We carried out an announced focussed follow-up inspection of Catterick Dental Centre on 27 March 2019.

We undertook an announced comprehensive inspection of this service on the 11 July 2017 and found the practice was not safe in accordance with CQC’s inspection framework. The clinical care provided to patients was of a very good standard.

We carried out a follow up inspection on 6 September 2018. At this inspection one of the recommendations made had not been met.

A copy of the report from our last inspection report can be found at:


A recommendation made following the inspection in July 2017 was:

- Despite a review and upgrade of radiology equipment as part of the refurbishment, problems with radiology safety have continued. As a result, the practice has been unable to offer a dental service that requires the taking of X-rays. Therefore, the arrangements for the provision of radiology requires a thorough review to ensure a consistent, safe and effective system to meet patients’ needs.

We reviewed this recommendation at this focussed follow-up inspection.

**Our findings were:**

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<th>Are services safe?</th>
<th>No action required</th>
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Background to this practice

Catterick Dental Centre provides a service to a population of approximately 3900; the majority aged between 18 and 50. The dental centre is a single storey building located in Catterick Garrison and has seven surgeries. A full range of dental care is provided with the emphasis on preventative dentistry. Urgent same day appointments and an out-of-hours on-call service are provided. The practice is equipped to facilitate the use of sedation and also has access to enhanced practitioners for specialised dentistry. Patients requiring oral surgery are referred to the local NHS hospital.

The staff team is made up of military and civilian personnel, including a practice manager, practice supervisor, senior dental officer, six dentists, a dental hygienist, 10 dental nurses and a receptionist.

How we carried out this inspection

Prior to the inspection we reviewed information about the dental centre provided by the practice. During the inspection we spoke with the Senior Dental Officer (SDO) and at arrangements for the provision of radiology to ensure it was a safe and effective system to meet patients’ needs.

Our key finding was:

- A full dental service had been reinstated since 29 October 2018.
- Audit and checks of X-rays showed radiology was safe at the practice.

Dr John Milne MBE BChD, Senior National Dental Advisor
(on behalf of CQC’s Chief Inspector of Primary Medical Services)
Detailed findings

Are services safe?

Our findings

We found that this practice was safe in accordance with CQC’s inspection framework

Reporting, learning and improvement from incidents

At the initial inspection, one of the X-ray sets was taken out of service due to concern about compromising patient safety. At the time the practice had a dedicated X-ray room.

As part of a refurbishment project, X-ray equipment was installed in each of the surgeries. Despite installation checks shortly after reopening, failures with radiology started to occur again. The resilience plan was activated with the closure of the practice to patients needing or potentially needing an X-ray. The hygienist continued to provide a service. Patients received a service from an alternative defence dental practice a mile away.

The Senior Dental Officer explained that the practice remained closed after the last inspection until the network issue was resolved. On 29 October 2018 all clinicians started taking X-rays on fake patients over the period of a week. There were four failures in November 2018; two of which were user errors. This was well below the 5% error threshold. The practice continues to audit the X-rays and there have been no further failures since November.