

e update



(L - R) Vice president Hannah Peek and Jill Taylor, president

ADAM is invited to speak at roundtable

ADAM's president and vice president (inset above) have been invited to join respected industry speakers at a practice managers' roundtable hosted

by Denplan at BDTA's Showcase next month. Places are limited so book your place NOW!
Turn to page 13 to find out more...

www.adam-aspire.co.uk

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Read all about it



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Know the Act



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In the hot seat



From dental nurse to practice owner. Find out how on p.10.

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News

Live theatre offered at BDTA Showcase

At this year's BDTA Dental Showcase at ExCel London on October 4-6, organisers will be staging a range of live theatre demonstrations sponsored by Henry Schein Minerva.

Topics include "Hypnosis for Dentistry" delivered by Dr John Butler and Sharon Waxkirsch from The Institute of Hypnotherapy for Medical and Dental Practice as well as "Fast, Cosmetic Ortho for GDPs" by Dr Anoop Maini. Other topics include facial aesthetics.

A spokesperson for Showcase said: "These exciting live events are just another reason to attend BDTA Dental Showcase 2012, the biggest and most important exhibition on the UK dental calendar. This year's event takes place from 4th-6th October at ExCel London. Of course, all the other features which make this the number one dental event of 2012 will also be present – over 300 exhibitors and more than 10,000 delegates make Dental Showcase the premier event for those who want to experience the latest innovations in the industry, make contacts and earn CPD."

Advance registration is free – sign up at www.dentalshowcase.com.



First of our exclusive free webinars is a hit

The first of our free and exclusive webinars has now taken place and the feedback has been impressive!

We have teamed up with The Dentistry Business with the support of DPAS, to bring members exclusive access to one and a half hour webinars, the second of which takes place on October 11.

Aimed specifically at addressing our needs as practice managers, the series, entitled "Your role in running an effective and efficient practice", is designed to help all those with management responsibilities to implement practical strategies that will make practice life more rewarding.

The webinars, which will take place on the evenings of October 11th and November 1st, will cover specific topics in turn:

- *Effective team equals effective practice* offers practical tips on how to optimise staff meetings, how to make good recruitment decisions and how to use appraisals effectively.
- *Attracting new patients and keeping those you have will*

present ideas for new patient scripts, give tips on how to handle complaints and address the vital issue of how to retain patients through the current tough economic period.

The webinars will be presented by the partners of The Dentistry Business - Lester Ellman, Carl Parnell and Sim Goldblum. Lester and Carl are both highly respected practitioners with experience of both NHS and private practice and Sim is a business executive with extensive knowledge of business planning, marketing and finance. Between them, they have encountered every type of practice situation, making them uniquely qualified to help those with management responsibilities avoid the pitfalls encountered in running a modern dental practice.

- **To reserve your free place at any or both of the webinars simply complete the online form available at www.thedentistrybusiness.com/adamwebinars or email sim@thedentistrybusiness.com**



DCPs urged to plan it, do it, log it!

The GDC is urging DCPs to keep track of their CPD and to ensure they keep hold of any attendance certificates they've received.

On 31 July 2013 more than 40-thousand DCPs will reach the end of their first five year CPD cycle. By this date they must have completed 150 hours of CPD. They will then have until 28 August 2013 to declare the hours that they have completed or risk losing their GDC registration.

There are two types of CPD – verifiable and non-verifiable. All DCPs must complete at least 50 hours of verifiable CPD, and a combined total of at least 150 hours, in each cycle.

For CPD to be counted as verifiable it must meet four conditions:

1. You must get and keep a certificate (or other documentary proof)

The activity itself must have:

2. Concise educational aims and objectives
3. Clear anticipated outcomes
4. Quality controls – you should have the chance to give feedback.

Why is CPD important?

CPD is study, training, courses, seminars, reading

and other activities which advance the professional development of dental professionals. The purpose of CPD is to provide high-quality care. It's very important that the CPD registrants do takes into account the needs of their patients and is relevant to their practice.

As part of the GDC's on-going review of its CPD requirements a consultation will be launched in late October. It will be asking for views on the proposals for an enhanced scheme of mandatory CPD - anyone wishing to take part should keep an eye on www.gdc-uk.org for more details or sign up to our monthly newsletter via the website.

Full details of the types of CPD the GDC expects registrants to complete can be found online at www.gdc-uk.org

Who's declared what so far?

- 13,700 (35%) DCPs have logged more than the minimum hours (including 50 verifiable);
- 4,500 (11%) DCPs have logged no hours;
- Dental Technicians are currently the least likely to have logged their hours - 23% having not yet declared any.*

GDC statement on Elaine Taylor-Valles

Tooth whitening is the practice of dentistry and only those registered with the General Dental Council, specifically dentists, dental hygienists and dental therapists working on a dentist's prescription may lawfully offer tooth whitening as a treatment.

On Friday 3 August 2012, Elaine Taylor-Valles of 106 Lord Street, 4 Westminster Chambers, Southport, Merseyside, PR8 1LF was convicted at Preston Magistrates' Court of two offences, namely that:

- She unlawfully practised dentistry by carrying out tooth whitening at Lord Street in Southport when she was not registered with the GDC contrary to the Dentists Act 1984
- She unlawfully carried on the business of dentistry when

she is not entitled to do so contrary to the Dentists Act 1984.

On Thursday 23 August 2012, the GDC was informed that Elaine Taylor-Valles had subsequently made a statutory declaration which means the convictions no longer stand. The statutory declaration stated that she did not know anything of the proceedings until after 3 of August 2012. The convictions are therefore cancelled and the GDC will decide in the very near future whether or not to re-institute these proceedings.

The making of the statutory declaration by Elaine Taylor-Valles does not affect the position of the GDC regarding its view that tooth whitening should only be carried out by registered professionals.



Get in touch. Send your news & views to denise@adam-aspire.co.uk

Training & development diary

Date & location	Name of event & provider	Cost & notes	Contact details
September London & Leeds	ILM Level 5 Diploma in Leadership and Management. UMD Professional Ltd	Call Penny Parry on 020 8255 2070 for fees	email penny@umdprofessional.co.uk
September London & Leeds	ILM Level 7 Diploma in Executive Management. UMD Professional Ltd	Call Penny Parry on 020 8255 2070 for fees	email penny@umdprofessional.co.uk
September London	ILM Level 7 Award in Strategic Leadership UMD Professional Ltd	Call Penny Parry on 020 8255 2070 for fees	email penny@umdprofessional.co.uk
September London & Manchester	ILM Level 7 Certificate in Coaching & Mentoring UMD Professional Ltd	Call Penny Parry on 020 8255 2070 for fees	email penny@umdprofessional.co.uk
27 September Peterborough	Managing clinical success. Denplan	From £100 for Denplan members. £50 disc for non-members	www.denplan.co.uk/event-sandtraining
27 - 28 September London	The essentials of staff management: a two-day intensive course. BDA with Alison Miles-Jenkins	£200 for practice managers	www.bda.org/training
28 September Manchester	Working smarter - not harder. ADAM workshop with The Dental Business Academy	£75 for ADAM members, £150 for non-members	Jan@thedentalbusinessacademy.co.uk
12 October Your desk at 7.30pm	Effective team equals effective practice. ADAM webinar from The Dentistry Business	FREE for ADAM members (sponsored by DPAS)	www.thedentistrybusiness.com/adamwebinars
12 October Glasgow	Reception and telephone skills for the whole dental team. BDA	£100 for practice managers	www.bda.org/training
25 October Durham	The role of the care co-ordinator. Denplan	From £75 for Denplan members. £50 disc for non-members	www.denplan.co.uk/event-sandtraining
1 November Your desk at 7.30pm	Attracting new patients & keeping those you have. ADAM webinar from The Dentistry Business	FREE for ADAM members (sponsored by DPAS)	www.thedentistrybusiness.com/adamwebinars
2 November London	Oral cancer: the dental team's responsibility. BDA	£100 for practice managers	www.bda.org/training
9 November York	Business planning and financial management. BDA with Andy McDougall	£100 for practice managers	www.bda.org/training
10 November Edinburgh	Advanced dental implant nursing. ADI	£95 ADI members, £140 non (membership is £37 p.a.)	www.adi.org.uk
23 November London	Personalised care pathways (am) and records & information governance (pm). Dentabyte	£75 per module. Early bird offer	www.dentabyte.co.uk
23 November London	Handling complaints and improving communication skills. BDA	£100 for practice managers	www.bda.org/training
23 November Manchester	Law, ethics and record keeping. BDA	£100 for practice managers	www.bda.org/training
29 November Leeds	CPD Essentials. Denplan	From £85 for Denplan members. £50 disc for non-members	www.denplan.co.uk/event-sandtraining
30 November London	Reception and telephone skills for the whole dental team. BDA	£100 for practice managers	www.bda.org/training
7 December London	Management of medical emergencies for the whole dental team. BDA	£100 for practice managers	www.bda.org/training
10 & 11 January 2013 London	The essentials of staff management: a two-day intensive course. BDA	£200 for practice managers	www.bda.org/training



Get in touch. Send your news & views to denise@adam-aspire.co.uk

|Column

Find hours of CPD with ADAM

Here we are into September it's hard to believe that we are now in the final quarter of the year. If like me you're wondering where this year has gone and you're hoping to clock up some CPD hours, then look no further than us. We have core verifiable CPD in your next edition of Practice Focus which will be landing on your door mat very soon. You can also gain non verifiable CPD from this e update and from reading Practice Focus.

Also enclosed in Practice Focus is information about our ADAM Awards, sponsored by Denplan. The categories are practice manager of the year, treatment co-ordinator of the year and administrator of the year. We will have entry forms on the ADAM stand at BDTA, so please pick one up

Welcome to my regular column. Each month I hope to keep you informed about ADAM news and to talk about issues that affect, annoy and delight us as practice managers and administrators. *Jill*



from there or visit our website. The closing date of Friday 15th February 2013 may sound ages away but it'll be here before we know it.

BDTA is always a favourite event of mine and this year Hannah and I are delighted to be joining Denplan and participating in a short presentation at their practice managers' roundtable (turn to page 14 for details).

Hannah, Niki, Sarah and Janine will be manning the ADAM stand at BDTA 4th, 5th and 6th October. We always enjoy meeting and chatting to members, so please ensure that you pop along and say hello.

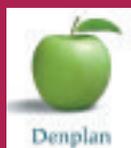
Champion of the Year is launched

There will be an extra award presented at next year's ADAM Awards - The Denplan Champion of the Year. Denplan Champions are front-of-house members of the team who have the knowledge to help patients understand the benefits of having a dental payment plan, helping increase practice income and profitability.

Customers are looking more closely at how they spend their money. They want to feel they get real value for every buying decision they make and this includes their healthcare.

For those practices that offer Denplan, having a dedicated member of the practice team as a 'champion' is a powerful asset for recruiting new patients and keeping your existing ones happy.

Denplan says that having a member of your team with the skills to actively promote Denplan in your practice and, using the marketing and customer service tools and support on offer, will help to increase your practice income. Practices with a Denplan Champion are shown to have grown their patient base more than those without.



What support will my Denplan Champion get?

- Champion specific training and events
- Direct contact with a consultant via email, telephone or face-to-face meetings
- A pack of marketing workbooks and updates on tools available to support your marketing plans
- A local network to share ideas with other Champions

- First notice of new campaigns from Denplan, such as 'Cash for Growth' schemes
- A personal copy of Update magazine

To find out more about Denplan Champions and the Champion of the Year award speak to your consultant or practice support advisor on 0800 328 3223.

BDTA DENTAL SHOWCASE 2012

4-6 October 2012, ExCeL London

A VOYAGE OF DISCOVERY

The UK's largest dental exhibition

Discover what's new

Gain technical & business advice

Experience hands-on demonstrations

Get 'out of this world' special offers

Register now for your free ticket:

ONLINE: www.dentalshowcase.com

HOTLINE: + 44 (0) 1494 729959

TEXT: your name, postal address, occupation,
and GDC number to 07786 206276

EMAIL: ers@dentalshowcase.com



Scan the barcode
with your phone to reserve
your ticket for Showcase 2012





Don't fall foul of new Equality Act

Now that the dust has had time to settle on the 2010 Equality Act, Richard Mander looks at the main changes and what you may need to do to bring your practice into line.

The Act was designed to tidy up the various pieces of equality and discrimination legislation that had developed in the UK since the 1970s. Each element tended to have its own approach and now we have a more consistent framework that should allow employers to refocus on this important area. Central to the new Act is a series of 'protected characteristics' that it is unlawful to discriminate against. These are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

What's new?

Whilst each of the nine earlier Acts is carried forward in an updated format, there are some new concepts that have been introduced covering all areas.

If you discriminate against an employee now because of links with another person who has a protected characteristic, this is known as associative discrimination. As an example, you may have an employee who is responsible for the care of a disabled child. If you fail to properly consider any reasonable requests for flexible working in connection with this care, it could amount to discrimination.

Perceptive discrimination occurs when you act in a way that suggests you think an individual has a protected characteristic even when they don't. A heterosexual man could bring a claim for harassment because of the protected characteristic of sexual orientation if colleagues who believe him to be gay taunt him about his sexuality.

No offence intended

And it's possible to discriminate indirectly if you introduce a rule or system of working that is to the disadvantage of a person with a protected characteristic. Introducing a new shift pattern with early or late hours might impact a lot more on women than men due to traditional childcare responsibilities.

Significant changes

The biggest changes in the new Act relate to disability



discrimination, particularly in relation to the use of pre-employment health questions, which can only be used if they are designed to achieve one of the following:

- to make suitable arrangements for interview or selection
- for the purpose of equality and diversity monitoring
- for a genuine job-related reason
- to take positive action (removing things that might prevent people with a protected status from making progress)
- to assure the employer that a candidate has a disability where the job genuinely requires this

Stay calm and carry on?

Well, yes, but there are a few things that it's worth doing to make sure you don't fall foul of the changes.

Firstly, check your employment policies to ensure that they do not have the potential to discriminate. A lot of potential pitfalls are in the area of recruitment and selection so it's definitely worth reviewing your policies in this area, particularly those health questions. And secondly, ensure any team leaders are familiar with and trained to work within the Act.

And, finally, ask yourself the following questions: Could my employees be exposed to harassment from suppliers, customers and other third parties, and how do I track and manage this? Do we need to adjust any of our policies to avoid or identify associative discrimination?

If you would like to know more about the new Equality Act [click here](#).

Richard Mander is a freelance HR consultant with over 20 years' experience in strategic and operational HR. He specialises in providing support to SMEs and aims to deliver cost effective, pragmatic and practical solutions. For more about this topic, or advice on other HR matters, contact Richard at www.manderhr.com 07715 326 568.



Hot Seat

From dental nurse to practice owner

Each month we ask a PM, administrator or treatment co-ordinator various questions about themselves. If you would like to feature in this section, please get in touch with Denise at the address at the top of this page. You can also nominate a colleague! We look forward to hearing from you.

Name: Beverley Harston **Age:** 41 **Location:** Derbyshire

Position: Practice owner and manager at Glendair Dental Practice, and Regional DCP tutor for SYEM, RPDEO

How did you come to work in dentistry? From the age of ten I always wanted to be a dental nurse. I had a great experience at a dental practice I visited as a child and so positive was the practice's impression on me that I decided I wanted to pursue a career in dentistry.

I was 16 when I saw an advert in the local press for a dental nurse at a local practice. Although it was January and I was not leaving school until the June, I applied anyway and was successful. I was appointed, left school on Thursday 26th June and started work the following Monday morning for a massive £27.50 per week! (I was in a Youth Training Scheme, which is similar to the apprenticeship scheme that is running today.)

As with many practice managers, I moved into a managerial role following time as a dental nurse. But after many years as manager I began wondering what next? In 2008, when the dental register opened to allow DCPs to own practices, I approached my principal, Roger, with an exit strategy that involved myself and an associate buying into the practice, with the long term view of assuming control when Roger retired.

Well, Roger retired in March this year and my business partner Mat and I are now the proud owners of Glendair Dental Practice. Mat does the dentistry and I manage the business of dentistry – a partnership made in heaven!

What's the most enjoyable part of your role? Mostly I love the relationship you build with patients and the journey you take them on. Our brand is very much oriented towards relationship building, which is probably because that's how I like to do business. I also like the team element; those people become your extended family. And finally, my biggest buzz comes from setting and achieving targets. Turning a business around and watching it grow is the



BEST feeling ever!

What is your biggest challenge at work?

I think management of the brand and the achievement of targets are the two most challenging aspects of practice life. The former is a must if you are to attract and keep the right patients and the latter underpins the achievement of the necessary financial goals that ensure our continued presence and success.

Would you recommend a career in dentistry? Most definitely! The profession is embarking on some extremely exciting and challenging times and I like nothing better than an exciting challenge!

What do you do in your free time? Walking, baking and reading

What would you be doing if you weren't working in dentistry? Owning a dog kennel and walking dogs!



Do you offer any fringe benefits?

by Vikki Harper

I was recently reading a discussion on a dental forum relating to whether practices should provide dental care for their team members. The breadth of opinions expressed on just one small web page was amazing and got me wondering what ADAM members felt and what they provided to their practice employees?

I have worked in more industries and for more companies than you care to swing a cat at but most of them offered fringe benefits to staff. I was able to purchase beautiful watches at cost when I worked for a watch distributor. I could have my hair cut and coloured for free (provided one of my team mates would do it) when I was a hairdresser. The office supplies companies all offered significant discounts on stationery purchased through them and I got free drinks after work as a barmaid. I think the only job that lacked any fringe benefits (apart from great holidays) was teaching.

Despite the generosity of most of my previous employers, I have never taken for granted the provision of any fringe benefits. My belief and experience is that people are generally appreciative and that extending the hand of generosity goes a long way to building a positive, hardworking culture. So what are some of the considerations when determining how to approach this issue?

Cultural perspective

What kind of practice culture do you hope to cultivate? If you want your team to be willing to stay behind to help when required; to be proactive; to pay attention to detail and to be supportive of one another, then encouraging a culture of mutual respect, tolerance, and give and take is essential. Extending dental care to team members could be part of your 'give'.

Practice what you preach

This is a tricky one but I have been to many a dental practice where you wished the team smiled less - and that often includes the dentists! Of course people notice and if your team members do not show off bright,



straight and especially, clean smiles then patients will wonder about how good you are at your job and how much you actually believe your own marketing and educational spiel.

New patients galore

The best and least expensive source of new patients is word of mouth referral so imagine the potential your own team has in encouraging friends and family to visit you. I know one practice where the team has been given absolutely beautiful smiles: white, straight and engaging, and not only do they put them to good use at the practice but they certainly use them to encourage people they know to follow suit.

Do you provide free dental care to your staff and if so, how do you think the practice benefits? If you follow [ADAM on Facebook](#) please take a minute to visit and post your response right now.



Get in touch. Send your news & views to denise@adam-aspire.co.uk

Promotion

Love ADAM? Recommend a friend!



Join ADAM today for these benefits:

- Reduced rates for ADAM seminars and webinars – these are focused on providing you with the commercial skills necessary to run an effective and profitable practice*
- Free subscription to **Practice Focus**, your quarterly members' magazine – the only industry publication aimed specifically at the practice management team

- Monthly emailing about topical subjects*
- Free information and advice – ADAM is your one-stop contact for queries on employment contracts, health and safety law, finance and taxation, information technology and much more. Advice sheets are available to members*
- A range of advice sheets and templates specially designed to support your needs*
- Verifiable CDP in Practice Focus, at seminars and webinars*
- A free copy of The Probe and Vital
- The annual Recommended Pay Scale and Job Competences document*

- Free Legal Advice Service through Corporate Membership of Dental Protection
- 30% discount on The Dental Business Academy Practice Manager courses for ADAM full members
- Extensive networking opportunities with colleagues across the UK*
- Save £25 on annual membership if your practice is a Denplan practice#
- The backing of an influential association in dialogue with leading organisations within dentistry*



MEMBERSHIP APPLICATION FORM

Surname _____

First name _____ Title _____

Your job title _____

GDC registration number (if applicable) _____

Practice name _____

Are you a Denplan practice? Yes No

If so, please confirm your Denplan number _____

Postal address _____

Postcode _____

Contact telephone (include std number) _____

Mobile telephone _____

Email _____

I wish to apply for Annual Membership £85

I wish to apply for the Denplan discount# £60

I wish to apply for E-membership £25 (only benefits with *)

Method of payment

Cheque made payable to ADAM

Debit/credit card

Monthly direct debit - initial payment £21.00, balance by monthly direct debit

Card number _____ / _____ / _____

Valid from (MM/YY) ____ / ____

Expires end (MM/YY) ____ / ____

Issue number (Maestro only) ____ - ____

Security card number ____ - ____

Please debit my card with the amount of £ _____

Data Protection Act

Tick this box if you do not wish your name to be divulged to a third party

Tick this box if you do not wish your contact details to be shared with other members for the purpose of networking

Signed _____

Date _____

Please complete all sections, tick the appropriate boxes and then send this form and payment to:

ADAM
3 Kestrel Court
Waterwells Business Park
Gloucester GL2 2AT
e info@adam-aspire.co.uk



Jill and Hannah to speak at event

PMs' roles are increasing significantly to encompass more of the daily responsibilities of the practice business - including increasing legislation requirements as well as marketing and customer services. To address these issues, Denplan is hosting a Practice Manager Roundtable, a 2 ½ - hour PM-specific event at the BDTA Showcase on October 5, at which ADAM president Jill Taylor and vice president Hannah Peek will be speaking.

The roundtable will take the form of a panel discussion with presentations from knowledgeable individuals, key industry representatives and professionals of interest, such as practice managers, Denplan Champions and Denplan trainers.

Once each 15-minute presentation is concluded the floor will be opened to questions from the PMs in attendance, increasing the interactivity of the event and the value for individuals.

What are the benefits to PMs?

- Free to attend
- Offering 1.5 hours' verifiable CPD
- Expert guidance and advice on regulatory requirements
- Opportunity to ask questions and open discussions with industry experts and peers
- Free Denplan joining fees on the day
- Denplan discounted rates on ADAM membership
- Goody bag with information leaflets and product information

The presentations

The presentations will take PMs on a journey covering:

- Current regulations and what to expect from inspections, business requirements and ongoing compliance
- The training available to help with regulatory issues such as confidentiality, data protection, child protection, vulnerable adult protection, equality and diversity
- Running a business with the practical difficulties of adhering to regulatory requirements with samples and case studies
- Maintaining effective communications with patients on regulations and how to get the whole team involved
- Training and information on Employment law and recruitment issues
- How to gather relevant patient research to adhere to regulatory requirements. How best to use this research and how to make the most of it through patient marketing



- The products and services available to help the practices adhere to regulatory standards

Jill and Hannah will give a short presentation about the evolving role of the practice manager and how the increasing focus on regulation and legislation is effecting this role.

Jill said: "Hannah and I will be bringing to the practice managers' roundtable a wealth of knowledge and experience both in the dental sector and beyond.

"We will demonstrate how to introduce change to the team using role play based loosely on experiences that we have had from working with fellow team members. And will share examples of how to introduce, implement and audit regulatory obligations / clinical governance – I know a phrase that doesn't bring out the love!

"We will also share with the group our top ten tips for practice managers. Both Hannah and I hope that this will be a light-hearted approach to topics which can often be boring. We also hope to inspire others to aspire for more in this industry and who knows we may well have the practice manager of the year in the audience!"

Spaces for this event are limited. To book your place, please email miah@denplan.co.uk or call 01962 827931.



Get in touch. Send your news & views to denise@adam-aspire.co.uk

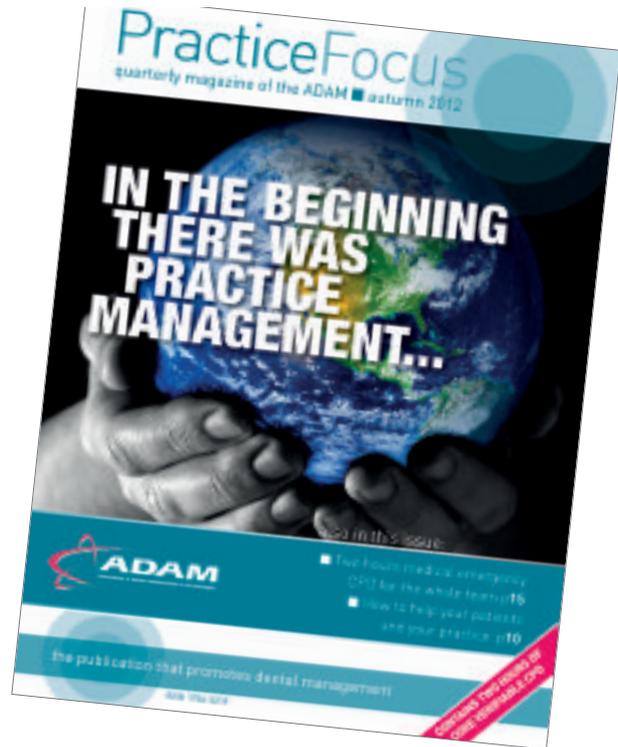
Feature

Autumn's Practice Focus out soon!

The final tweaks to your autumn edition of Practice Focus are now being made and copies are set to land on your doorsteps just in time for BDTA's Showcase in early October.

The edition is crammed with two hours of core CPD about medical emergencies, as well as useful articles about managing the practice's cash flow, top tips for successfully growing your practice, and a fascinating story from a member who volunteered at the London Olympics and was quickly promoted to team leader for the Olympic Family Assistants! Plus this quarter's Development Focus centres on mouth cancer in time for November's Mouth Cancer Action Month and Mouth Cancer Awareness Week.

We hope you enjoy it - feedback is most welcome!



PRACTICE MANAGER Denplan Practice Manager Roundtable

Invitation

Denplan has over **25 years of experience** working with the whole dental team and we recognise the importance of the **Practice Manager** role. Working with the **Association of Dental Administrators and Managers (ADAM)**, we've arranged a bespoke **Practice Manager Roundtable**, featuring a host of highly respected speakers.

The event takes place at this year's **BDTA Dental Showcase** - offering the latest regulatory support, interactive product news, and practical business and marketing training - all with **verifiable CPD**.

We'd love you to join us

Friday 5th October
2.00pm - 4.30pm

London II Room

Novotel ExCel London
7 Western Gateway
Royal Victoria Dock
London E16 1AA

RSVP

Spaces for this event are limited, so to book your place, please email miah@denplan.co.uk or call **01962 827931**





Do these affect your practice?

We are aware of two pieces of information that could have an impact on your practice and wanted to flag them up to enable you to undertake a more thorough investigation should they be relevant.

New EU law re needle re-sheathing

Did you know that 17% of all accidents in the NHS are due to needle stick? (Second only to lifting and handling.) No wonder new regulations are just around the corner!

The re-sheathing of used and unprotected medical injection needles will soon become illegal. In the future, needles must only be used once and then be disposed safely. Disposal will be via the use of a sharps container, allowing the removal of the needle without re-sheathing or handling, or by using a 'safety-engineered medical device' such as safety-shielded or retractable needles and disposable syringes.

Undoubtedly you will hear more when suppliers begin promoting these products as the regulations come into force but in the meantime if you want to know more on needle stick risks, including post-exposure management, [click here](#).

Beware of fake instruments

The Medicines and Healthcare products Regulatory Agency (MHRA) has warned people and dental staff to be wary when buying dental equipment from the internet after its enforcement investigators seized a number of potentially dangerous fake dental instruments including a non-approved portable dental x-ray unit that could emit harmful radiation.

Following an MHRA raid at a business address in the West Midlands, a total of 100 fake dental instruments were seized which consisted of scaler tips, light curer composite, gutta percha points, dental cleaning/scraping tools and detail high speed handpieces that are not CE marked and do not carry the appropriate warnings or instructions for use as approved medical equipment does.

The MHRA launched the raid after an anonymous complaint was received with regards to a non-CE marked



portable dental x-ray unit that was bought on eBay. Following a purchase via eBay, tests revealed that one of the machines available for sale had a lack of sufficient shielding in the x-ray tube, which could mean that the machines emit harmful radiation levels to the operator of the machines and patient.

You can find out if you have bought fake medical equipment by looking out for the following:

- The dental instruments have no recognised brand name and can be recognised by missing information on the packaging
- No 'instructions for use' leaflet is with the product
- No lot or batch identification number is listed
- No CE mark affixed
- No manufacturer or European representative details are listed
- No four digit unique identification number to show that the device has been through the appropriate Notified Body assessment

John Wilkinson, the MHRA's Director of Devices, said: "People should be cautious when buying any dental or medical equipment from the internet because unapproved medical devices can be dangerous or ineffective. The MHRA is committed to protecting the public and we are working with internet sites to ensure that fake medical devices are not sold. We urge the public to report faulty medical devices via our Adverse Incident Hotline on 020 3080 7080 or via our website at www.mhra.gov.uk."

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