



SMART DENTAL
COMPLIANCE & TRAINING

CQC Interview Questions & Answers



A guide to help you pass your CQC registered manager interview stress-free. 50 most frequently asked questions



During the first 15 minutes, the inspector would go through your application forms, to make sure the information you have provided on the forms is correct. They will go through both application forms.

They would want a confirmation of your current health condition, or any changes which has occurred since the application for the CQC was submitted.

The interview is divided into 2 section, oral questions, and a tour of the dental practice.

If you are the registered manager and the nominated lead, all the question would be asked directly to you, whereas if there is another nominated lead, some questions will be directed to them as well

Interview Questions & Answer

The first question is about yourself, what is your current role?

1.Can you tell me about the services you will be delivering? The types of services you would be delivering? NHS/Private

- Talk about the services your practice would be offering, for example:
 - ✓ Private
 - ✓ NHS
 - ✓ Mixed
 - ✓ Domiciliary

2.What's in place to keep your patient safe from abuse and neglect?

- We have the following in place in order to ensure patients are kept safe from abuse and neglect:
 - ✓ An update customized Safeguarding Policy and Procedure
 - ✓ We have a safeguarding flowchart which is available for staff and patients
 - ✓ All staff are trained in dealing with safeguarding issues and recognizing abuse
 - ✓ Safeguarding protocol and issues are discussed in Practice meetings.

3.If a member of staff comes to you and has concerns about safeguarding issues regarding a patient, how would you deal with this?

- Firstly, I would investigate the safeguarding issue.
- I would consult all the team members who are aware of this issue
- I would also record the issue, report, and refer to the local safeguarding officer.

4. Have you had to report any safeguarding issues before?

- Talk about any issue you have had to report previously

5. Who would you report the safeguarding issues too?

- Firstly, I would report the issues to the safeguarding lead within the practice
- I would then report to the local safeguarding officer
- If the case is escalated, I would report to the GDC and CQC.

6. What are the checks you would perform on staff before recruitment them?

- Firstly, I would adhere to the local recruitment policy for our practice, which advises to check the following before recruiting a team member:
 - ✓ DBS Check
 - ✓ Indemnity Check
 - ✓ GDC registration (if required for the role)
 - ✓ Qualifications
 - ✓ Immunization Status
 - ✓ Proof of Identification
 - ✓ Reference
 - ✓ CV

7. Who would interview your staff for any position?

- This is generally the registered manager alongside a practice owner or a Lead person

8. How do you ensure the practice is safe for patient and staff according to the health and safety Act?

- The practice has an up-to-date Health and Safety protocol and policy
- Regular Health and Safety Audits and Risk Assessments are carried out
- We have an Accident & Incident book to report any accidents
- There is a health and safety poster in display
- All staff members have completed Health and Safety CPD course with Smart Dental Compliance

9. Do you have an external cleaner, or is this something which is done by staff members?

- We use an external company called OR
- Our staff member carries out the cleaning duties using the HCAI Colour coded protocol, where each space has a designated colour coded mop and bucket system.
- We also have a cleaning schedule for the dental practice which we use.

10. What's in place to deal with medical emergencies?

- We have the following in place:
 - ✓ Medical Emergency Drugs Box
 - ✓ First Aid Kit Box
 - ✓ Oxygen
 - ✓ Defibrillator with adult and children pads
- Also, we have an appointed First Aider at the practice.
- Medical Emergencies training is provided annually to all staff members by Smart Dental Compliance, also CPD training is available on Smart Dental Compliance software.
- We carry out regular practice meetings where we discuss possible medical emergencies scenarios.
- Medical Emergencies drugs and equipment are checked daily by
- Staff members and e-logs are completed within the All-In-One Management
 - ✓ Compliance Software.

11. What measures do you have in place in order to make sure the practice is COVID-19 secure?

- We carry out the following protocol, ensure to screen all patients using a COVID screening protocol, we provide PPE for patient when entering the practice, we monitor patient temperature and ask them the COVID screening questions on arrival. The practice also has hand disinfectant gels. There are good ventilations present within the surgeries and appropriate fallow time is followed during AGP procedures.
- Practice SOP is in place, all staff is wearing appropriate PPE, donning-doffing areas are available for staff members.
- All staff members were risk assessed, lateral flow tests are carried out twice a week and results are recorded on gov.uk website.

12. How do you ensure infection control is maintained and standards are kept up to date?

- Practice has a Cross Infection policy in place, and all staff members has read and signed the policy.
- Waste is disposed safety accordingly to Waste disposal Policy.
- Where is possible, we use single use items on patients and dispose them straight after the procedure.
- We have an instrument manual cleaning and sterilization procedure in place.
- Cleaning of the practice is done using a colored code mops system.
- Sharps are disposed into a special container, also the Inoculation Policy and protocol is in place and all staff members has read and signed the policy.
- All staff members had the Hep B vaccination done, prior start working.
- We would carry out Infection Control Audit every 6 months, and have an annual cross infection protocol in place.
- The nurses would carry out infection control logs on a daily/weekly basis. PPE is present and all clinical staff would complete annual cross infection training.

13. Talk me through your process of making sure medications are processed and handled safely.

- All controlled medication is kept in a lockable cupboard, medication is regularly checked for their expiry dates by a delegate person, a log is kept for all the medications dispensed within the practice.
- The expired medication is disposed in a special container.

14. If you use prescription pads, how do you store them?

- All prescription pads are kept in a lockable cupboard, the number of the prescription pads in use is recorded on a prescription log sheet. If a prescription pad is misplaced or lost, this is immediately reported.

15. Do you carry out checks on your medical emergency drugs box?

- Yes, these are carried out daily to follow the best practice.
- A log sheet is also completed as a proof of evidence.

16. Is your fridge temperature regularly checked?

- Our medication fridge has a thermometer which records the daily temperature of the fridge, this is logged on a fridge temperature log sheet on a daily basis.

17. In the event of an incident (for example wrong tooth is extracted) what policy/protocol would you follow? How would you deal with this?

- We use the LocSSIPs toolkit to deal with an incident.
- All staff are aware of the toolkit. If an incident occurs, I would investigate and analyse because the incident has occurred.
- I would also report errors, if it's a serious incident I would report to the NHS England team

18. Do you have a maintenance contract for servicing and calibration of equipment?

- Yes, we have the following contract in place.....
- These contracts are provided by the following companies.....

19. Have you subscribed to the MHRA Alerts?

- Yes, we have subscribed to a gov.uk website, which send out regular alerts.
- We have also signed up to a compliance management software such as Smart Dental Compliance and Training, who also send out regular alerts to the practices and staff members within the practice.
- All the MHRA alerts are discussed in staff meeting.

20. How do you ensure that consent is gained from patients?

- We have consent forms for each treatment, which are given to the patient before the treatment commences, these are signed, scanned and uploaded onto the patient profiles.
- If a patient has mental capacity issues, we gain consent from the guardian, same happens for a child under 18th.

21. Do staff have training around mental capacity act?

- Yes, we have an online CPD software such as Smart Dental Compliance and Training which provide over 50+ hours of verified CPD courses, which the staff complete on an annual basis and Mental Capacity Act is one of those CPD courses.

22. How does staff training work? Do you have face to face training or online?

- We have a mixture of face to face and online training.
- Basic Life Support is delivered as face-to-face training, while the other training courses are completed through an online software, we have in place for all staff members.

23. Do you have system in place for 121 and staff appraisal? Who would carry this out?

- All forms and the PDP plan are emailed to each staff members 1 week before the appraisals to give them time to prepare.
- I would be carrying out regularly 121 for all my team members, with regards to the appraisal the clinical dentist appraisals are carried out by our clinical lead dentists, the clinical nurses' appraisal would be carried out by myself/lead nurse, and the annual appraisals for the reception team would be carried out by myself.
- After the appraisals we will review the Action plan in 3-6 months.
- Further training and help will be provided, if required.

24. If there were concerns and issues about staff performance, how would you deal with it?

- Firstly, I would use a staff performance improvement forms during a 121 meeting with the staff member.
- I would highlight the issues, and explain what improvement is required.
- The practice will help with further training, e.g., courses, meetings, etc.
- I will then monitor the staff member on a weekly/monthly basis to check if there has been any improvement in their behavior.

25. How often are medical histories updated?

- Medical histories are updated every 6 months using the medical history form; however, the dentist and the reception team update any changes before any visit or appointment.

26. How is patient confidentiality maintained when patient come in for appointment?

- We have a separate area/ room where we discuss treatment or finance plan with patient. All patient paperwork is kept confidential at all times, during appointment the surgery door is kept closed.
- All staff members are trained on patient confidentiality during their induction, also they have signed a confidentiality agreement on the starting day.
- Daily list is kept inside the cupboard in the surgery, no patient details are showed on the computer inside the surgery, apart from the patient that is inside the room.
- When a staff member leaves the computer, the computer is locked with a password.
- All patients' forms are completed on a CLIN iPad, so the reception is paper free.

27. Have staff completed training on confidentiality?

- Yes, this has been completed on the online CPD software, I can email a report which shows the training courses completed by each staff member

28. What is done to protect patient's privacy?

- There is a Privacy Notice on display for patient and employees.
- All patient sensitive data is password protected or stored in a lockable cupboard.
- When a staff member leaves the computer, the system is locked.
- Staff members are not allowed to use their mobile phones during working hours; all phones are locked inside the lockers into the staff room.
- CCTV sign displayed in the practice.

29. How do you store patient records?

- Patient records are stored electronically on the computer system, which is password protected.
- Any patient paper forms are scanned into the software and shredded straight after.

30. Is there cloud back up system available?

- Yes, all data is backed up to our servers, which are encrypted and password protected.

31. How do you ensure radiographs are at good standards?

- Firstly, we have a radiography policy and procedure in place.
- Local rules are displayed next to each x-ray equipment.
- We also have a dedicated RPA, and RPS.
- The x-ray equipment has collimators present.
- Radiography audits and Quality Assurance radiography audit are carried out every 6 months.

32. Do you audit your patient's notes?

- Yes, 6 monthly patient record keeping audits are carried out in order to ensure accurate record keeping is taking place.
- This is also checked as part of the all-clinicians annual appraisals.

33. Do you ensure patients know the treatment they would be receiving and how do you make sure they are aware of the pros and cons of the treatment?

- All patients are provided with a treatment plan before any treatment commences.
- Consent forms are also signed and scanned into patient file.
- The dentist explains the pros and cons of the treatment and asks for verbal consent.
- As soon as patient agrees with the treatment, further appointment is made.

34. Are patients aware of the cost of the treatment?

- Yes, we have a clear Fee Policy in place, prices are also available on our website, leaflets and the treatment plans provided to the patients.
- The NHS fees are displayed and also can be found online.

35. How do you ensure information is communicated in a way every patient would understand?

- Our methods of communication are vast with all patients, they are encouraged to bring someone they trust/carer/ guardian if there is a barrier to communication.
- As much as possible the patient is given all of the options in a way that they best understand, can be through verbal communication and written communications and shown videos etc. to help them make decisions.
- Capacity of the patient is assessed throughout.
- Patients are accommodated wherever possible.

36. Is your practice accessible to patients in wheelchairs?

- Yes/ No

37. Do you have a hearing loop?

- yes

38. How do you ensure the patients are able to be seen in a timely manner? Are their appointments available on the day for emergencies?

- We have appropriate slots within diary to facilitate adequate time for each patient and to ensure that the needs of the patient base can be facilitated.
- Emergency slots are blocked out in the diaries for each dentist, in the morning and afternoon, to ensure where possible that patients requiring emergency appointments can be seen in a timely manner.

39. Do you open at different timings in order to ensure you are accessible?

- Yes, we have appointment available on early mornings, e.g., 8:00 am or late evening, e.g., 6:30 -7:00 pm in certain days a week.

40. What out of hours care do you provide?

- If the practice doesn't have an out of hours protocol, just say that you are referring patients to 111.

41. What is your complaints process?

- Based on our Complaint Policy, patient can make a written or verbal complaint to the practice.
- The practice will provide the patient with a written Complaint policy along with the details of the CQC, GDC or NHS.
- The person responsible with dealing with the complaints is myself.
- An acknowledgement letter will be sent to the patient within 3 day from the complaint.
- Complainants will be replied to within 10 working days of the complaint arising or we will give an estimate of the time required to investigate the complaint and the complainant will be given the opportunity to agree an alternative timescale if needed.
- All the complaints are recorded using the Complaint form are discussed in the staff meeting

42. Who will investigate if there was a complaint made against you?

- The Principal/ Deputy Manager

43. What is your understanding of Duty of Candour?

- THE DUTY OF CANDOUR is a statutory (legal) duty to be open and honest with patients or their families, when something goes wrong that appears to have caused or could lead to significant harm in the future.

44. What if something goes wrong with patient treatment, what policy would you follow?

- Duty of Candour Policy

45. What audits do you complete?

- We are completing:
 - ✓ IPS audit
 - ✓ Antimicrobial Prescribing audit
 - ✓ Antibiotic audit
 - ✓ Radiography audit
 - ✓ QA radiography audit
 - ✓ Record keeping audit
 - ✓ DSE self-assessment audit
 - ✓ Disability audit
 - ✓ Fire Safety Audit
 - ✓ Hand Hygiene audit
 - ✓ Health and Safety audit
 - ✓ Covid-19 audit
 - ✓ CCTV audit
 - ✓ Patient waiting time audit
 - ✓ Pre-acceptance waste audit
 - ✓ Complaints audit
 - ✓ Sedation audit

47. How many staff would be employed? What is the mix of dentist and nurses?

- Please give the number of the staff members employed at the practice, dentists and nurses.

46. How do you gather feedback from your patients?

- We are running a Patient Satisfaction Survey every 6 months, also we are having a suggestion box into our waiting area so where the patients can drop their feedback.
- For NHS Dental Practices we are having the Friends and Family test, also we encourage patients to leave google reviews and reviews on NHS choices website.

48. Do you have a dedicated nurse for decontamination room?

- If yes, please give the Decontamination Lead nurse name.

49. Do you have a deputy manager, or someone who will cover you, when you are off work?

- If yes, please give the Deputy Manager's name.

50. Is there a whistleblowing policy in place? Tell me your whistleblowing policy protocol

- Yes, a Whistleblowing Policy is in place and all staff members have read and signed the policy.
- Any staff concerns are addressed directly to my and are treated as confidential.
- Before taking any decision, I must consult with my Principal.
- All concerns will be recorded and maintained as confidential.
- All whistleblowing concerns will be investigated, however if an employee is found to have made allegations maliciously and/or not in good faith, disciplinary action may take place.
- If the complaint is related to the Principal this must be reported to GDC.

51. Do staff have access to whistleblowing policy?

- Yes, all staff members have read and signed the policy.

52. Do you know who would be liable for compliance management?

- We have a compliant system in place, it called All in One Management software and is provided by Smart Dental Compliance.
- The person who is looking after the software is myself.

53. Do you know what statutory notifications are? Can you name any statutory notification?

- Yes, a statutory notification is related to an incident that must be reported to CQC, e.g.
 - ✓ Abuse or allegations of abuse.
 - ✓ Serious injuries.
 - ✓ Applications to deprive a person of their liberty.
 - ✓ Events that prevent or threaten to prevent the registered person from carrying on an activity safely and to an appropriate standard
 - ✓ Deaths of service users
 - ✓ Incidents reported to or investigated by the police.
 - ✓ Unauthorised absences