“Tie this year’s CPD to your CQC requirements and make life easier,” says dentist and practice management consultant, Seema Sharma.

A ll NHS and private prac-
tices have to register with The Care Quality Com-
mission (CQC) in 2011 and all GDC professionals have to under-
take Verification (CQC) Continuing Pro-
fessional Development (CPD).

For CQC, practices will be ex-
pected to DEMONSTRATE HOW they have translated learning into team action, so at Dentabyte we have launched innovative core CPD courses to help you do that.

CPD for CQC requirements
The Care Quality Commission expects practices to have estab-
lished written and operational systems for Infection Control, Dental Radiography, Medical Emergencies, and Complaints Handling, including:

- Written policies and procedures
- Leadership and team member roles
- Risk and hazard assessments
- Induction, training & review
- Regular audit, continuous learning and monitoring

Our aim is to help you imple-
dent simple systems which can be used to demonstrate to the Care Quality Commission that your team have put their knowl-
edge into action. Individual prac-
tice support is also available from Dentabyte for those who need it.

The most consistent method to maintain compliance with health and safety regulations is to conduct a comprehensive an-
nual risk assessment and audit. For assistance with achieving these standards, sample health and safety, infection control and radiation risk assessments/au-
dits are available at our CPD for CQC courses.

Key considerations for your practice team

CPD for CQC topic 1 - Infection Control
HTM 01-05 (2009) is the latest guidance, available from the De-
partment of Health. Infection Con-
trol Advisor, Sandra Smith, will be outlining the key requirements for compliance with seven standards for infection control in dentistry:

1. Prevention of blood-borne virus exposure
2. Decontamination
3. Environmental design and cleaning
4. Hand hygiene
5. Management of dental medi-
cal devices – equipment and dental instruments
6. Personal protective equipment
7. Waste control

Aspects of HTM 01-05 that are particular challenging include the requirement for separate dedicated decontamination facilities and the increased volume, and resultant cost, of infection control consumables.

CPD for CQC topic 2 - Radiation Protection
The Health and Safety Executive (HSE) must be notified 28 days be-
fore work commences with X-rays, and all practices must be com-
pliant with two sets of regulations:

1. Ionising Radiations Regula-
tions 1999 (IRR99) is aimed at employers. Under IRR99 the em-
ployer is required to comply with the HSE’s Approved Code of Prac-
tice (ACoP) and demonstrate a structured approach to radiation protection to ensure dose is kept as low as reasonably practicable (ALARP), including:

• Formal (prior) radiation risk assessment.
• Establishment of Local Rules.
• Restriction of exposure.
• Designation of areas (Control-
led or Supervised).
• Training in radiation protec-
tion for all staff.
• Radiation monitoring, record keeping and review.
• A Quality Assurance Programme

Ionising Radiation (Medi-
cal Exposure) Regulations 2001 (IRMER) addresses patient safety and describes the personnel in-
volved in the use of radiation, the referer, the operator and the Med-
ical Physics Expert (MPE).

Jimmy Makdessi will outline how to meet the responsibility that IRMER also places on the employer to:

• maintain an equipment log
• set out a framework for procedures
• conduct radiographic audits and
• record certified training for team members
• rate all radiographs in patient notes
• monitor quality

CPD for CQC topic 5 – Medical Emergencies
Practice teams must be fully equipped to appropriately manage the medical emergencies that might occur in the practice.

Professor Sharma is a con-
sultant cardiologist at St George’s Hospital, and has implemented, organised and supported the medical emergency systems for the London Marathon for several years, by coordinating and training more than 100 doctors.

A renowned speaker at medi-
cal and cardiology events, he will provide a lively insight into medi-
cal emergency management in dental practices.

CPD for CQC topic 4 – Complaints
CQC states: “For the purposes of preventing or reducing the inci-
dence of unsafe or inappropriate care or treatment, the registered person must have an effective system in place for receiving, handling and responding appropri-
ately to complaints and com-
mended by service users, or persons acting on their behalf, in relation to the carrying on of the regulated activity”

Complaints should be dealt with swiftly in line with GDC guidelines. Attitude is one of the main factors influencing com-
plaint resolution and Raj Rattan will be sharing his tips for how you can meet the CQC regula-
tion as well as use compliments and complaints management as a tool for practice growth by train-
ing the most empathetic commu-
nicator in your practice to listen, respond, act and improve.

CPD for CQC topic 4 – Legal and Ethical Issues
Raj Rattan of Dental Protection will outline how to successfully manage the common issues encoun-
tered in dental practice, including consent, confidentiality and chal-
gen in the NHS.

In registering for Care Quality Commission, practices will have to clearly DEMONSTRATE how they have translated learning into team action.

FORTHCOMING COURSE DATES

Core CPD
• 30 April 2010 – Watford
• 14 May 2010 – Gatwick

CPD4CQC
• 19 June 2010 – Docklands

SPEAKERS

RAJ RATTAN: (3.5 hour) Dental Protection Legal & Ethical Challenges & Solutions
SANJAY SHARMA: (2 hour) Medical Director, London Marathon Medical Emergencies
JIMMY MAKDESSI: (1 hour) Dental Radiologist Radiography Essentials
SANDRA SMITH: (3.5 hours) Infection Control Adviser Decontamination & HTM 01-05 made easy

RELEVANT CQC REGULATIONS

• Regulation 13 – Premises
• Regulation 14 – Equipment
• Regulation 16 – Consent to Care
• Regulation 17 – Complaints
• Regulation 19 – Staff

DEMONSTRABLE REQUIREMENTS

• Policies & Procedures
• Leadership & Team Roles
• Risk & Hazard Assessment
• Induction, Training & Review
• Regular Audits, learning & monitoring

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CPD for CQC
KILL TWO BIRDS WITH ONE STONE!

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About the author

An impassioned advocate of mixed practices, Seema Sharma is a successul dentist who owns four practices, includ-
ing a six-chair multi-disciplinary centre in the heart of Docklands, and is a practice manage-
ment consultancy, Dentabyte Ltd. At-
tributing her success to sound man-
agement and investment strategies, she
recently visited the slums of Mumbai
to give away £50,000 to underprive-
deged communities living in absolute
poverty, and established a philanthrop-
ic charity, The Sharma Foundation. If you would like to know more about her humanitarian efforts, email info@seemasharma.co.uk.

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