

# Annual Report



## Purpose

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

## Background:

This report outlines how *Old Oak Dental Practice* has dealt with concerns for the period April 2017 – March 2018.

## Executive Summary

- 1. Overview of arrangements in place for dealing with concerns**  
At Old Oak 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.