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MARCH 2016

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Welcome to my regular e-update column which each month will highlight the key events and news for

busy practice managers and administrators.

Dear member,

Happy Easter – I can't believe how quickly 2016 is passing – before we know it the summer will be upon us, but then again it's nice to see the sun again after what seemed to be a wet and windy winter!

Next month sees the beginning of our next round of ADAM Seminars so if you haven't yet booked your place why not do so now – the dates are shown on page 7 where you can click on the link to make your booking.

Alongside my column this month you can read about Andrew Bloomfield who recently joined the ADAM Team as one of our Regional Mentors for the South East. Welcome aboard Andrew!

On page 5 there's an interesting article by our friends at DPAS Dental Plans on the importance of communication within the practice.

And on page 8 there's a last minute reminder that the National Living Wage comes into effect on 1st April 2016 so if you haven't made the necessary pay changes within your practice you'd better get moving quickly!



Niki Boersma
President



In this continuing series focused on YOU, this month we meet and ask questions of Andrew Bloomfield

Job:

Manager at Gallions Reach Dental Clinic and Business Manager at The Implant Experts.
www.gallionsreachdentalclinic.co.uk
www.theimplantexperts.com

Where do you live (and with whom):

I live in Bexley, Kent with my wife Lisa who is a dental nurse at The Implant Experts and our three sons.

Hobbies:

Fishing, coaching football, windsurfing, and playing the guitar (badly).

How did you end up working in dentistry?

My wife introduced me to Mr Bendkowski and Mr Townsend and recommended me for the vacant job as manager at Gallions Reach Dental Clinic, even though I did not have any dental experience.

When did you first get involved with ADAM?

Mr Bendkowski introduced me to ADAM two months after I started and I have been a member ever since. I have recently taken up the position for ADAM as a Regional Mentor for Kent and South East London.

What do you enjoy most about your role?

The people, patients, the team and everyone I come across involved in the dental industry.

What's the most challenging part of your role?

Nothing fazes me; I love the challenge of constantly improving and developing the business to offer a better service and experience for the patient.

Would you recommend a career in dentistry?

Yes, without doubt. Dental can be very rewarding, I work with a great team with the same aims, goals and work ethic as myself, which makes for positive atmosphere on a daily basis.

And if you hadn't gone into dentistry, what would you be doing?

I was running my own design and print business part time when I first started and I thought of dental as a stopgap while I built the business up. Even though it was growing nicely, I began to enjoy my career in dental, so I have sold the business and look forward to a long dental career.



Andrew Bloomfield

General Dental Council updates its English Language guidance

The General Dental Council (GDC) is committed to ensuring that only dental professionals who demonstrate the necessary knowledge of the English language are able to treat patients in the UK.

On 14 March the GDC published details of how their new powers will allow them to check the English language proficiency of dentists and dental care professionals applying to the register.

These new powers come into force on 1 April 2016. This will apply to all dentists and DCPs – including those from the European Economic Area (EEA) – as current legislation does not permit the GDC to check the language capabilities of such applicants.

As well as new applicants, from 1 April dentists and dental care professionals who apply to return to the GDC register will also have their proficiency in English language considered.

Read more at
<http://tinyurl.com/hlwsem7>

CDO outlines key themes for oral health strategy

The Chief Dental Officer for England, Sara Hurley, has outlined the key themes of her proposed integrated strategy for oral health and dental care.

In a speech to the Faculty of General Dental Practice (UK), which Ms Hurley described as “custodians of the standards that set apart the extraordinary from the ordinary”, she called for “more joint endeavours - professional, geographic and conceptual”, “greater national direction” over the responsibilities of Local Offices, and “training and support... to ensure that all NHS England Commissioners know what quality oral care looks like”.

She added that contract reform is “critical...if we are to make the transition from dental activity to oral health as the desired outcome of the NHS dental service”.

The CDO, who was appointed in July last year, said that her top priority for 2016 is a “re-design of the NHS England groups required to assess local need, and design and manage the services in their areas”.

A synopsis of the 2016 Malcolm Pendlebury Memorial Lecture is available at <http://tinyurl.com/zkg3odf>

Women in dentistry on the rise

During International Women’s Day on Tuesday 8 March, the British Dental Association (BDA) highlighted the growing numbers of women choosing careers in dentistry, and asked what impact this gender shift might have on the profession.

The number of women working in NHS dentistry is steadily rising. In 2014/15 in England, the number of female dentists stood at 11,285, a 3.1 per cent increase on the previous year, and a 44.2 per cent increase on 2006/07 (HSCIC NHS Dental Statistics).

The under 35 and the 35-44 age groups have a greater number of

female dentists working than male dentists. In the under 35 age group, 57 per cent of the workforce are female and in the 35-44 age group, 51 per cent are female.

Read more at
<http://tinyurl.com/z8tn5us>



Time for action to reduce hospitalisation of children for dental extractions

The inexorable rise in numbers of young children being admitted to hospital for general anaesthetics for multiple tooth extractions must be halted, says Stephen Faye, a media spokesman for the British Society of Paediatric Dentistry.

Read more at
<http://tinyurl.com/jpwxtco>

FGDP (UK) welcomes Sugar Tax announcement

The Faculty of General Dental Practice (UK) has welcomed the government’s announcement of a tax on sugary drinks, but says this is only one of a number of measures that could be used to improve oral health, reduce childhood obesity and reduce the incidence of diabetes.

Following a campaign by chef Jamie Oliver and national health organisations, including FGDP (UK), the Chancellor of the Exchequer said he will impose a levy on soft drinks with total sugar content above 5 grams per 100ml, with a higher rate to be paid on drinks with more than 8 grams per 100ml. The government says the levy, which will be imposed on producers and importers, will raise around £520 million each year, and the English share of the proceeds will be earmarked for increasing sport and extracurricular activities in schools.

Read more at
<http://tinyurl.com/z5xbzpx>

Keeping your team on board



Jo Phillpot, Practice Consultant for DPAS Dental Plans talks about the importance of good staff communication in the practice.

“During my time working as a Practice Consultant for DPAS Dental Plans I have noticed that it can take only one or two team members to have a negative attitude towards changes to working practices for it to affect morale across the practice.

I’ve come across this in the past with a number of large practice conversions where the decision had been made by the owners and key personnel to convert from their current plan provider to DPAS, but each had failed to properly inform the rest of their staff of the coming changes resulting in some avoidable discontent.

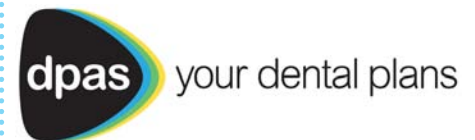
Naturally some people don’t like change and can be wary or fearful of it, especially if they haven’t experienced any issues with their existing plan provider, and don’t understand why the change is happening. This can lead to some resentment at not being involved in such important decisions or dissatisfaction that they are being asked to implement changes with which they don’t necessarily agree.

In both instances I managed to convince the team simply by spending time with them, working one-to-one with concerned individuals, over and above group training, to gain their trust and

confidence. This extra attention gave them the reassurance they needed so when the transfer actually took place they were on board to help make it a success - for themselves, the practice and of course for the patients.

Happily both practices witnessed an immediate increase in plan uptake upon moving to DPAS. The principals admitted that with hindsight they should have involved the whole team much sooner in the process and could appreciate the benefit of having the whole team on board in promoting the plan to make it a success.

Spending as much time as is necessary to ensure a practice team is fully informed and confident to promote their new plans is all part of the service we provide to practices. We are with practices as much or as little as they need to ensure success.”



Location	Name of programme and provider	Cost and notes	For more information
Distance learning programme	ILM Level 5 Diploma in Leadership and Management <i>UMD Professional</i>	Twelve month programme. £2665 payable over 13 months Part-funding available	Call 020 8255 2070 or e-mail fiona@umdprofessional.co.uk
Distance learning programme	ILM Level 3 Certificate in Leadership and Management <i>UMD Professional</i>	Ten month programme £2280 payable over 11 months. Part-funding available	Call 020 8255 2070 or e-mail fiona@umdprofessional.co.uk
Online	Level 4 Professional Diploma in Dental Practice Management <i>The Dental Business Academy</i>	*£2,160 (£174 deposit & £165.50 p.m. x 12 months) or 10% discount if paid in full *30% discount for ADAM members	https://thedentalbusinessacademy.com/courses/level-4-professional-diploma-dental-practice-manager/
Online	Level 3 Advanced Diploma in Treatment Co-ordination <i>The Dental Business Academy</i>	£1,440 (£216 deposit & £136 p.m. x 9 months) or 10% discount if paid in full	https://thedentalbusinessacademy.com/courses/level-3-advanced-diploma-in-treatment-coordination/
Online	Level 3 Advanced Certificate for Decontamination and Infection Control Lead <i>The Dental Business Academy</i>	£1,440 (£216 deposit & £136 p.m. x 9 months) or 10% discount if paid in full	https://thedentalbusinessacademy.com/courses/level-3-decontamination-and-infection-control-lead/
Online	Level 3 Advanced Award in Dental Reception <i>The Dental Business Academy</i>	£1,350 (£204 deposit & £191 p.m. x 6 months) or 10% discount if paid in full	https://thedentalbusinessacademy.com/courses/level-3-advanced-award-in-dental-reception/
Online	Introductory Awards in • Reception • Practice Management • Treatment Coordination <i>The Dental Business Academy</i>	£180 each	https://thedentalbusinessacademy.com/product-category/dental-introduction-courses/
Online	Core CPD modules • Modules covering Medical Emergencies • Disinfection & Decontamination • Radiography & Radiation Protection • Legal & Ethical • Dealing With Complaints • Communication <i>The Dental Business Academy</i>	£50.40 each	https://thedentalbusinessacademy.com/product-category/verifiable-core-cpd/
Basingstoke	ILM Level 5 Diploma in Leadership and Management <i>UMD Professional</i>	10 monthly one-day workshops plus tutorial support. £2450 payable over 13 months	Call 020 8255 2070 or e-mail fiona@umdprofessional.co.uk
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East and West Midlands	Professional Certificate in Dental Practice Management (L4) <i>The Dentistry Business</i>	UK's only university accredited Dental Practice Management courses 9 full-day workshops over 1 year 2 year and CPD courses also available ADAM members' discount	Contact Sim on 0161 928 5995 or sim@thedentistrybusiness.com or http://tinyurl.com/mkocjyk to watch video intro
East and West Midlands	Postgraduate Certificate in Mastery of Dental Practice Management (L7) <i>The Dentistry Business</i>	UK's only university accredited Dental Practice Management courses 9 full-day workshops over 1 year CPD course also available ADAM members' discount	Contact Sim on 0161 928 5995 or sim@thedentistrybusiness.com or http://tinyurl.com/mkocjyk to watch video intro
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Wakefield	Professional Certificate in Dental Practice Management (L4) <i>The Dentistry Business</i>	UK's only university accredited Dental Practice Management courses 9 full-day workshops over 1 year 2 year and CPD courses also available ADAM members' discount	Contact Sim on 0161 928 5995 or sim@thedentistrybusiness.com or http://tinyurl.com/mkocjyk to watch video intro
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Sarah is a dental HR and employment specialist solicitor who has been acting for practice owners, employers and managers for several years. She specialises in all aspects of HR

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Sarah also represents employers at the Employment Tribunal in respect of employment disputes.

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<http://www.adam-aspire.co.uk/news-and-events/34-news-and-events/372-adam-spring-seminars>

or by telephoning
01452 729522

Terms and conditions apply to all bookings – available upon request.

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National Living Wage comes into force in April 2016

A compulsory national Living Wage comes into force on 1st April 2016 for all working people aged 25 and over, and will be set at £7.20 per hour. The current National Minimum Wage for those under the age of 25 will continue to apply.

Who will be entitled to the National Living Wage?

Generally all those who are covered by the National Minimum Wage, and are 25 years old and over, will be covered by the National Living Wage these include:

- Employees
- Most workers and agency workers
- Casual labourers
- Agricultural workers
- Apprentices who are aged 25 and over.

Penalties for failure to comply

With the introduction of the National Living Wage the penalty for non-payment will be 200% of the amount owed, unless the arrears are paid within 14 days.

The maximum fine for non-payment will be £20,000 per worker. However, employers who fail to pay will be banned from being a company director for up to 15 years.



The Low Pay Commission

The Low Pay Commission which currently recommends the level of the minimum wage will recommend any future rises to the National Living Wage rate.

The Living Wage

The new National Living Wage is different from the Living Wage, which is an hourly rate of pay and updated annually. The Living Wage is set independently by the **Living Wage Foundation** and is calculated according to the basic cost of living in the UK. Employers choose to pay the Living Wage on a voluntary basis. For more information visit the ACAS website at <http://www.acas.org.uk>



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