

Read what's
In the News



see page 4

ADAM 2016
Practice Manager of
the Year launched



on page 8

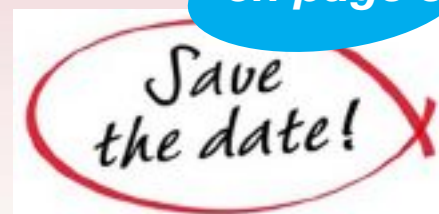
Forthcoming
training events



on page 6

ADAM Conference
2016

on page 5



Inside this edition ...

All change at ADAM
read more on page 3

'for those who aspire to success'

Putting you in control



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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,

If you have phoned or emailed the ADAM office, or indeed visited the ADAM stand at various national events at any time over the past 9 years you will, in all likelihood, have spoken with Denise Simpson.

At the end of April Denise retired from ADAM and I'm sure you will join me in thanking her for providing such a friendly and helpful service to members and wish her well for the future.

From 1st May 2016 the office administration for ADAM transferred into the capable hands of **Samantha Shoults** and we all look forward to working with Sam in the coming months and years.

The office address and contact details also change from 1st May to the following:-

Email: sam@adam-aspire.co.uk

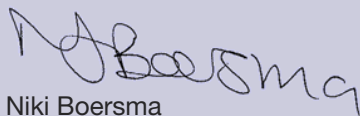
Phone: 07799 973439

Address:

ADAM,
Singleton Court Business Park,
Wonastow Road West Industrial Estate,
Monmouth
NP25 5JA.

The ADAM website and our literature is currently in the process of being up-dated but any post or calls to our current contact details will be automatically re-directed to Sam.

Finally, and following the publication of this edition of e-update, Ian Simpson will be stepping down as our Publications Editor. News of Ian's successor will follow soon but now is an opportune time for me to thank him for his sterling work as Editor of both Practice Focus and e-update over the past 5 years.



Niki Boersma
President



In this continuing series focused on YOU, this month we meet and ask questions of ADAM's newly appointed Head Office Administrator, Sam Shoults



Sam Shoults

Name: Sam Shoults

Job: Head Office Administrator for ADAM

Where do you live?

Monmouth in the Wye Valley, an Area of Outstanding Natural Beauty

Tell us about yourself and your family:

I'm a lifelong (30+ years) vegetarian.

I enjoy animal charity work and currently volunteer my spare time with a local Cats Protection branch.

I also help fundraise for a group of volunteers who work to improve the lives of shelter dogs in Romania.

Pets and Hobbies:

I have two cats, Sis and Little Pirate, and a horse called Farley who is my pride and joy.

What did you do before joining ADAM?

I work at a marketing and PR consultancy (Corona Dental) alongside my role for ADAM.

I used to work for Hertfordshire Constabulary and before that I started out in hotels, both on reception and sales.

A long time ago I used to teach people to horse ride!

What are you looking forward to most about your new job?

I'm really looking forward to helping the members get the most out of their memberships.

I hope that I will be able to assist members quickly and direct them to what they need, continuing the excellent service that Denise has previously provided.

How can members get in touch with you?

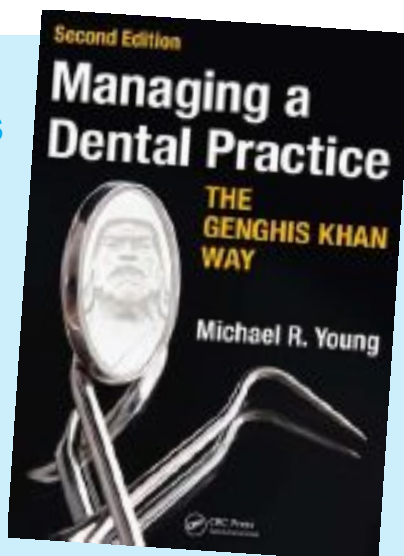
Members can email me at sam@adam-aspire.co.uk, call me on **01452 729522** or **07799 973439**. I'll also be on the Association Facebook (ADAM.aspire) and Twitter @adamaspire2013 accounts.

Managing a Dental Practice the Genghis Khan Way

Being an effective practice manager demands a clear vision, sufficient business knowledge and, above all, wise judgement. The new edition of *Managing a Dental Practice the Genghis Khan Way* by Michael Young shows you how to turn your practice into a successful business. Order your copy with a 20% discount and free delivery here:

<http://bit.ly/1qL4pYY>

Managing a Dental Practice the Genghis Khan Way,
Second Edition by Michael R. Young
Published March 2016 by CRC Press
183 Pages, ISBN 9781910227664, list price £31.99



Health & Safety Executive eBulletins - First Aid April 2016

This ebulletin informs duty holders on matters that affect workplace first aid under the Health and Safety (First-Aid) Regulations 1981.

To read it, and register for future e-Bulletins from the HSE click here:
<http://tinyurl.com/gtou9po>

GDC Council decides to cease publishing address details on the register

The General Dental Council has decided it will no longer include full addresses on its public register of dentists and dental care professionals. The registration number would be used as the primary method of identification and to confirm professional status.

People will be able to continue to check the status of any dentist or dental care professional on the register by using their existing registration number which is unique to each dental professional.

Read more at
<http://tinyurl.com/zzd84yv>

Public paying the price for government failure on prevention

The British Dental Association (BDA) has backed warnings from the Local Government Association (LGA), as it revealed new figures showing a 66 per cent increase in the cost of extracting rotten teeth from children in hospitals in the last five years.

Hospital extractions, which require general anaesthesia, vastly exceed the costs of preventive treatment delivered through high street practices. The dentists' group has said this increase is emblematic of the government's wider failures on prevention.

The BDA recently led criticism of the government's increases to NHS dental fees, which it warned would discourage patients on low incomes, together with its approach to the discredited NHS contract. A recent survey of NHS dentists revealed that 83 per cent felt the current contract system, based on rigid government targets, was holding them back from preventive work.

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

NHS patient dental charges in England will increase by 5% on 1 April 2016

Regulations have today been laid before Parliament to uplift dental charges in England from 1 April 2016.

Read more at
<http://tinyurl.com/jgf7qce>

Dental Protection helps members reduce the risk of receiving a complaint through new guidance

Dental Protection's well-received Guide to Handling Complaints has been updated to offer top tips on how to reduce the risk of receiving a complaint, as well as practical advice on dealing with complaints.

For a copy of the guide go to
<http://tinyurl.com/jucmknv> where you will find a copy in pdf format.

ADAM Vice President wins Probe Dentistry Award for Practice Manager of the Year

The winners of The Dental Awards 2016 were announced at a glamorous and fun-packed ceremony that took place at the Hilton Metropole in Birmingham on Friday, 22 April – the first day of the Dentistry Show.

The evening was a huge success, filled with laughter (largely thanks to comedian-host, Jo Caulfield), great company and delicious food. First and foremost, though, the occasion served as a fitting celebration of the biggest talents in UK dentistry.

Congratulations go to ADAM Vice President Lisa Bainham for winning the Practice Manager of the Year award – building on her success in 2015 as the winner of ADAM's award in the same category!



ADAM Conference 2016

ExCel London

7-8 October 2016

Conference Topics*

- Strategic Change
- Employment Law
- Marketing & Web Design
- Health & Safety
- Coaching & Training
- Cyber Liability

*programme subject to change

Social Programme

Friday Evening
Drinks reception to
welcome the new
ADAM President

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	£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
Birmingham	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
Bristol	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
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
Kendal	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
London	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
London	Postgraduate Certificate in 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
London <i>UMD Professional</i>	ILM Level 5 Diploma in Leadership and Management £2450 payable over 13 months	10 monthly one-day workshops plus tutorial support.	Call 020 8255 2070 or e-mail fiona@umdprofessional.co.uk
London	ILM Level 7 Diploma in Leadership and Executive Management <i>UMD Professional</i>	Award winning 18 month programme involving 6 two-day workshops and monthly webinars held once a quarter. £4800 payable over 18 months. Part-funding available	Call 020 8255 2070 or e-mail fiona@umdprofessional.co.uk
London	ILM Level 5 Certificate in Leading with Integrity <i>UMD Professional</i>	£995 payable over six months *new course*	Call 020 8255 2070 or e-mail fiona@umdprofessional.co.uk
Manchester	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
Manchester	Postgraduate Certificate in 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
Manchester	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
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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A motivated team gets results

Rebecca Morris, Practice Consultant for DPAS Dental Plans talks about how a motivated team can lead to a really successful practice.

"I am working with a very successful squat practice, one that I really admire and which has wholeheartedly embraced and understood the benefits of team-building. As a result, the staff feel motivated and are rewarded to go the extra mile for their patients, because they know that their success is driven by them working together as a team.

The practice is 80% DPAS plan-based, which is an outstanding achievement for a practice that started from scratch. They have developed a choice of plans

administered by DPAS that are so well thought out and competitively priced that it makes no sense for their patients to choose the alternative fee-per-item option. This strategy has helped the entire team recognise the benefits of plan membership for patients, ensuring they are extremely comfortable promoting the plans and thereby making the practice a success.

Building a successful practice begins with comprehensive staff training, giving each staff member the confidence they need to feel that their contribution is an important part of the business. Having well-trained and informed individuals who understand what is expected of them increases the motivation of the whole team. This encourages plan promotion, which in turn leads to a flourishing business and increased practice revenue.

In this particular practice, the team's efforts are rewarded with pay scale increases, measured both by training and sales achievements as well as by time invested. Again, this financial

motivation encourages each individual to work towards their future goals and so the business continues to grow.

Creating a team full of happy and enthusiastic individuals can be difficult and sometimes offering individual incentives does not engender a 'team' approach. But in this case, the principal made team building an intrinsic part of each person's daily responsibility. This means that everyone is focused on working as a team and understands that, using this approach, they can all share in the success of the business. This has created a hard-working, professional and profitable practice and a happy and truly motivated team."

For more information on DPAS Dental Plans visit www.dpas.co.uk call 01747 870910 or email: enquiries@dpas.co.uk



Could YOU be the ADAM Practice Manager of the Year 2016?

You could win £500 and an engraved trophy for your practice!



£500
prize

What to do

In a personal statement tell us what difference you have made to the practice and what plans you have for the future.

How to enter

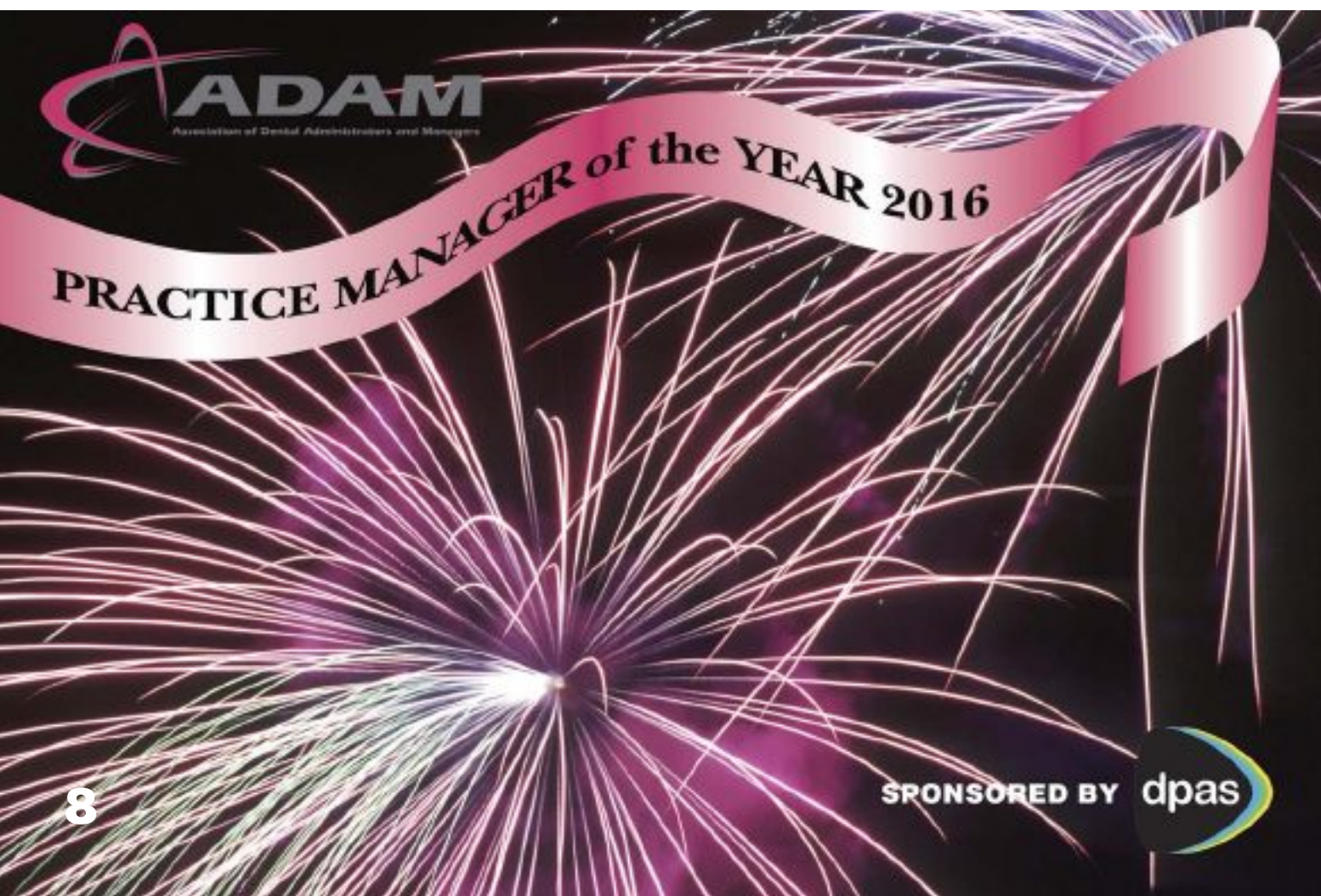
Submit a personal statement of up to 1000 words, in addition you may include examples of publications/flyers you have created. Include a brief CV with your entry.

Who can enter?

All members of ADAM.

Terms & conditions

- Closing date for entries is 28 October 2016.
- Any entry that exceeds the criteria set out on the form may be excluded.
- Entries will be judged by a panel of judges jointly appointed by ADAM and DPAS.
- The winner must be prepared to be interviewed for ADAM publicity purposes.
- The award title can only be used with the permission of the Association.
- The award will be presented at the BDA Honours & Awards Dinner in May 2017.
- The judge's decision is final.



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