

PDSE Quality Improvement Plan
Academic Year 2024/25

Improvement Action	Responsible	Deliverable	Review Date	PDSE Value	PDSE Priority	Activity Theme	Importance to PDSE
<p>Promote an open culture and ensure the process for raising concerns is understood amongst staff and students.</p> <p>The PDSE Raising Concerns at Work policy, including a flowchart process map, is available on SharePoint, and linked with UoP process for raising concerns to ensure collaborative process. A Freedom to Speak Up Guardian has been appointed for PDSE.</p>	Chief Executive	Annual review and update of Raising Concerns at Work policy.	Aug-25	Patient Centred Care	Provide First class dental education	Human Resources	Required by law and / or relevant professional regulations
<p>Produce and publish annual Social Audit Reports</p>	Chief Operating Officer	Publish 2025 Annual Social Audit Report	Sep-25	Patient Centred Care	Community engagement	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Ensure all complaints are monitored and actioned appropriately.</p> <p>All complaints are reviewed, recorded and acted upon appropriately within timescales dictated by PDSE policies. Any key learning points will be cascaded through PS&QB or the appropriate committee. Comparisons and trends are monitored through the Clinical Dashboard. Any complaints that cannot be resolved or are of a serious nature are reported to the Board for further discussion.</p>	Clinical Governance & Operations Manager	Review of complaints received, and actions taken, during AY 24/25	Aug-25	Patient Centred Care	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Analyse the patient feedback responses published in the Patient Satisfaction Survey, Activity Report and KPI tracker to identify common themes and associated improvements.</p> <p>Monthly feedback will be collated on NHSE KPI tracker.</p> <p>Patient feedback responses will be collated in bi-annual</p>	Governance & Operations Manager	Monthly feedback data published on KPI tracker	Monthly	Patient Centred Care	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<p>satisfaction surveys to monitor trends and overall patient satisfaction with services.</p> <p>Patient feedback collated monthly on the following:</p> <ul style="list-style-type: none"> • Patients reporting that their oral health has improved following completion of their care plan • Patients satisfied with the cleanliness of the facilities • Patients satisfied with the helpfulness of staff • Patients reporting that they felt sufficiently involved in decisions about their care • Patients satisfied with time taken to get an appointment • Patients were satisfied with the overall outcome of their care and treatment 							
<p>Analyse the patient feedback responses published in the Patient Satisfaction Survey, Activity Report and KPI tracker to identify common themes and associated improvements.</p> <p>Monthly feedback will be collated on NHSE KPI tracker.</p> <p>Patient feedback responses will be collated in bi-annual satisfaction surveys to monitor trends and overall patient satisfaction with services.</p> <p>Patient feedback collated monthly on the following:</p> <ul style="list-style-type: none"> • Patients reporting that their oral health has improved following completion of their care plan • Patients satisfied with the cleanliness of the facilities • Patients satisfied with the helpfulness of staff • Patients reporting that they felt sufficiently involved in decisions about their care • Patients satisfied with time taken to get an appointment • Patients were satisfied with the overall outcome of their care and treatment 	Governance & Operations Manager	Publish Patient Satisfaction Survey	Jun-25	Patient Centred Care	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Collect patient feedback through 'friends & family test', with any trends identified requiring action informed through Clinic Operation meeting and PS&QB.</p>	Clinical Governance and Operations Manager	Longitudinal analysis of a year of (12) monthly data and identification of trends and recurrent themes to	Apr-25	Patient Centred Care	Community engagement	Service Provision	Required by law and / or relevant professional regulations

A patient feedback section has now been added to the website, and QR codes have been introduced to drive feedback submission. Questions are updated to reflect NHSE KPI data collection and submitted monthly with annual overview recorded in Activity Report		inform planning and improvement processes.					
Maintain ICO registration for PDSE Ltd and CIC.	Chief Executive	Updated as required.	Monthly	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
Maintain ICO registration for PDSE Ltd and CIC,	Chief Executive	Formal review at the end of the academic year.	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
Maintain registration of clinical activity and registered managers with the Care Quality Commission.	Chief Executive	Updated as required.	Monthly	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
Maintain registration of clinical activity and registered managers with the Care Quality Commission.	Chief Executive	Formal review at the end of the academic year.	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
Ensure appropriate levels of safeguarding within all DEFs through a robust and effective framework, including Adult & Child Protection Policies & WNB Process. Safeguarding Toolkit incorporated into staff and student inductions. Named safeguarding coordinators are available in each DEF and act as the recognised point of contact for safeguarding matters. Termly Safeguarding Committee meetings to discuss policy updates, reflect on incidents and areas for improvement. Annual Safeguarding Statement published on PDSE website.	Chief Executive	Review, update and publish Annual Safeguarding statement.	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<p>Continue Radiation Protection, IRMER Compliance & Radon Monitoring.</p> <p>Maintain:</p> <ul style="list-style-type: none"> · Workplace Radon action plan and risk assessment, in accordance with regulations · Continuous monitoring of Radon levels · Schedule of QA audits (termly) QC audits (annually) · Radiography policies and Local Rules reviewed and updated annually. 	Chief Operating Officer	Annual review and update of Workplace Radon Action Plan.	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Continue Radiation Protection, IRMER Compliance & Radon Monitoring.</p> <p>Maintain:</p> <ul style="list-style-type: none"> · Workplace Radon action plan and risk assessment, in accordance with regulations · Continuous monitoring of Radon levels · Schedule of QA audits (termly) QC audits (annually) · Radiography policies and Local Rules reviewed and updated annually. 	Chief Operating Officer	Annual review and update of Radiography policies and local rules	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Ensure high standards of health and safety throughout all PDSE facilities.</p> <p>Health and safety included in all staff/student inductions.</p> <p>H&S policy and regular audit reviews to ensure standards are achieved.</p> <p>Fire risk assessments reviewed and updated annually.</p> <p>Comprehensive maintenance and testing schedule of all plant and equipment.</p>	Chief Operating Officer	Completion of audit reviews.	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Ensure high standards of health and safety throughout all PDSE facilities.</p> <p>Health and safety included in all staff/student inductions.</p> <p>H&S policy and regular audit reviews to ensure standards are achieved. Fire risk assessments reviewed and</p>	Chief Operating Officer	Annual review and update of fire risk assessments.		Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

updated annually. Comprehensive maintenance and testing schedule of all plant and equipment.							
<p>Ensure high standards of health and safety throughout all PDSE facilities.</p> <p>Health and safety included in all staff/student inductions.</p> <p>H&S policy and regular audit reviews to ensure standards are achieved.</p> <p>Fire risk assessments reviewed and updated annually.</p> <p>Comprehensive maintenance and testing schedule of all plant and equipment.</p>	Chief Operating Officer	Audit of plant and equipment maintenance and testing undertaken during AY 24/23	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Produce Annual Statement of Cross Infection.</p> <p>Provide overview of DEF audits, staff training and incidents throughout the academic term.</p> <p>Related themes fed back from the group through Clinic Operations meetings.</p>	Clinic Manager	Publish termly cross infection reports.	Dec-24	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Produce Annual Statement of Cross Infection.</p> <p>Provide overview of DEF audits, staff training and incidents throughout the academic term.</p> <p>Related themes fed back from the group through Clinic Operations meetings.</p>	Clinic Manager	Publish termly cross infection reports.	May-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Maintain high standards of record keeping and record management.</p> <p>Assess record keeping standards across all sites through randomised audit of clinical records. Audit report identifies emerging trends and themes.</p> <p>Action plans circulated to Clinical Leads and Clinic Team Leaders to oversee action implementation at individual sites.</p>	Clinic Manager	Undertake audit of clinical records.	Apr-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<p>Maintain high standards of record keeping and record management.</p> <p>Assess record keeping standards across all sites through randomised audit of clinical records. Audit report identifies emerging trends and themes. Action plans circulated to Clinical Leads and Clinic Team Leaders to oversee action implementation at individual sites.</p>	Clinic Manager	Action plans for each site circulated	Jun-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Continue Infection Prevention Society Audit to assess infection control compliance.</p> <p>Each site completes an IPS audit bi-annually to assess compliance of infection control policies and procedures. Internal IC audits are incorporated into a Termly Audit.</p>	Clinic Manager	Conduct termly audits	Dec-24	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Continue Infection Prevention Society Audit to assess infection control compliance.</p> <p>Each site completes an IPS audit bi-annually to assess compliance of infection control policies and procedures. Internal IC audits are incorporated into a Termly Audit.</p>	Clinic Manager	Conduct termly audits	May-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Reduce the risk of cross infection risk, share best practice and update procedures.</p> <p>Infection Control Committee meetings to discuss infection control policy and protocol updates are held termly. Analysis of incidents, trends, staff training and related themes fed back from the Committee to Clinic Operations meetings.</p>	Clinic Manager	Infection Control Meetings	Dec-24	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Reduce the risk of cross infection risk, share best practice and update procedures.</p> <p>Infection Control Committee meetings to discuss infection control policy and protocol updates are held termly. Analysis of incidents, trends, staff training and related themes fed back from the Committee to Clinic Operations meetings.</p>	Clinic Manager	Infection Control Meetings	May-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<p>Ensure effective infection control routines are in place and adhered to reduce the transmission of respiratory infection.</p> <p>Regular review of procedures to be conducted in line with National guidance updates, and undertaken by the Infection Control Committee, and overseen by Clinic Manager.</p>	<p>Clinical Governance & Operations Manager</p>	<p>Review and update of infection control procedures.</p>	<p>May-25</p>	<p>Professionalism</p>	<p>Provide First class dental education</p>	<p>Regulatory Requirement</p>	<p>Required by law and / or relevant professional regulations</p>
<p>Continue monitoring of contamination injury incidents.</p> <p>The frequency of contamination injuries will be reported and shared with all staff (including the UoP FoH Health & Safety Committee).</p> <p>Learning points will be fed back via joint Clinic Operations meetings and Clinic Leads/Patient Safety and Quality Bulletin.</p> <p>Overall rate of incidents included in Annual PS&QB.</p>	<p>Clinical Governance & Operations Manager</p>	<p>Monthly reporting of contamination injury incidents.</p>	<p>Monthly</p>	<p>Professionalism</p>	<p>Provide First class dental education</p>	<p>Regulatory Requirement</p>	<p>Required by law and / or relevant professional regulations</p>
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<p>Ensure compliance with GDPR regulations.</p> <p>Continue with GDPR compliance programme. DPA audit schedule, comprising of site-specific compliance audits completed as part of termly audit, as well as central governance audit conducted annually. Audit scope areas include:</p>	<p>Clinical Governance & Operations Manager</p>	<p>Audits completed termly.</p>	<p>Dec-24</p>	<p>Professionalism</p>	<p>Provide First class dental education</p>	<p>Regulatory Requirement</p>	<p>Required by law and / or relevant professional regulations</p>

<ul style="list-style-type: none"> • Data protection governance and accountability; • Staff data protection training and awareness; • Staff data protection training and awareness; • Security of personal data; • Individual rights requests; • Information sharing; • Records management; • Data Protection Impact Assessments and information risk management. 							
<p>Review Quality Assurance Framework and update as required.</p> <p>Quality Assurance Framework sets out key principles for quality assurance and identifies how PDSE policies and processes demonstrate compliance.</p>	Clinical Governance and Operations Manager	Review and update Quality Assurance Framework	Jun-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Continuous monitoring of incidents, incident rates, identification of trends and learning outcomes cascaded to staff and students.</p> <ul style="list-style-type: none"> · Incidents reported through an online incident reporting platform · Staff and student awareness included at every induction. · Key incidents discussed at monthly Clinical Operations Meeting/Team Meetings/DSCQ. · Addition of monthly monitoring of radiography retake rates included in monthly PSQB. 	Clinical Governance and Operations Manager	Key incident categories reported in Patient Safety & Quality Bulletin and reviewed at the PDSE Board	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Continuous monitoring of incidents, incident rates, identification of trends and learning outcomes cascaded to staff and students.</p> <ul style="list-style-type: none"> · Incidents reported through an online incident reporting platform · Staff and student awareness included at every induction. · Key incidents discussed at monthly Clinical Operations Meeting/Team Meetings/DSCQ. 	Clinical Governance and Operations Manager	Complete analysis of incident rates and year on year comparison (Patient Safety & Quality Bulletin)	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

· Addition of monthly monitoring of radiography retake rates included in monthly PSQB.							
<p>Promote antimicrobial awareness and audit compliance to ensure PSDE recognises the role in helping to reduce the spread of antimicrobial resistance through awareness and audit.</p> <p>Antimicrobial prescription audit completed annually, with results shared with all staff, students and supervisors with recommendations. Patient information now available in all waiting areas.</p> <p>Audits of AB prescriptions undertaken termly, and audit report shared with all staff and students. Site specific action plans developed, and items actioned by Clinical Leads.</p>	Clinical Governance and Operations Manager	Complete annual Antimicrobial Prescription Audit and promulgate results.	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Promote antimicrobial awareness and audit compliance to ensure PSDE recognises the role in helping to reduce the spread of antimicrobial resistance through awareness and audit.</p> <p>Antimicrobial prescription audit completed annually, with results shared with all staff, students and supervisors with recommendations. Patient information now available in all waiting areas.</p> <p>Audits of AB prescriptions undertaken termly, and audit report shared with all staff and students. Site specific action plans developed, and items actioned by Clinical Leads.</p>	Clinical Governance and Operations Manager	Complete termly AB Prescription Audit and promulgate results.	Dec-24	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Promote antimicrobial awareness and audit compliance to ensure PSDE recognises the role in helping to reduce the spread of antimicrobial resistance through awareness and audit.</p> <p>Antimicrobial prescription audit completed annually, with results shared with all staff, students and supervisors with recommendations. Patient information now available in all waiting areas.</p> <p>Audits of AB prescriptions undertaken termly, and audit report shared with all staff and students. Site specific action plans developed, and items actioned by Clinical Leads.</p>	Clinical Governance and Operations Manager	Complete termly AB Prescription Audit and promulgate results.	May-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<p>results shared with all staff, students and supervisors with recommendations. Patient information now available in all waiting areas.</p> <p>Audits of AB prescriptions undertaken termly, and audit report shared with all staff and students. Site specific action plans developed, and items actioned by Clinical Leads.</p>							
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<p>Ensure appropriate policies and protocols are in place to mitigate risks of respiratory illnesses.</p> <p>Update policy framework using national and industry guidelines to manage risks associated with respiratory illness and continual review in line with transmission rates and national guidance.</p>	Director of Clinical Dentistry	Annual review and update of respiratory illness protocols.	Jul-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Ensure all clinical staff are fit to practice professional duties.</p> <p>System in place to ensure that prior to undertaking clinical work all clinical staff:</p>	Director of Clinical Dentistry	Termly review of compliance framework (with UoP).	Dec-24	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<ul style="list-style-type: none"> • have current GDC registration • are named on NHS Performer List • have Occupational Health Clearance • have Professional Indemnity • have DBS clearance • have Mandatory CPD (BLS, Safeguarding, Data Compliance audit undertaken and records held by PDSE HR 							
<p>Ensure all clinical staff are fit to practice professional duties.</p> <p>System in place to ensure that prior to undertaking clinical work all clinical staff:</p> <ul style="list-style-type: none"> • have current GDC registration • are named on NHS Performer List • have Occupational Health Clearance • have Professional Indemnity • have DBS clearance • have Mandatory CPD (BLS, Safeguarding, Data Compliance audit undertaken and records held by PDSE HR. 	Director of Clinical Dentistry	Monthly audit of clinical supervisor induction	Monthly	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Ensure adequate clinical policies, protocols and guidelines are in place to support clinical practice.</p> <p>A comprehensive framework of polices, protocols and guidelines to be available to all students, PDS and PDSE staff.</p>	Director of Clinical Dentistry	Annual review and update of clinical policies, protocols and guidelines.	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Conduct routine clinical audits to ensure Quality Assurance of Radiographs to ensure appropriate diagnostic information.</p> <p>Whilst radiation doses are kept ALARP, taking into account the relevant requirements of IRMER17 and IRR17. To ensure that patients are provided with radiographs in line with FGDP guidance and as clinically appropriate.</p>	Director of Clinical Dentistry	Complete routine clinical radiography audits.	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations

<p>Ensure all staff complete annual schedule of mandatory training incorporating key topic areas in line with their specific role(s).</p> <p>Mandatory training schedule implemented by PDSE HR and updated as required, to ensure skill sets are maintained</p> <p>Compliance monitored by Line Managers termly. Additional training provided for role specific leads e.g. Safeguarding Level 3 for CTLs and Safeguarding Leads.</p>	HR Manager	Review mandatory training completion rates, taking corrective action where necessary	Dec-24	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Continue Legionella compliance programme.</p> <p>Risk assessments are conducted 2-yearly and reviewed annually. Remedial actions are undertaken by the Maintenance & Facilities Manager as identified and routine checks are incorporated into Maintain X software to provide fail-safe double check process.</p>	Maintenance & Facilities Manager	Undertake Legionella risk assessment.	Aug-25	Professionalism	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations
<p>Produce annual clinical activity report, detailing clinical activity and output of students, PDSE Clinicians and Academics throughout the academic year.</p>	Clinical Governance & Operations Manager	Publication of annual Clinical Activity Report	Jun-25	Sustainability	Provide First class dental education	Regulatory Requirement	Required by law and / or relevant professional regulations