site



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

6. Clinical Treatment Incidents

There were 28 clinical treatment incidents reported throughout the academic year 2019-20. This resulted in a rate of 0.14 clinical treatment incidents in every 100 appointments attended.

This is a small rise in comparison to the last academic year when the rate of clinical incidents was 0.13 in every 100 appointments, but remains significantly lower than the rate reported during 2017-2018 which was 0.23.

7. Contamination Injuries

6 contamination injury incidents were recorded during academic year 2019-20. The contamination injury protocol was followed in every instance.

On comparison with clinical incidents during 2019-20, the rate of contamination injuries was 0.03 per every 100 appointments attended.

This demonstrates an ongoing reduction in the rate of contamination injuries year on year, with a rate of 0.06 reported during 2018-2019 and a rate of 0.09 reported during 2017-2018.

8. Medical Emergencies

There were 7 medical emergencies reported during the academic year 2019-2020.

9. Never Events

There were no never events were reported during the academic year 2019-2020.

10. Patient Feedback

During the academic year 2019-20, 4067 patients left feedback across all 4 sites. This demonstrates an increase in patient participation of 914 responses. 94% of the respondents gave positive feedback, stating they were extremely likely or likely to recommend us to their friends and family, with the remaining 6% giving either a neutral response or failing to answer the question.