Maintaining momentum for training

Whether you’re a dentist, technician, hygienist or nurse, everyone must legally complete CPD. Sharon Holmes outlines the situation

By now we all know that CPD is an essential element in the dental industry. Not only is it required – it is also a legal necessity. At the end of a five-year period, the GDC will request from you a signed statement swearing that you have completed all your CPD as stipulated according to your qualifications, whether you are a dentist, technician, hygienist or dental nurse. You do not have to submit evidence, but there is a possibility they may ask you to present your certificates. There is no getting away from continual development.

Facilitating change

I have been with Dental Arts Studio for almost six years and my bosses, Dr Malhan and Dr Solanki, have always keen on carrying out in-house training. I was given the task of carrying this out, which at first I found stressful. After all, I had never taught anyone anything in my life. Despite the stress, I learned to create training material and teach and as a result, I became more confident in my role due to the work that I had put in.

In stating the obvious, as discussed, this should make us all comfortable with the effect of CPD and what it will bring to the industry on a whole. The face of dentistry changes all the time. Not just with technology as far as equipment and dental materials, but also with legislation and health and safety. The only hour of CPD. Then more recently, we have implemented training sessions to take place once every three months. We close the practice down for three hours of the day and I host the training.

The subjects that are chosen are based on the problems that these individual reports and create an across-the-board score sheet and take note of what the weaknesses are. I then research and read some good training material and from this create my material to suit the needs of the practice. This is very time consuming and needs to be managed well to enable way to discover all these new implementations is to read. These are for your verifiable CPD which must be evidence based. Then you have the non-verify CPD’s which must be done but don’t need certificates for. We have two templates within Dental Arts Studio, one for verifiable and one for none, which each staff member has for a five-year period to keep track of what has been achieved for a five-year period.

At Dental Arts Studio we have bi-weekly tool-box talks for an hour each. These count for one are picked up during the three monthly periods. The way that I gather the information regarding on-going problems is by standing in reception behind the desk and monitoring how the staff interact with each other and with the patients. I have created a performance report with around 20 questions on it based around what makes a good practice function well.

I score each person on each question ranging from one to ten. One being poor, and 10 being excellent. Towards the end of the three-month period, I take all me to create effective material. I also inject some fun in there to keep the staff interested and motivated.

However, in saying this I cannot always leave the problems I find for a three-monthly period, so a short-list is made and they are addressed either one-on-one with the particular staff member, or the problems are raised in weekly staff meetings. If it is in relation to reception in particular, the issues are raised in the 8.30am morning huddle meetings that take place every day with all of the receptionists.

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This training has got to maintain momentum and be revised regularly, seeing as practice staff can be busy and can forget what has been taught to them. The more persistent you are with your mission to create a sound and stable work environment, the more the staff will absorb what is being taught.

As Barack Obama says: ‘Change will not come if we wait for some other person or some other time. We are the ones we’ve been waiting for. We are the change that we seek.’

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Wayne Garrow

Sharon Holmes

Originally from South Africa, Sharon Holmes moved to the UK in 2002. She thoroughly enjoys her position as business development manager at the Dental Arts Studio and her role in the dental industry, which has moulded her into a winner in her field. She believes that her position is based on common sense.

DENTSPLY Cross Infection Control Team

Working together to stamp out cross-infection

Miss Sani-Tip is transparent in her mission to ensure that each patient is protected from nasty bugs. Being plastic is a good trait and she prides herself on being much more hygienic than metal 3-in-1 syringe tips which can lead to all sorts of cross infection risks. She is bendy - useful for different positions, and she can be used with any 3-in-1 syringe with its appropriate adaptor. May be that’s why she’s so popular; she’s used by 73% of clinicians who use plastic tips*. She’s clearly the better choice - be seen with her!

* GDI 07-29-06 DMK data

To find out more about the rest of the team, visit our website, call our free phone number or email us:

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DCPs 23