

# Annual Report



## Purpose

To provide information on the progress and performance of *Llandeilo Dental Practice* in dealing with concerns.

## Background:

This report outlines how *Llandeilo Dental Practice* has dealt with concerns for the period April 2016 – March 2017.

## Executive Summary

1. **Overview of arrangements in place for dealing with concerns**

At Llandeilo Dental Practice we have a complaints/raising concerns policy, which all staff members are trained in. This policy is available to patients upon request. This policy is reviewed annually and reflects current best practice.

2. **Concerns Statistics (as per data capture return)**

We received no concerns/complaints during this period.

3. **Themes, trends and any key issues emerging from Concerns**

None

4. **Lessons Learnt**

Continue to review and improve upon current best practice.

5. **Conclusion and priorities for improvement**

Refresher training will be provided to all staff members annually, following our annual review and update on policies and procedures.