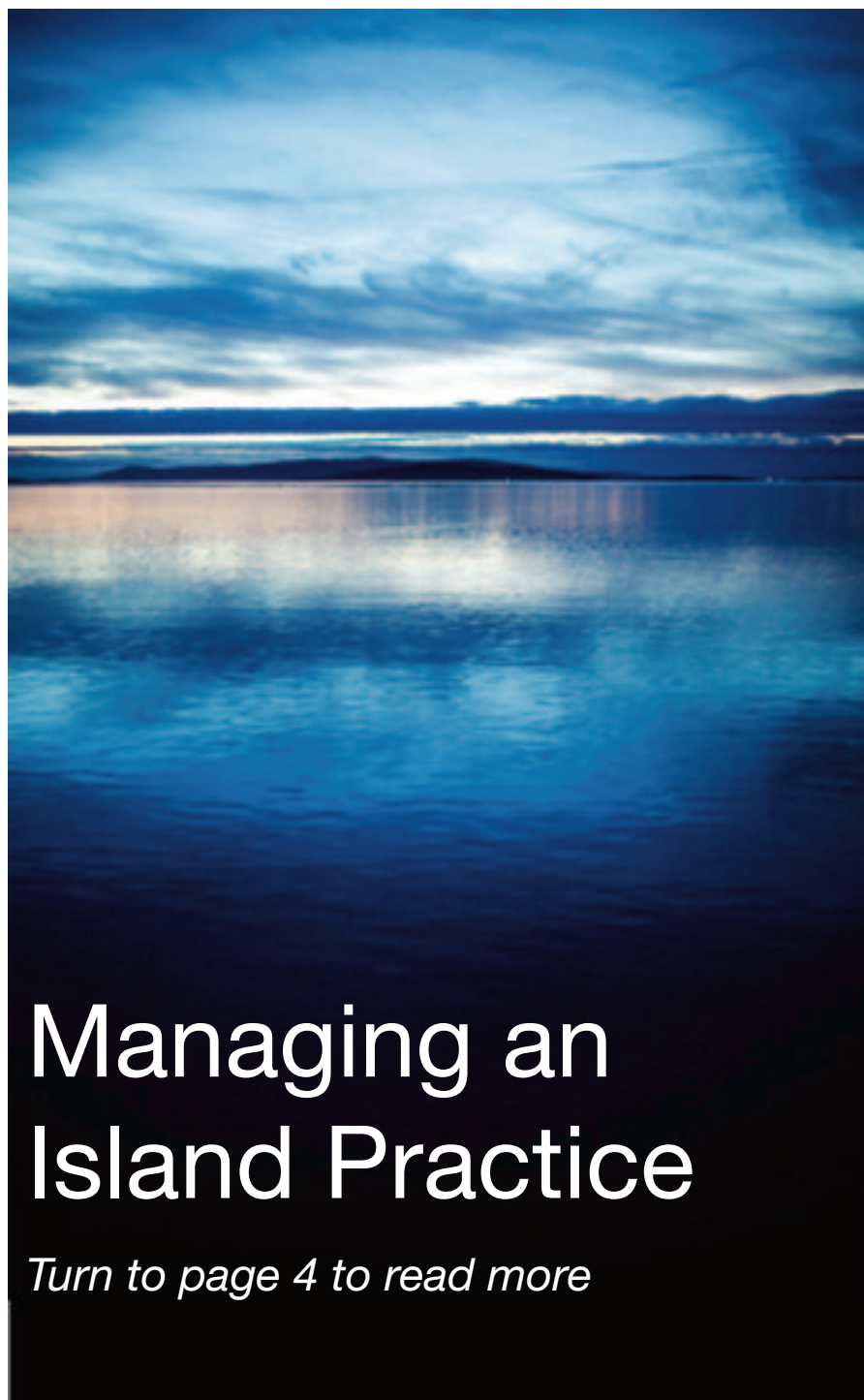


## Inside this edition ...



# Managing an Island Practice

*Turn to page 4 to read more*

### Flexible working



Planned employment law changes explained on page 10

### CQC Inspection



Find out what to expect on page 11

### What's in the news



see pages 6 & 7

# How It Works

## Step 1

Enter your details into the webform in the bottom left

## Step 2

Reply to our email with the information we'll need

## Step 4

Your patients enjoy a professionally crafted, high quality dental ezine, at no cost to you!

## Step 3

We put your template ezine together while you get on with business

Your Dental Update is presented in a digital ezine format, which encourages patient feedback and portrays a professional business image of your practice.

All you need to do is select your preferred frequency, your preferred clinical topics, your level of customisation – and we do all the rest!"

[Click Here for a free trial](#)

IN THIS MONTH'S  
**eupdate**

**4** **President's Column**  
Jill Taylor, ADAM President.

**In the Spotlight**

In our continuing focus on ADAM members, this month we hear from Cathy Laing who tells us about life as a Practice Manager in the Orkney Islands.

**6&7** **News**  
Keep in touch with what's happening in your profession by reading about the headline news from within dentistry.

**8** **BDA Conference 2013**  
Read about this year's BDA Conference at London's ExCeL on 25th to 27th April 2013.

**9** **Training**  
Get your diaries or smartphones handy and check out our extensive list of forthcoming training events.

**10** **Practice Matters**  
What will forthcoming changes on Flexible Working mean for your practice?

**11** **Practice Matters**  
Is your CQC inspection due soon?

**13** **Question Time**  
Read the questions recently submitted to the ADAM team. Can you provide any of the answers?

**13&14** **ADAM Awards**  
Your final last chance to submit your entry for this year's ADAM Awards.

## Get in touch!

Send your news & views to  
[denise@adam-aspire.co.uk](mailto:denise@adam-aspire.co.uk)

## Contact us

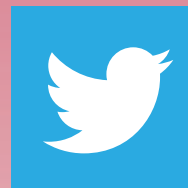
Association of Dental  
Administrators and Managers  
3 Kestrel Court  
Waterwells Business Park  
Gloucester GL2 2AT

t 01452 886364

f 01452 886468

e [denise@adam-aspire.co.uk](mailto:denise@adam-aspire.co.uk)

## Follow us



Just click on the icons to join us

Published by

[www.adam-aspire.co.uk](http://www.adam-aspire.co.uk)  
© Association of Dental  
Administrators and Managers.  
All rights reserved. No part of this  
publication may be reproduced,  
stored in a retrieval system or  
transmitted in any form or by any  
means, electronic, mechanical,  
photocopying, recording or  
otherwise without the prior  
permission in writing of ADAM.



Welcome to my regular e-update Column which each month will highlight the key events and news for busy practice managers and administrators.

As we approach the end of February it's now only four weeks until the clocks change to British Summer Time and we can again begin to see a bit more daylight – or if we're really lucky, some sunshine!

As thoughts gradually begin to turn towards spring and summer, here at ADAM we're very much focused on two events, both taking place in Oxford later this year:

Firstly there's our 20th Anniversary Conference on 7th and 8th June 2013, in partnership with Dental Protection. And secondly, at the Conference Dinner on the evening of 7th June, we'll be announcing the winners of this year's ADAM Awards, sponsored by Denplan.

There's still time to book your place at the Conference – you can do so at [www.adam-aspire.co.uk](http://www.adam-aspire.co.uk), but don't forget that to take advantage of those attractive early bird rates you need to book before 5th April 2013.

And if you're thinking of entering for this year's ADAM Awards you'd better get your skates on – the closing date is now only a few weeks away – 15th March 2013.

There are three important points to remember about these awards:-

**Firstly**, the categories, which are Practice Manager, Administrator and Treatment Coordinator of the Year.

**Secondly**, it's so easy to enter – just complete the application form on page 14 and follow the instructions shown there.

**Thirdly**, and some would say this is the most important – there's a £500 cheque for each winner!

In this month's e-update we hear from our most northerly ADAM member as we hear about life as a Practice Manager in the Orkney Islands! You'll also find some very useful articles plus the usual training event and news up-dates from the world of Dentistry. If you have any feedback on any of the content of e-update please email [denise@adam-aspire.co.uk](mailto:denise@adam-aspire.co.uk)

Jill Taylor, President



In this continuing series focused on YOU, this month we meet and ask questions of ADAM member Cathy Laing.

**Name:** Cathy Laing  
**Age:** 38  
**Job:** Practice Manager

**Where do you live:** I live with my husband Stuart and our three children, Abbie (11), Connor (9) and Freya (7) in Kirkwall in the Orkney Islands.

**Hobbies:** Most of my spare time is spent with my family but I enjoy socialising with friends, crafts, reading, and keeping fit. I also help out at a local Brownie group.

**How did you get your job?** Initially I was offered a job as a full time dental nurse but I had to turn it down because I couldn't arrange childcare to cover the hours. A few months later I was persuaded to join on a part time basis and after eight months in the job I became Practice Manager.

**How did you end up working in dentistry?** When I was six I did a project at school on dentistry which I really enjoyed and from then on the thought of working in the dental profession stuck with me. When I was at secondary school I undertook work experience with the Community Dental Service and they persuaded me to go to college in Edinburgh to attend a full time course for Dental Surgery Assistants – that was 20 years ago!

**What do you enjoy most about your role?** I enjoy interacting with my team members and with patients but I also like the fact that every day is different and you're never quite sure what challenges you will face when you arrive at work each day. I like having to think on my feet and solving problems although this is something I've developed over the years through experience.

**What's the most challenging part of your role?** I'm sure that lots of the challenges I face are just the same as for many other Practice Managers but the one that can bring added complications for me is the fact that the practice is in Orkney which, if you don't know, is located about 10 miles north of the coast of mainland Scotland. Being on an island means that items usually take a week to arrive, so I need to be sure that the practice is adequately stocked at all times to allow for delays in delivery. Finding engineers to service our equipment can also be a challenge as most companies will only work on the mainland. And attracting new dentists can be difficult because of our remote location but once they're here they tend to stay – our scenery and high standard of living soon wins them over! Training of dental nurses also requires regular trips to Inverness to our nearest NHS Education for Scotland Centre – that's a 300 mile round trip by ferry and road, and none of its by motorway!

**Would you recommend a career in dentistry?** Absolutely! Everything has changed so much since I started – dental nursing is now a career with scope for development and progression. Treatments have also changed with the development of new materials and equipment.

**If you weren't working in dentistry, what would you be doing?** I'd love to have been either a nutritionist or a pharmacist.

**If you'd like to be 'In the Spotlight' feature or to nominate a colleague, then get in touch with [denise@adam-aspire.co.uk](mailto:denise@adam-aspire.co.uk) and we'll follow it up. We look forward to hearing from you.**



**Cathy Laing**



**Dental  
Protection**



## **Xtra**ordinary online support for Practice Managers

**Xtra**ordinary risk management  
support for the whole dental team

**Xtra**ordinary free membership  
for all employed dental nurses  
and dental technicians

**Xtra**ordinary subscriptions  
for practice employees

**DPL Xtra**

Keeping up-to-date with the ever-changing employment and health and safety legislation can be challenging, but failing to do so can be costly. DPL understands that many practices will not have the resources, or the time to review complex new legislation and how to implement it. That is why we developed **DPL Xtra** Practice Manager, a one-stop shop that can keep you up-to-date with and the latest developments of which every healthcare providers need to be aware.

An **Xtra**ordinary Indemnity Programme for the Whole Practice

For more information go to [www.dentalprotection.org/uk/dplxtra](http://www.dentalprotection.org/uk/dplxtra)  
or call our Membership Helpline on 0845 718 7187



Download a  
QR code reader  
and scan the  
code for more  
information

### Charity raises £40,000 from 10km charity walk

The UK's leading mouth cancer charity, the Mouth Cancer Foundation, has announced that its 7th annual FREE Mouth Cancer 10 KM Awareness Walk, which took place in London's Hyde Park on Saturday 22nd September 2012, raised a staggering £40,000.

The Mouth Cancer 10KM Awareness Walk has been designed to increase awareness and generate much needed funds to allow the charity to provide support for mouth cancer patients and carers. Last September almost 800 people travelled to the capital to walk 15,000 steps it took to complete a 10KM course.

Together they celebrated survivorship, remembered lost dear ones and had fun. There were medals, T-shirts and goodie bags for everyone who took part.

The Founder of the Mouth Cancer Foundation Dr Vinod Joshi says:  
*"The Mouth Cancer 10KM Awareness Walk proved to be the most successful ever in 2012. The profit from the walk, after costs, will be ploughed into our latest initiative the Mouth Cancer Screening Accreditation Scheme which will launch in April this year. This is a brand new scheme which will accredit dental practices who actively prove they regularly carry out thorough head and neck cancer screenings and operate clearly documented referral pathways with a local specialist department."*

The charity is indebted to all the fundraisers who came out to support the walk and looks forward to seeing them again in 2013. For more information about the walk, please visit [www.mouthcancerwalk.org](http://www.mouthcancerwalk.org)

### Equality and Diversity

This is currently a 'hot topic' and has prompted many news stories in recent months, so here's a reminder of the key elements of the relevant legislation:-

*The Equality Act [2010] sets out the new public sector Equality Duty replacing the three previous duties for race, disability and gender.*

*The Duty now covers the following 'protected characteristics':*

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race (including ethnic or national origins, colour or nationality)
- Religion or belief (including lack of belief)
- Sex
- Sexual orientation
- Marriage and civil partnership

For more information go to: <http://www.ic.nhs.uk/equality>

### Management Diplomas presented at UMD Professional Awards Ceremony

Dental practice managers and dentists from all over the UK celebrated achieving a nationally recognised management diploma with UMD Professional at an awards ceremony in London in January.

More than 50 managers achieved an Institute of Leadership & Management (ILM) qualification in 2012 and undeterred by the wintry weather, many of them travelled to London to receive their certificates from Charles Elvin, Chief Executive of the Institute of Leadership and Management (ILM).

Fiona Stuart-Wilson, Director of UMD Professional said, *'We are very pleased to see that even in these more austere times so many practices and individuals are prepared to invest in their management skills to be able to run efficient and effective practices and meet the business challenges ahead with confidence. The achievement of the people here today is a testament to their hard work and application, and in congratulating them we hope that they will inspire others to follow their lead and invest in success.'*

Charles Elvin from ILM said: *'We are delighted to celebrate everyone's success and very pleased to see that those working in dentistry recognise the importance of increasing their skills, benefitting the individual managers as well as everyone in their teams.'*

*'It is important that businesses invest in leadership and management development at all levels to ensure strong business performance and effectiveness. Training and skills development is particularly beneficial to smaller organisations given the diverse range of activities manager and leaders are required to engage with on a daily basis.'*

UMD Professional currently has grants available for their regional qualification courses. For more information, please contact Penny Parry of UMD Professional Ltd on 020 8255 2070.

### ADAM Awards

There's just time to submit your entry as the deadline is now only couple of weeks away - 15th March 2013.

Here's a quick reminder of the three categories:-

- Administrator of the Year
- Treatment Coordinator of the Year
- Practice Manager of the Year

Winners will each receive, courtesy of our Sponsors, Denplan, a cheque for £500.

For full details of how to enter check out pages 13 and 14 or go to the News and Events section of our website at

[www.adam-aspire.co.uk](http://www.adam-aspire.co.uk)

Good luck to everyone who enters.

Winners will be announced at the ADAM Conference Dinner in Oxford on 7th June 2013.

### GDC says CPD countdown 'begins in earnest'



In exactly six months' time almost 40,000 dental care professionals (DCPs) will come to the end of their first five year cycle of continuing professional development (CPD).

CPD is a legal requirement and on 31 July 2013 those affected by this year's deadline 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.

For tips and advice go to:

<http://www.gdc-uk.org/Dentalprofessionals/CPD/Pages/default.aspx>

### GDC seek Fitness to Practise Panellists

In February the GDC will begin recruiting for 65 new Fitness to Practise panellists and they are looking for both lay and dental professional candidates.

You can find out how to register your interest in becoming a Fitness to Practise panel member in a [leaflet](#) produced by the GDC, who are also seeking to appoint a Chair and eleven Council members to take office in October 2013.

The Council is the governing body of the GDC and is responsible for the overall control of the organisation.

Applicants need a strong commitment to patient protection and the promotion of confidence in the regulation of dental professionals to ensure the GDC continues on its path of continuous improvement.

There will be an equal number of registrant and lay members and the GDC is required to have at least one member who lives or works wholly or mainly in each of England, Scotland, Wales and Northern Ireland.

The recruitment campaign officially begins in late February but expressions of interest can be made to:

[gdcouncilappointments@gatenbysanderson.com](mailto:gdcouncilappointments@gatenbysanderson.com)

### British Dental Health Foundation welcomes sugar reduction in soft drinks

Leading brands who have this week announced they will be reducing the amount of sugar in their soft drinks could play a key role in reducing obesity and dental decay, according to oral health experts.

Public Health Minister Anna Soubry made the announcement earlier this week as part of the Public Health Responsibility Deal. Lucozade and Ribena will reduce the amount of sugar and calories in their products by up to 10 per cent as part of the Government's drive to reduce levels of obesity.

Other leading brands such as IrnBru and J2O will also work to reduce the calorific content of their drinks as part of the deal. England has some of the highest obesity rates in the developed world with 60 per cent of adults and one third of 10 and 11 year olds being overweight or obese. Latest figures show more than three in every 10 children starting primary school do so with tooth decay, while a third of children aged 12 have visible dental decay. Chief Executive of the British Dental Health Foundation, Dr Nigel Carter OBE, points to high levels of sugar in diets as the major factor behind these figures.

Dr Carter said: "Health professionals have long held the opinion that sugar is addictive. That is why the announcement that a number of leading soft drinks brands will reduce the amount of sugar they contain is a step in the right direction.

"More can always be done to tackle obesity and dental decay, and the Responsibility Deal can go further in improving public health. Hopefully this news will encourage more brands to come forward and support the deal.

"The idea that too much sugar is bad for health is not a new concept, yet it is surprising how many people seem to ignore the message. Health professions, and particularly those in the dental profession, have an ideal opportunity to remind their patients about the potential pitfalls of having too many sugary foods and drinks too often. It is one of the Foundation's key messages, and it may help to reduce incidence of caries in children and the growing levels of childhood obesity in the UK."

For more information contact:

David Westgarth [davidw@dentalhealth.org](mailto:davidw@dentalhealth.org) 01788 539792

David Arnold [davida@dentalhealth.org](mailto:davida@dentalhealth.org) 020 7664 8754

### ADAM launch Jobs Board

ADAM is delighted to announce the launch of a Jobs Board accessible via our website at [www.adam-aspire.co.uk](http://www.adam-aspire.co.uk)

This exciting new development not only enables anyone within dentistry to advertise vacancies on our website but also to seek out new opportunities, delivering a 'one stop shop' for recruitment in the dental field.



## Whatever your management role.....

you can find a qualification to benefit you and your practice. UMD Professional's range of qualification courses are accredited by the Institute of Leadership and Management and provide a practical management training pathway for dentists, DCPs and practice managers.



**ILM Level 3 Certificate in Management**  
*designed for senior nurses and receptionists and new managers taking their first steps in management*

.....

**ILM Level 5 Diploma in Management**  
*for existing practice managers and dentists*

.....

**ILM Level 7 Executive Diploma in Management**  
*for dentists and practice business managers, and accredited by the Faculty of General Dental Practice as part of the FGDP Career Pathway*

**umd**  
PROFESSIONAL

For full details, course dates and venues contact Penny Parry on:  
☎ 020 8255 2070 ✉ [penny@umdprofessional.co.uk](mailto:penny@umdprofessional.co.uk)

[www.umdprofessional.co.uk](http://www.umdprofessional.co.uk)

## Special rates for ADAM members

At Polestar Payroll, we pride ourselves of providing not just great service in a cost effective package, but one which is aimed at dental practises and relieving administrators of the headaches of payroll.

If you already have a payroll provider we're so confident of our value for money, we guarantee we'll beat your current price!



**Polestar**  
**Payroll**  
*Leading you in the right direction*

**CALL 01202 974100**  
**or email**  
**[enquiries@polestarpayroll.co.uk](mailto:enquiries@polestarpayroll.co.uk)**

7 Somerford Road, Christchurch, Dorset, BH23 3PH

## An essential visit - BDA give ADAM members a preview of the British Dental Conference

In the first of two previews of the British Dental Conference and Exhibition, taking place at ExCeL London from 25-27 April, we bring you a taster of what's on offer in the dedicated Training essentials theatre.

Situated in the main exhibition hall the theatre offers the very best of the BDA's Training essentials course portfolio over a three day period. Delegates can also look forward to several specially hosted sessions including a dedicated session (Thurs 15:00) for practice managers where ADAM President, Jill Taylor and Vice President, Hannah Peek will share their top ten tips for performance management success. They will discuss how to retain the ideal team member, how to motivate those who are falling below par and how to reward those who excel.

Building a successful team will also be the focus of a session by business relationship coach Heather Dallas who will look at what makes a successful

reception team (Fri 15:00). Earlier on Friday (13:00) Heather will discuss how patient complaints can be prevented through professional and assertive communication.

Further sessions practice managers will not want to miss include Penny Bowen's presentation on tax and investment planning (Thurs 13:00) and Alison Miles-Jenkins' talk on how to achieve a successful work-life balance through effective time management (Fri 14:00). Penny works as a tax manager for accountants Dental Business Solutions whilst Alison works as a business trainer and entrepreneur.

A final highlight of the Training essentials programme is a session by Mark Oborn, dental marketing, website and business consultant. Mark will show you how to grow the business you work for through online marketing and social media. Expect tips on how to make sure your practice's website appears in search results and how to attract positive attention on social media. (Thurs 12:00).



**BRITISH DENTAL CONFERENCE & EXHIBITION 2013**  
25-27 April | ExCeL London

DISCOVER SO...  
E DISCOVER SO...  
ASE CPD ADVICE LEA...  
ENGAGE EXPERT...  
ADVISE DISCOVER ADVICE...  
CPD...  
EXPERTS

[www.bda.org/conference](http://www.bda.org/conference)



Date and location	Name of event and provider	Cost and notes	Contact details
Commencing March 2013 London	ILM Level 7 Diploma in Executive Management <i>UMD Professional Ltd</i>		Penny Parry 020 8255 2070 or <a href="mailto:penny@umdprofessional.co.uk">penny@umdprofessional.co.uk</a>
1 March 2013 London	Clinical audit and its role in the dental practice British Dental Association	BDA Training essentials £115 for Practice Managers	<a href="http://www.bda.org/training">www.bda.org/training</a>
6 March 2013 Edinburgh	CPD Essentials covering: • Infection Control • Ethics and Complaints • Medical Emergencies • CPR • Mouth Cancer Denplan	Non-Denplan practices: £200 per delegate Denplan Practices: Contact the Denplan Events Team for a possible discount	Ring 0800 169 5697 or email <a href="mailto:eventsandtraining@denplan.co.uk">eventsandtraining@denplan.co.uk</a>
7 March 2013 London	2-day Business Management Master classes Dentabyte	£300	Ring 020 3248 1100 or email <a href="mailto:ola@dentabyte.co.uk">ola@dentabyte.co.uk</a>
7 March 2013 London	CQC Essentials including: • Child Protection • Vulnerable Adults • Confidentiality • Data Protection • Equality and Diversity Denplan	Non-Denplan practices: £200 per delegate Denplan Practices: Contact the Denplan Events Team for a possible discount	Ring 0800 169 5697 or email <a href="mailto:eventsandtraining@denplan.co.uk">eventsandtraining@denplan.co.uk</a>
8 March 2013 Glasgow	Social networking and online marketing British Dental Association	BDA Training essentials £115 for Practice Managers	<a href="http://www.bda.org/training">www.bda.org/training</a>
8 March 2013 Glasgow	Law, ethics and record keeping British Dental Association	BDA Training essentials £115 for Practice Managers	<a href="http://www.bda.org/training">www.bda.org/training</a>
12 March 2013 Crewe	CPD Essentials covering: • Infection Control • Ethics and Complaints • Medical Emergencies • CPR • Mouth Cancer Denplan	Non-Denplan practices: £200 per delegate Denplan Practices: Contact the Denplan Events Team for a possible discount	Ring 0800 169 5697 or email <a href="mailto:eventsandtraining@denplan.co.uk">eventsandtraining@denplan.co.uk</a>
15 March 2013 Leicester	CQC Overview including: • Child Protection • Vulnerable Adults • Confidentiality • Data Protection • Equality and Diversity Denplan	Non-Denplan practices: £200 per delegate Denplan Practices: Contact the Denplan Events Team for a possible discount	Ring 0800 169 5697 or email <a href="mailto:eventsandtraining@denplan.co.uk">eventsandtraining@denplan.co.uk</a>
21 March 2013 Portsmouth	2-day Business Management Master classes Dentabyte	£300	Ring 020 3248 1100 or email <a href="mailto:ola@dentabyte.co.uk">ola@dentabyte.co.uk</a>
22 March 2013 London	Safeguarding children and vulnerable adults British Dental Association	BDA Training essentials £115 for Practice Managers	<a href="http://www.bda.org/training">www.bda.org/training</a>
27 March 2013 Coventry	CQC Overview including: • Child Protection • Vulnerable Adults • Confidentiality • Data Protection • Equality and Diversity Denplan	Non-Denplan practices: £200 per delegate Denplan Practices: Contact the Denplan Events Team for a possible discount	Ring 0800 169 5697 or email <a href="mailto:eventsandtraining@denplan.co.uk">eventsandtraining@denplan.co.uk</a>
18 April 2013 Bristol	CQC Essentials including: • Child Protection • Vulnerable Adults • Confidentiality • Data Protection • Equality and Diversity Denplan	Non-Denplan practices: £200 per delegate Denplan Practices: Contact the Denplan Events Team for a possible discount	Ring 0800 169 5697 or email <a href="mailto:eventsandtraining@denplan.co.uk">eventsandtraining@denplan.co.uk</a>
18/19 April 2013 Manchester	The essentials of staff management: a two-day intensive course British Dental Association	BDA Training essentials £230 for Practice Managers	<a href="http://www.bda.org/training">www.bda.org/training</a>
25–27 April 2013 Excel, London	2013 British Dental Conference and Exhibition British Dental Association	£90 for a 1 day ticket £115 for a 2 or 3 day ticket	<a href="http://www.bda.org/conference">www.bda.org/conference</a>

## Are you a 'flexible' employer?

In November 2012 the Government confirmed its intention to extend the right to request flexible working to all employees with 26 weeks' continuous service.

Under current legislation employees with at least 26 weeks' continuous employment may make a request for flexible working provided that they are making the request to care for a child under 17 (or 18 if the child is disabled). In addition, the person making the application must be the child's mother, father, adoptive parent, guardian or foster parent or spouse, civil partner or partner of any of the above.

The proposal is also to replace the existing statutory procedure for considering such requests with a new general duty to act reasonably within a reasonable period. It is expected that these proposals will have a significant impact on all businesses but smaller businesses such as dental practices are likely to feel the effects far more significantly.

Additional flexible working arrangements include a proposal that parents will be permitted to share between them 50 weeks of parental leave. This will replace the existing entitlement to 50 weeks maternity leave and will allow parents to decide how they choose to divide up the leave. For example, they will be able to take the leave consecutively or concurrently subject to agreement with employers.



Given these changes a new flexible parental pay will be introduced that will replace the additional statutory maternity pay. Essentially, once the mother has completed the 2 weeks compulsory maternity leave then the remaining 37 weeks of paid leave can be shared between both parents.

Given this proposal, the existing additional parental leave allowing fathers the ability to take leave after 20 weeks provided that the mother has returned to work will be abolished.

These proposals are due to be implemented by 2015 but again, they could have a significant impact on practices given that the proposals are likely to introduce uncertainty. It is not yet clear how much notice will be required before either parent decides to take such parental leave but it is unlikely to be long enough to secure a temporary replacement. In addition, there are concerns that parents will be able to take the parental leave in blocks, thus creating further uncertainty and disruption within practices.

In the meantime, the existing flexible working procedure remains in force entitling employees with at least 26 weeks' service who qualify to apply for flexible working. It is vital that the statutory procedure for considering such requests is followed in order to avoid claims being made in the Employment Tribunal. Given that the award for breach of the Flexible Working Regulations has recently increased to £3,600, practices need to ensure that they obtain appropriate advice before responding to any request for flexible working.

MFG Solicitors specialise in offering legal advice to dental practices. Their expertise ranges from advising on

transactions, CQC inspections, regulatory matters and employment issues.

If any member requires any legal advice they should contact John Morgan on 01562 820181, Head of the Dental Services Team who will be able to refer your call to an appropriate expert for a no obligation discussion.

by Amanda Pillinger,  
Partner, mfg solicitors LLP



*mfg's dental services team*



## CQC inspection due? 'Don't Panic!'

says Richard Harris,  
Quality and Standards Adviser at BDA

Around half of CQC-registered practices should be inspected by the end of March 2013, meaning another 5,000 practices are still waiting nervously for the telephone call to announce their inspection will be in two days' time!

This normal 48 hour notice period, despite being longer than for other CQC-inspected professions, does not give practices much time to get up to speed. This is because the CQC expects them to be operating at compliance levels at all times.

Many practices want it 'over and done with', but inspectors seem to be selecting them randomly; it appears to be very much a lottery.

So, what will they be looking at?  
The CQC's starting position is the safety and welfare of patients - it looks at issues which affect this, although they may not appear to from a practice's viewpoint.

Outcomes one (respecting and involving patients), four (care and welfare of patients), seven (safeguarding patients), eight (cleanliness and infection control) and 21 (records) form the core of the inspection. This core group deals with the patient's involvement in treatment, the protection of rights and dignity, emergency training issues, maintenance of good patient record/notes, enhanced CRB checks, child protection/safeguarding adults issues and HTM 01-05 (the Code of Practice on the prevention and control of infections).



Outcomes 12 (requirements relating to workers), 13 (staffing) and 14 (supporting workers) are occasionally added and these relate to the staff recruitment process, appraisals and continued training, with outcome 16 (assessing/monitoring quality of service) looking at quality of the service, using evidence from patient questionnaires, complaints and audits.

This list is not exhaustive, as the inspectors can look at any of the 16 outcomes during the course of the visits and would expect practices to be compliant on them.

But the most important feedback we've received from members is not to be scared (it can lead to mistakes), be helpful and try to establish a dialogue; it should make the inspection go better!

The BDA are holding a one-day workshop offering advice and guidance about the CQC inspection process on Friday 15 March at the BDA, London. For further information, please visit [www.bda.org/training](http://www.bda.org/training) or call 020 7563 4590.







www.lucasfettes.co.uk

**LUCAS FETTES** & PARTNERS

**DENTALFIRST**  
SPECIALIST INSURANCE FOR DENTAL PRACTICES

DentalFirst. Dedicated dental surgery insurance solutions, designed to protect your business and provide you with peace of mind.

We understand the pressures and challenges of keeping a busy dental practice ticking. And sourcing suitable, affordable insurance cover can be time consuming and frustrating.

Our team of technicians have been working with dental surgeries for many years, and will provide you with expert advice to ensure that your policy is

matched exactly to your needs.

Our insurance solutions are packed with relevant policy benefits and underwritten by secure, UK insurers.

We provide quick, efficient service so that you can do the same for your patients.

## Contact us

To see how DentalFirst can help your business, please call Peter Boardman or Andy Thompson on:

**0161 973 9101**

Lucas Fettes and Partners are  
Independent Insurance Intermediaries  
Authorised and Regulated by  
the Financial Services Authority  
No: 304899



# TePe Select™

– keeping it simple




**Free  
TePe Select™  
sample**

Visit:  
[tepe.com/uk/samplerequest](http://tepe.com/uk/samplerequest)  
and use code  
**ADA02a**

TePe Select Toothbrushes are efficient, durable and user-friendly; with a choice of brush-head sizes and filament textures, TePe Select brushes are simply excellent value.

For more information call 01934 710022, email [infoUK@tepe.com](mailto:infoUK@tepe.com), or visit [www.tepe.com](http://www.tepe.com)

To receive your free sample:

- Visit: [tepe.com/uk/samplerequest](http://tepe.com/uk/samplerequest) and use code ADA02a
- Or, use the QR code below.





### Question Time

Back in December 2012 we launched Question Time which provides members to put a question to the entire ADAM membership. And here are the first two tricky questions that we'd like your help with – on behalf of two fellow ADAM members. Can you help?

#### Question 1:

Have any practices held a patient forum yet? I don't know where to start!

#### Question 2:

As veneer is a complicated procedure, we would like to have a document which patients can read and sign to ensure they understand the procedure before their appointment. Does anyone have a document which lays out details of procedure for new veneers for patients?

Email your Answers to [editor@adam-aspire.co.uk](mailto:editor@adam-aspire.co.uk) and we'll publish the best responses next month.

### What's the burning question you'd like to put to the membership?

Is it about Direct Access?

Is it an HR problem with a member of your team?

Is it a question about sourcing a particular item of equipment?

Is it about moving premises?

It can be on anything and everything about dental practice management and administration – so ask away!!



## AWARDS 2013

Entries are invited from:

**PRACTICE MANAGERS  
ADMINISTRATORS**

and

**TREATMENT CO-ORDINATORS**

**Acknowledging commitment to  
practice management and  
administration**

The ADAM Awards are very special, they are awarded by the industry body to individuals within the practice administration team who demonstrate commitment to their ever changing roles.

### Could you be...

ADAM Practice Manager of the Year?

ADAM Administrator of the Year?

ADAM Treatment Co-ordinator of the Year?

**The winner in  
each category  
will receive a  
cheque for £500**

Sponsored by



**YES! Then why not enter the  
2013 ADAM Awards**

**ENTRY  
FORM**

**Your details**



**AWARDS2013**

I wish to enter:

- ADAM Practice Manager of the Year ☐  
ADAM Administrator of the Year ☐  
ADAM Treatment Co-ordinator of the Year ☐

Name: .....

Address: .....

e-mail: .....

Telephone: (day) ..... (mobile) .....

ADAM membership number: .....

Job title: .....

Practice name: .....

Type of practice: .....

Private ☐ Mixed ☐ NHS ☐

Other, please state: .....

**How to enter**

Tell us what singles your practice out from the competition in a personal statement of no more than 750 words. Please affix your entry to this form with a brief CV (no more than 1 A4 page) in Word or PDF format only.

Send your completed entry to: ADAM AWARDS  
3 Kestrel Court, Waterwells Drive,  
Waterwells Business Park  
Gloucester GL2 2AT

e-mail: [denise@adam-aspire.co.uk](mailto:denise@adam-aspire.co.uk)

Closing date for entries is 15 March 2013.

**Entry criteria**

Individuals may only enter one AWARD category.

Any entry that exceeds the criteria set out on the entry form will be excluded.

Each entry will be judged by a panel of judges appointed jointly by ADAM and Denplan.

Each category will have one winner.

Following the judging, finalists will be invited to the ADAM Conference Dinner and Awards Ceremony at the 2013 conference at the Oxford Hotel, Oxford on 7 June 2013.

Winners will be announced at the Conference Dinner.

Winners must be prepared to be interviewed for ADAM publicity purposes.

The decision of the judges is final.

The Award Titles can only be used with the permission of the Association.