

Summary

Shows your practice results in comparison with all other dental practices who have completed the survey at the time of downloading your report

Workload Environment

this factor covers: impairment of performance by excessive workload, staffing levels, time constraints, and expectations of staff when working under pressure

Communication

this factor covers: honest discussion between team members at all levels and freedom to challenge; understanding of dentistry developments and management decisions whether staff feel comfortable questioning decision of managers, expressing their concerns, openness of communication at all levels, and whether staff are kept up to date with current developments and overall vision of leaders

Teamwork

this factor covers: the importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction.

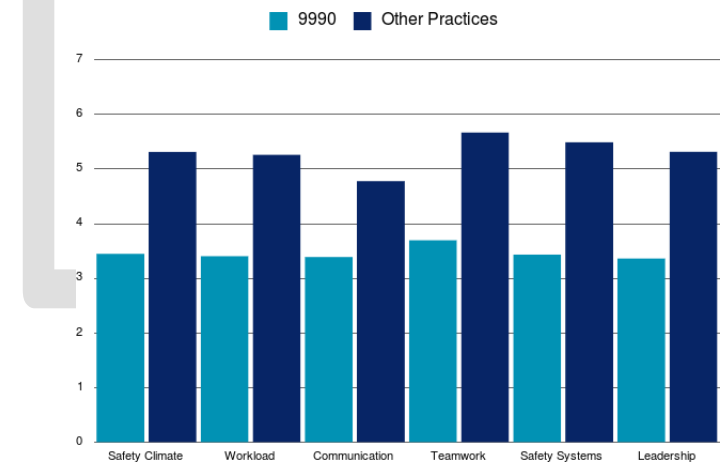
Safety Systems & Learning

this factors covers: encouragement to highlight significant events, existence of procedures preventing significant events from occurring, participation of all staff members in decisions making process for development of Standard Operating Procedures (SOPs), risk assessment, involvement of staff in significant events' analysis, extent to which dentistry assesses risks and puts in place SOPs agreed with staff to promote safety. Staff development in patient safety and awareness of concerns of all team members

Leadership

this factor covers: whether hierarchy has detrimental effect on work, what are the consequences to staff who highlight significant events, effectiveness of leadership within teams, attitude of leaders towards staff suggestions, level of trust within teams, and staff attitude towards rules and procedures, whether leaders are open to suggestions for improvement.

Practice Safety Climate Compared



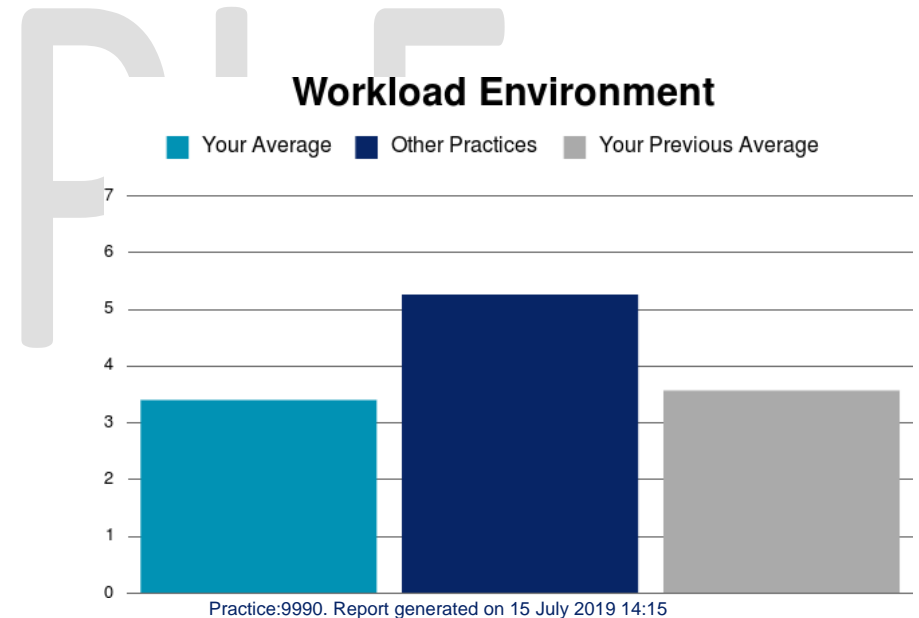
Workload Environment

Summary		
Your Average	Other Practices Average	Your Average Last Year
3.4	5.3	3.6

This factor covers:
 Impairment of performance by excessive workload, staffing levels, time constraints, and expectations of staff when working under pressure

Question/Statement		Your Average	Average Other Practices
a	Team members always have enough time to complete work tasks safely.	3.8	5.4
b	The level of staffing in the practice is sufficient to manage the workload safely.	3.2	5.3
c	When pressure builds up, team members are expected to work faster even if it means taking shortcuts.	3.5	5.3
d	The performance of the team is impaired by financial considerations.	3.5	5.3
e	The performance of team members is impaired by excessive workload.	3.2	5.0
f	The hierarchy in the practice is a barrier to effective working.	3.3	5.3

Scale: 1: not at all - 7: to a very great extent



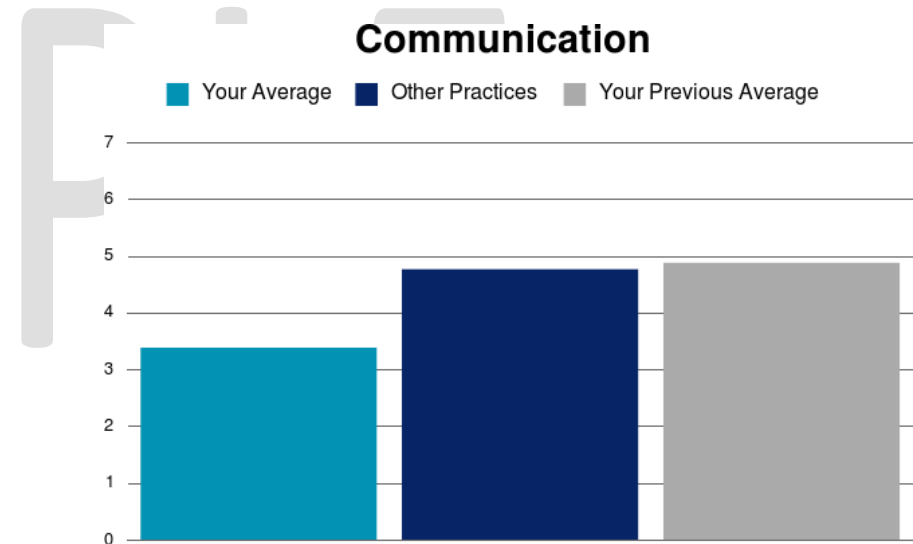
Communication

Summary		
Your Average	Other Practices Average	Your Average Last Year
3.4	4.8	4.9

This factor covers:
 Honest discussion between team members at all levels and freedom to challenge; understanding of dentistry developments and management decisions whether staff feel comfortable questioning decision of managers, expressing their concerns, openness of communication at all levels, and whether staff are kept up to date with current developments and overall vision of leaders

Question/Statement		Your Average	Average Other Practices
a	Team members feel free to question the decisions of those with more authority.	3.2	4.5
b	Team members are comfortable in expressing concerns to the practice leadership about the way things are done in practice.	3.2	4.9
c	Team members are kept up to date about practice developments.	3.7	5.0
d	There is open communication between team members across all levels in the practice.	3.5	4.9
e	The practice leadership communicates its vision for the development of the practice.	3.5	4.6

Scale: 1: not at all - 7: to a very great extent



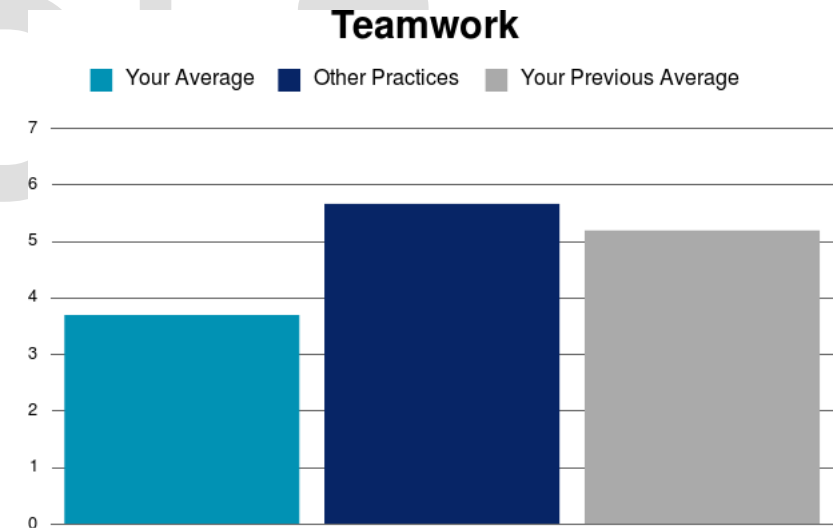
Teamwork

Summary		
Your Average	Other Practices Average	Your Average Last Year
3.7	5.7	5.2

This factor covers:
The importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction.

Question/Statement	Your Average	Average Other Practices
a Team members treat each other with respect.	3.8	5.8
b Team members work well together at all levels within the practice.	3.5	5.8
c The practice is a good place to work.	3.8	5.9
d Team members are generally satisfied with their jobs.	3.7	5.2

Scale: 1: not at all - 7: to a very great extent

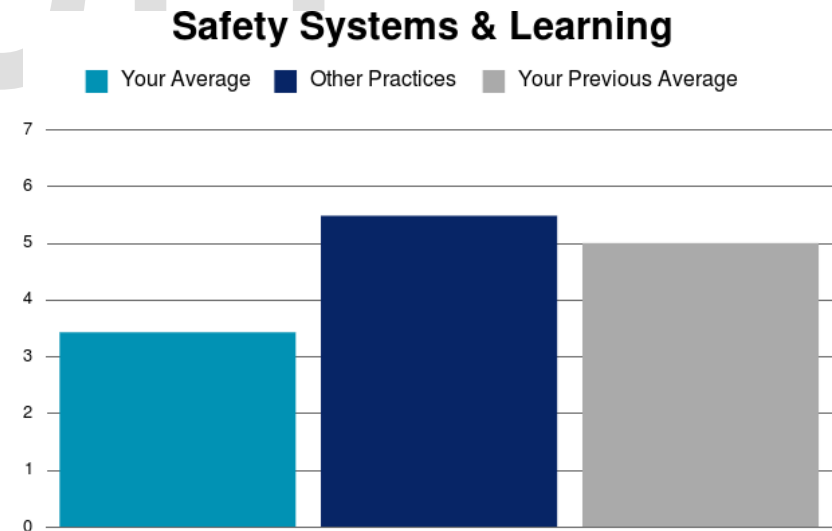


Safety Systems & Learning

Summary		
Your Average	Other Practices Average	Your Average Last Year
3.4	5.5	5.0

This factor covers:
 Encouragement to highlight significant events, existence of procedures preventing significant events from occurring, participation of all staff members in decisions making process for development of Standard Operating Procedures (SOPs), risk assessment, involvement of staff in significant events' analysis, extent to which dentistry assesses risks and puts in place SOPs agreed with staff to promote safety. Staff development in patient safety and awareness of concerns of all team members

Question/Statement		Your Average	Average Other Practices
a	Decision-making relating to the development of practice protocols uses input from all team members.	3.3	4.5
b	The practice takes the time to formally assess risks (e.g. to patients, to team members and to the practice).	3.2	5.4
c	Practice procedures help to prevent significant events from happening.	3.5	5.7
d	All team members are encouraged to highlight significant events that happen in the practice.	3.5	5.7
e	All team members have the opportunity to participate in the analysis of significant events.	3.2	4.9
f	Team members are kept up to date about guidance, policies and regulations relevant to dental practices.	3.5	5.6
g	The practice supports the continuing educational development of all team members.	3.7	5.6
h	The quality and safety of patient care in the practice is taken seriously.	3.7	6.5
i	The need to work well as a team is promoted by the practice leadership.	3.5	5.5



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Leadership

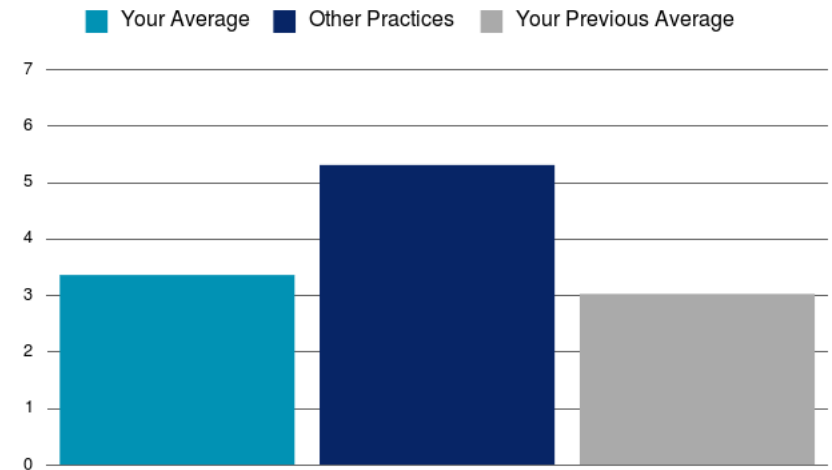
Summary		
Your Average	Other Practices Average	Your Average Last Year
3.4	5.3	3.0

This factor covers:
Whether hierarchy has detrimental effect on work, what are the consequences to staff who highlight significant events, effectiveness of leadership within teams, attitude of leaders towards staff suggestions, level of trust within teams, and staff attitude towards rules and procedures, whether leaders are open to suggestions for improvement.

Question/Statement		Your Average	Average Other Practices
a	The practice leadership does not deal effectively with problem team members.	3.2	5.0
b	When team members suggest ways to improve how things are done, the practice leadership does not take this seriously.	3.5	5.1
c	There is a low level of trust between practice team members.	3.3	5.6
d	Highlighting a significant event will likely result in negative repercussions for the person raising it.	3.5	5.6

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Leadership



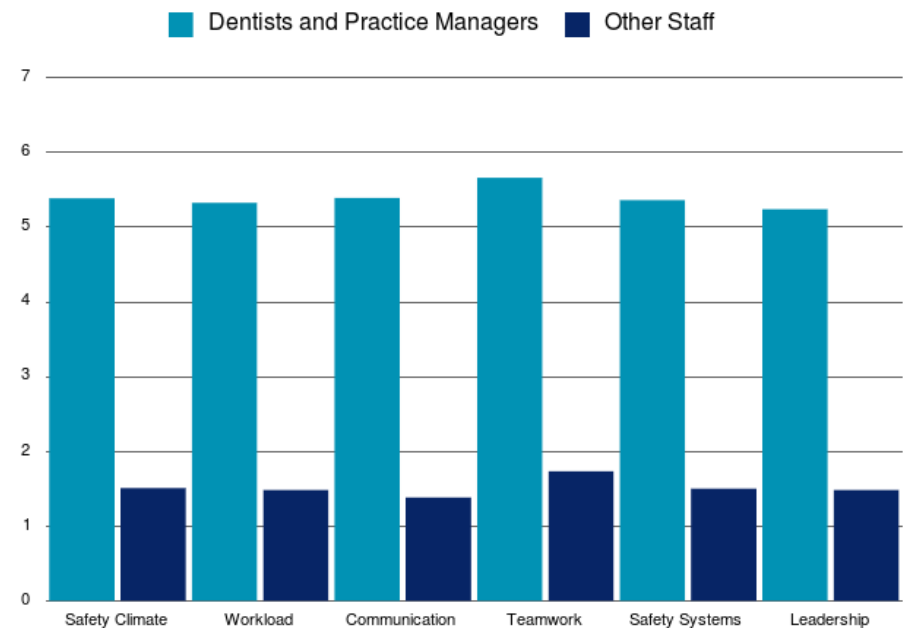
Comparison: Dentists and practice managers compared to other dental team members

		Dentists/Managers	Others
a	Workload Environment	5.3	1.5
b	Communication	5.4	1.4
c	Teamwork	5.7	1.8
d	Safety Systems & Learning	5.4	1.5
e	Leadership	5.3	1.5

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Scale: 1: not at all - 7: to a very great extent

Dentists and Practice Managers v Other Staff



Overall

	Your Practice	Your Practice Last Year	All Other Practices
a Workload Environment	3.4	3.6	5.3
b Communication	3.4	4.9	4.8
c Teamwork	3.7	5.2	5.7
d Safety Systems & Learning	3.4	5.0	5.5
e Leadership	3.4	3.0	5.3

Scale: 1: not at all - 7: to a very great extent

Practice Safety Climate Compared

