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Our reviews are undertaken as part of RQIA's Three Year Review Programme 2015-2018. Read more about the areas we are reviewing by visiting our website or by clicking on this image.

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## Review of the Implementation of the Royal Dental Hospital, Belfast Inquiry Action Plan, July 2017

In February 2011, as a result of a review of the clinical performance of a senior consultant at the Belfast Health and Social Care Trust's Royal Dental Hospital, as a precautionary measure, the trust initiated a recall of 117 dental patients.

Following an independent inquiry, chaired by Mr Brian Fee, QC, the Department of Health developed a Dental Hospital Inquiry Action Plan (July 2013), which identified 42 actions to address the inquiry's recommendations for improvement.

In 2014, RQIA was commissioned by the Department of Health to review the implementation of the 2013 Action Plan. At this time, RQIA's review team advised that seven actions had not been completed, and agreed to undertake a further review in the future.

In 2017, RQIA returned to the Dental Hospital to review of the implementation of the outstanding actions.

**RQIA's review team noted that there was insufficient progress to address the actions highlighted in 2014, and made five recommendations to the Belfast Trust to address these shortcomings.**



## Background

In 2014, RQIA found that the Belfast Trust and the HSC Board had made positive progress in relation to addressing the actions contained in the 2013 Dental Hospital Inquiry Action, with 15 of the 22 actions signed off as completed. This included:

- the management of the recall process
- subsequent improvements in administrative processes
- strengthened governance arrangements within the dental hospital
- clarity of roles and responsibilities of staff in relation to patient safety.

The areas that could not be signed off and the key areas that the Belfast Trust had to focus on included: the completion of the refurbishment of the dental hospital; the long term staffing arrangements to ensure sustainability of the oral medicine service; developing the patient and staff outcome measures; and the involvement of and feedback from service users. It was these areas that would be the focus of the 2017 RQIA review.

In undertaking this review, we sought information from the Belfast Trust on the implementation of the outstanding action points, which we validated through meetings with the staff and senior managers at the Dental Hospital.

It was disappointing to note that only one action point had been fully addressed by the Belfast Trust since RQIA's 2014 review.

In order to address the outstanding action points, RQIA's review team made a further five recommendations to contribute to the full implementation of the Department of Health's Dental Hospital Inquiry Action Plan (July 2013).

## Recommendations

- A formal review to identify the strategic infrastructure requirements within the Dental Hospital so that appropriate funding can be sourced.
- Establish a clear schedule for the identification and development of patient and staff outcome measures.
- Development of both a formal vision for the future of the oral medicine department, and a strategy that supports the delivery of a high quality contemporary oral medicine service.
- Development of a simplified Personal and Public Involvement (PPI) Policy which is specific to the Dental Hospital.
- Establishment of more robust arrangements for obtaining service user feedback, and integrating the feedback into the PPI process.

In July 2017, RQIA published a report of its findings and recommendations at [www.rqia.org.uk](http://www.rqia.org.uk).