15 years and counting

_Dental Tribune_ speaks with DPAS’ Quentin Skinner and Andrew Warren as the company celebrates 15 years of dental plan provision

DPAS was born on a sunny day in the summer of 1996 when Quentin Skinner was looking to establish the next generation in dental payment plan provision. Quentin was no stranger to the plan sector having been MD of another provider for some years. Feeling that there was a gap in the market for practices who wished to keep their practice identity independent but still be able to avail themselves of the services of a plan provider, Quentin and his friend and former colleague Andrew Warren set about establishing Dental Payment Administration Services (DPAS).

Quentin explained: “When I founded DPAS I structured it specifically to be a boring business – when I first set up it was called Dental Payment and Administration Services Ltd and that was specifically chosen to be particularly descriptive of our role as an administrator sub-contractor for dentistry. Of course, it was also a bit of a mouthful and so it started to be shortened to DPAS; in fact for a long time I was just about the only person who called the company by its full name!”

Passionate

Both Quentin and Andrew are passionate about the company being a support to dental practices by maintaining the collection of plan payment as their core function and not becoming a controlling influence. Quentin said: “The name Dental Payment and Administration Services Ltd was never meant to be shortened to DPAS; in fact for a long time I was just about the only person who called the company by its full name!”

“Although the way we do things has evolved, I like to think that as a company we haven’t evolved basically because we remain true to the core values that we set up”

Change as constant

One thing that has remained a constant in the life of DPAS is change. Dentistry has seen many changes – in provision between NHS and private care, in customer spending and expectations as well as in technology and materials that are available to clinicians. They way the company has evolved

Clinical Governance including Patient Quality Measures - Is your practice compliant?

Are you waiting to find out when the Care Quality Commission* inspect your practice?

Have you addressed all 28 CQC outcomes?

Your compliance with Clinical Governance and Patient Outcomes will be questioned with the introduction of the Care Quality Commission*; HTM 01-05 and the increase in PCT practice inspections.

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The assessment will take approximately four hours of your Practice Manager’s time depending on the number of surgeries and we will require access to all areas of your practice. A report will be despatched to you confirming the results of our assessment. If you have an inspection imminent then we suggest that you arrange your DBG assessment at least one month before the inspection to allow you time to carry out any recommendations if required. Following the assessment you may wish to have access to the DBG Clinical Governance Package with on line compliance manuals.

For more information and a quote contact the DBG on 0845 00 66 112

* England only.
with the market is something that Andrew is proud of: “I am excited by the fact that DPAS is a very black and white business, that we do what we said we were going to do on the tin and we do it well. This we know from our customers telling other customers – that’s how we grow. And that’s where we’ve evolved – we’ve been building up that reputation all the time. We can sit here very relaxed and comfortably: we have great retention, our customers are comfortable to come to us, we’re comfortable with our customers, and we go in a very sort of orderly manner.

“We have also evolved in ourselves, for example I’ve changed the title of our sales force from the words sales to consultancy; we want to grow in a certain way and with the right people. What with changing the title of our sales team away from sales into consultancy, it’s enabled us to hopefully dental practices to realise that by booking an appointment with us doesn’t mean to say they’ve got to sign a piece of paper, it means to say that we’re going to help them decide whether the NHS is the viable position for them, and many a day we advise dentists to take a slightly different course of action from what they were going to do. We’re not confined and we don’t have the problem of constant target making to try and make our business work. And because we don’t, we grow faster.”

**NEW**

40% of denture patients are concerned about denture odour¹

Yet many denture wearers fail to keep their dentures clean².

That’s because brushing dentures with ordinary toothpaste can scratch denture surfaces². And scratched surfaces can lead to bacterial growth⁴ leading to denture odour.

Scanning electron microscope (SEM) images at 240 minutes confirm a significantly higher build up of Streptococcus oralis on denture materials previously cleaned with ordinary toothpaste vs. a non abrasive solution⁵.

Poligrip® denture cleansing tablets effectively remove plaque and tough stains⁶ without scratching⁴, to leave dentures clean and fresh. Poligrip Total Care denture cleansing tablets also kill 99.9% of odour causing bacteria.

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