



Appendix

DD have included below the frequently asked questions (FAQ's) received in relation to the TMA assessment process. These have been included to provide further support, following the webinar hosted by DD, 24/11/2020 with John Milne-CQC Senior National Dental Advisor:

Topic:

New providers/buying a practice/changes to registration

- **Question: What is the process and interview common questions when buying a practice, are there any changes in this process during the transitional period? /Will new squat practices be under the new TMA process?**
Answer: The TMA assessment is currently being used for existing providers rather than new providers/new practice owners, although CQC is making improvements to undertake such interview questions remotely. New providers would be subject to the normal inspection process and questioning
- **Question: Why has my new practice not been inspected yet?**
Answer: CQC has inspected 50% of all dental practices (Nov 2020)
5500 of the 10800 registered practices have been completed as part of the 10% programme
5300 have not inspected
Approximately 1500 between now and end of April 2021 will be contacted using the TMA assessment and this will include some of those not inspected
Consultation will be issued in January 2021 regarding the Future of Regulation and CQC Inspection Process
- **Question: Is there a time frame for inspecting a new provider?**
Answer: This will depend on whether any questions remain after the registration process which might use an inspection or a video call. An inspection would happen in the first year, but again CQC methodology may change as a result of our consultation process.
- **Question: We are looking to merge two locations (both have same owner / registered manager). Do we need to give notice to CQC?**
Answer: When changes are made to the existing CQC Registration/License to Practice this should always be checked with the CQC Registrations Team



CQC Ratings

- **Question: I have heard that Dentists may be rated in 2021, is this correct?**

Answer: There may be rumours being circulated about ratings for Dentistry however nothing has been agreed or decided to date. CQC would like feedback from the Dental Profession as to whether ratings should be implemented and if so how. CQC can argue for and against ratings however the focus should be communication for service users/patients

- **Question: If Dentists are to be rated how would this work and how can CQC ensure this would be consistent?**

Answer: A CQC Consultation period will be issued in January 2021 to obtain feedback from the Dental Profession. If ratings were to be agreed and implemented a consistent approach would be adopted as it is currently, for other healthcare and social care sectors

- **Question: If Dentists were to be rated and the Practice didn't agree with the rating would there be a route/right to appeal process?**

Answer: Yes, as per current other healthcare and social sectors there would be a right to appeal

IT

- **Question: If I don't have access to a computer how is my remote inspection completed?**

Answer: This can be arranged to be conducted by telephone or Facetime if required

- **Question: If I can't use Teams for my TMA appointment, can I just answer questions and send the responses/evidence by email?**

Answer: Yes, however any evidence submitted by email must be encrypted/password protected for security. CQC can provide further support

- **Question: Can I share my computer screen with the CQC Inspector when providing evidence of items such as my Radiation protection file or compliance folders?**

Answer: Yes, many of the TMA assessments already completed have included computer screen shares in order to provide evidence and practices have also completed walk arounds the practice to provide further evidence



General

- **Question: Who needs to be present on the TMA CQC remote inspection?**
Answer: It is for the Practice to decide who is best to attend and answer questions. Many practices have included the service provider/principal and the practice manager
- **Question: How long does the TMA assessment take?**
Answer: On average the remote assessment takes one to one and a half hours to complete however CQC request that you allocate two hours
- **Question: Do I need to send all my supporting practice evidence before, during or after the TMA and if so in what format?**
Answer: The CQC Inspector will confirm whether any evidence is needed prior to the TMA, during or after and if this is emailed it will need to be password protected/encrypted
- **Question: If the remote CQC inspection doesn't go as well as planned, what are the next steps and are the findings published?**
Answer: The CQC Inspector will confirm their findings during the TMA assessment and whether further evidence is required. If further action is needed such as a practice site visit or regulatory action, this will be confirmed by the CQC Inspector. The CQC Inspector will provide a written summary of their findings however this is not published or recorded as an official inspection
- **Question: What has the TMA feedback been like so far?**
Answer: Provider feedback has been extremely positive to date with many practices performing well.
- **Question: What about dogmatic Inspectors?**
Answer: We would hope Inspectors are open to discuss possibilities. If this is a problem, then feed it back to us.
- **Question: Do we receive the same 2 weeks' notice from CQC for a remote inspection?**
Answer: Advance notice is provided and a convenient date and time agreed with the CQC Inspector and the Practice
- **Question: What will the frequency of calls be?**
Answer: CQC will work this out when the Transitional process has been running for a few months. Again, we will listen to what the profession thinks. As a starting point, annual calls might work, but no decision has been taken yet.



General Continued

- **Question: How do CQC decide who will be assessed between now and May 2021?**

Answer: This is mainly via random selection however it may also include those practices who have not received a previous CQC inspection. Due to COVID-19, CQC is also receiving concerns in relation to infection control and health and safety, therefore such concerns will also be followed up

- **Question: Why do we need Regulation/regulating?**

Answer: Regulation is required to ensure that all practices/providers of health and social care, provide safe care and treatment to service users. Although many providers offer excellent care and treatment, some providers unfortunately do not offer safe premises, treatment and care which can result in potential harm to service users and /or staff. Regulation is needed to ensure that “Standards” are met, effective and to ensure continuous improvement

- **Question: Why has CQC requested photographs of my staff during the TMA?**

Answer: This will be as part of the recruitment process and performing identification checks

- **Question: I would like to change my existing service provision to accommodate domiciliary visits-How do I do this and would this result in a TMA?**

Answer: The Practice Statement of Purpose would need to be updated and evidence updated to demonstrate how this would be delivered to provide safe care and treatment. It is advised to inform the CQC of the proposed changes. This may or may not result in a TMA

- **Question: Are patients allowed in waiting room?**

Answer: This is down to risk assessment for practices to decide whether things are Covid safe, think about wearing masks, hand hygiene and maintaining social distancing. Also think about people without cars waiting in the cold and rain.

- **Question: Will CQC be looking at patients? / Whilst the CQC do hold the profession to account for safety and procedures etc. how can the CQC monitor quality of dentistry without ever looking at a patient. In that way how can ratings be truly representative.**

Answer: Looking at patients is often suggested to us, the old DRO service found this to be inefficient, but we are open to the idea that we could look more closely at whether care is effective. This would probably need to be done through more detailed examination of records. Hopefully will be picked up in our formal consultation from Jan 2021

- **Question: What about return after vaccine? / Do we return to pre-covid precautions with upcoming vaccines?**

Answer: We will be guided by advice from PHE. My feeling is that we may not return completely as not everyone will take the vaccine and other viruses may emerge



General Continued

- **Question: Is opening a window for 30 mins enough following AGP?**

Answer: This is down to risk assessment and for you to decide having looked at all the relevant guidance about ventilation and air changes. PHE dental appendix, FGDP and SDCEP all help you to decide

- **Question: Covid raises issues associated with practice cleaners and those dealing with BOTH clinical waste and even general waste. What guidelines are being considered to protect others outside of the Practice Team?**

Answer: Current waste regulations and dental guidance such as HTM 01-05, HTM 07-01 and SDCEP should be followed and associated risks/hazards identified via practice risk assessment to establish safe operating procedures for staff as well as contractors.

- **Question: Looking at safety and monitoring as probably the key issues. How does CQC monitor the Covid infection level experienced in the various sectors...such as hospital dental services, general dental services and community services. My guess is that this “might” point to overall cross infection control.**

Answer: CQC monitors various sector guidance as issued/published along with specific documentation for the dental sector issued by PHE, FGDP and SDCEP. Each registered provider must risk assess the risks posed by potential infections using the various guidance and publications available, to ensure that they are protecting all service users as well as staff

- **Question: Would it be possible to have an app created for CQC, for dentists to stay up to date with regulations, seeking assistance online and would provide an easy platform for communication between practices and CQC officers?**

Answer: CQC is looking to use technology to improve the registration and inspection process as well as communication with registered providers. There will be a formal consultation from Jan 2021 so we would suggest that this is captured within the consultation feedback.

- **Question: Theoretically, if a highly rated practice is not accessible to the NHS public because they're hiding behind a dearth/lack of ppe but have it available to private patients, what could/would the cqc do?**

Answer: This is difficult to answer without establishing all the facts



Useful links

[Monitoring questions for primary care dental providers | Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

[COVID-19: infection prevention and control dental appendix \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

[FGDP CGDent Implications of COVID-19 for the safe management of general dental practice 2 October 2020 v2.pdf](#)

[Coronavirus » Dental standard operating procedure: Transition to recovery \(england.nhs.uk\)](https://www.england.nhs.uk)

DD Support Services

If you require further support in preparing for your Practice CQC TMA assessment, please do not hesitate to contact compliance@ddgroup.com or telephone 0800 0281697, option 1.

DD offers a variety of compliance support packages, compliance consultancy and training services in order to assist practices further, along with clinical and compliance policy/templates bundles, providing over 160 templates. Current offers include:

- 50% off New DD Membership*
- 25% off remote/in-practice training
- 25% off compliance consultancy – which includes personalised advice on dealing with the TMA etc
- 3 for 2 on Compliance/Clinical Policy Bundles (can be mixed with the cheapest bundle free)

Note: Above offers are valid until 31/12/2020 and training/compliance sessions must be booked in the diary/delivered before 31/03/2021

*50% reduction is valid for New DD Membership Contracts and valid for one year only-Membership will revert to the DD Standard price after one year

Please also refer to our website www.ddgroup.com

DD Products and Services Ltd

6 Perry Way, Witham, Essex CM8 3SX

Telephone: 01376 391100

Email: info@ddgroup.com