
Preface

As three experienced dental nurses, we understand how difficult it is to retain all the knowledge you learnt during training while also keeping up to date with developments in dentistry. Our aim is to provide a practical, quick reference handbook, which is easy to understand, and helps dental nurses to maintain high standards in clinical practice.

This is not an academic text. We do not recommend that you read the book from cover to cover. It would be better to read chunks of the book when you need information on a particular topic.

The focus is on checklists, helpful hints and practical information. Photographs and diagrams help show good practice in all aspects of dental nursing. We have also included guidance on: how to improve your working life, maintaining health and well-being, raising awareness of the implications of new legislation, the importance of team working and some ideas on future career options, including continuing professional development.

We hope that the book will:

- (1) Give user friendly information to help newly qualified dental nurses who want to check key facts and confirm that they have not forgotten anything important.
- (2) Update and support dental nurse returners during their transition back to work.
- (3) Be a useful addition to the practice library as an induction tool and reference for all the team.
- (4) Assist 'grandparented' dental nurses and encourage them to continue learning and improving their chairside skills.

Who would benefit from reading this book?

- Newly qualified dental nurses
- Returners
- Grandparented dental nurses
- Assessors and trainers
- New staff

We would like to thank:

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How to Improve Your Working Life

18

INTRODUCTION

This part of the handbook is devoted to you – the registered dental nurse or dental nurse in training. You probably didn't enter the profession for the money, the chances are you find the work interesting and varied, never boring, sometimes stressful and the patients and staff great!

During the past few years the status of the dental nursing profession and the potential for dental nurses to progress has been enhanced enormously. In this chapter the focus will be on you:

- Ensuring that you have the information you need to understand and benefit from the recent changes within dentistry; providing you with an update of the scope of practice of other dental care professionals (DCPs) in the dental team and your role within the team.
- Raising awareness of career options helping you make decisions about your future professional development.
- Providing a list of useful contacts and websites to support you in the future.

STATUTORY REGISTRATION – THE CHANGING DENTAL SCENE

Statutory Registration is not just a matter of gaining a qualification and signing the registration forms. Registration recognises the professional contribution made by dental nurses within the team. What does being a professional mean? A professional is a person doing something with great skill worthy of the high standards of a profession. A successful professional benefits others, has a fair degree of independence and is respected by his or her professional colleagues. Although Statutory Registration will

bring strict regulation it will also provide a baseline of experienced competent staff, a building block which will allow us to:

- develop new roles and matching qualifications;
- expand our duties and merge roles;
- have the opportunity to influence future developments and play a more integrated role in the work of the General Dental Council (GDC) as a governing body.

Previously the Dentists Act had been rigorous in restricting the 'Practice of Dentistry' solely to dentists (with a few tasks delegated to dental hygienists and therapists). Now the new legislation has introduced a system in which all members of the clinical team have roles and responsibilities and are accountable for their own practice.

In future individuals and teams will be able to determine how duties can be undertaken using the wide range of competencies available in the Developing the Dental Team modular framework. In the future, DCPs will be able to practise dentistry within the limits of their competence.

How will registration affect you?

After the transition period which ends in July 2008 it will be compulsory for a dental nurse to be registered on the GDC's Dental Care Professionals Register, the only exception to this rule will be for trainee dental nurses, working under supervision and enrolled on a GDC-recognised course leading to Registration. There is currently no time limit on how long a dental nurse can work as a trainee. However, if they are unable to provide evidence of valid and current enrolment on a course then they cannot be counted as a trainee. You will only be able to work as unregistered until July 2008. The GDC will not accept applications on the basis of experience after this date.

Application for registration

It is best to get your application in as early as possible, as the initial registration fee (£72) will cover you until July 2009. After 2009 you will need to renew your registration fee on an annual basis. Applicants will need to provide:

- original qualifying certificate;
- statement of eligibility – for those entering through experience and the access to registration route;
- character reference – either a director of training or an employer or a professional peer who has known the applicant for minimum of two years;
- fitness to practise – evidence of good health.

Checks will be made on each applicant

- Criminal Record Bureau.
- Criminal convictions will be considered on a case by case basis.

With effect from July 2008, anyone using the title Dental Nurse whose name does not appear on the current DCP register could be prosecuted, unless they are enrolled on a recognised training programme.

Routes to registration for dental nurses open until July 2008

There will be one register for all groups of DCPs. Any dental nurse wishing to go on the DCP register will need to follow one of the following routes:

- Hold a registerable qualification, e.g. National Examining Board for Dental Nurses (NEBDN) National Certificate or NVQ/SVQ level 3 in Oral Healthcare – Dental Nursing.
- Membership of the National Voluntary Register for dental nurses.
- Four years' experience in the past eight years (full time or part time equivalent).
- Between two and four years' experience in the past eight years plus:

either

a statement of eligibility (from someone already registered who has personal knowledge of the applicant) certifying that they are competent in all six areas covered by the Access to Registration Training (ART) syllabus. The six areas are: cross-infection control; cardiopulmonary resuscitation and medical emergencies; health

and safety; ionising radiation; working with dentists and patients; and continuing professional development (CPD);

or

satisfactory completion of an ART course will include all six areas but will also need to be supported by a statement of eligibility (from someone already registered who has personal knowledge of the applicant) confirming that the applicant possesses the necessary skills and ability covered in the six areas plus a certificate, e.g. satisfactory completion of a GDC-approved ART course;

or

holds a certificate of satisfactory completion of ART in all six areas or holds a certificate which shows that the applicant has passed a GDC-approved Access to Registration Assessment (ARA). The assessment will be offered by NEBDN on a 'turn up and take basis'.

Indemnity cover – protecting your registration

The GDC has indicated that DCPs who advise or treat patients must ensure that they are indemnified against claims for professional negligence. Having professional indemnity cover means that the cost of any legal claims against you or threatened against you in the course of your professional work will be paid, plus the help and advice from a dento-legal advisor. It can also protect you against any personal liability for mishaps at work involving a patient (such as dropping an instrument on the patient).

You may think that this does not affect you and that you will be protected by your employer's liability policy. However, the GDC will take the view that it is your responsibility to check that the policy is sufficient to cover you fully. If you decide not to have professional indemnity cover you must be aware that you are accepting a risk that you will never become involved in a patient complaint, a disciplinary investigation or even a criminal investigation. In the event of a patient making a complaint to the GDC say, for example, concerning the standards of hygiene and sterilisation of instruments, it could be proved that the dental

nurse was aware of the shortcomings and did not take appropriate action. In that case allegations could be made against the dental nurse. As a registered dental nurse you accept the responsibility as a dental professional, and cannot ignore things, particularly if patients are at risk. Realistically the chance of a claim for negligence being made against you by a patient or a lawyer is quite low, but certainly not impossible. A number of organisations offer professional indemnity for dental nurses (see Table 18.2 below for details).

Working in a team (Figure 18.1)

Working in a first-rate team can lead to a stress-free environment and is crucial for successful delivery of quality patient-centred care. There has been much written and said about teamwork, it seems at last that the benefits are being recognised and implemented. The GDC has produced a useful guidance document entitled *Principles of Dental Team Working*.

Working in a team means that individuals are valued and feel able to contribute to the organisation and smooth running of the surgery and have their views heard and respected. The team leader (not necessarily the dentist) will need to make sure that the strategic objectives of the practice are understood and that everyone is involved and committed to the plans.

The dentist's role is to be responsible for diagnosis, treatment planning and quality control of the treatment provided. A good leader will:

- have a strong customer focus – a patient-centred approach;
- be obsessive about providing quality dentistry;
- understand the role and value of each team member;
- develop and motivate the team through continuing education and training;
- look for faults and take responsibility for the professional conduct of the team ensuring that the patient is protected at all times;
- involve all team members in regular meetings to consult, agree and update everyone on new systems and procedures ensuring their co-operation.

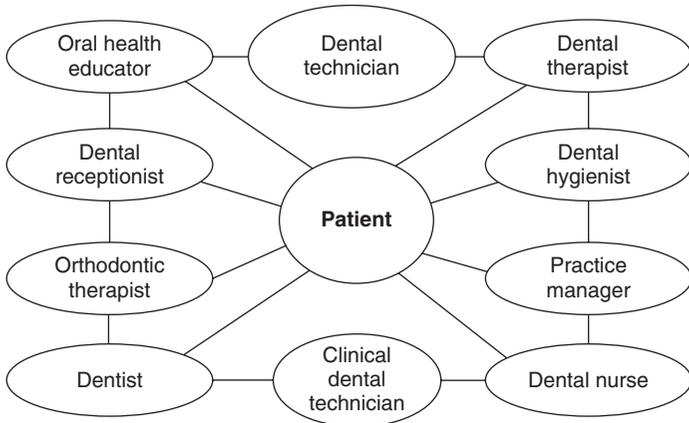


Fig. 18.1 The patient-centred team.

We can't all be the team leader, and other roles within the team are equally important. Your skills may be:

- supervising and urging the team to fulfil their roles and get on with the task in hand;
- easing tension and maintaining harmonious working relationships;
- producing carefully considered plans and improving on the ideas of others.

18

Whatever your skills may be you are an important member of the team, without you the team would not function as effectively.

Investors in People is a useful tool for teams wanting to identify themselves as a successful organisation. Many dental practices are achieving this nationally recognised standard. Working in an environment where teamwork operates well could reduce some of the stresses experienced during your working life.

Not all members of the team will be subject to statutory registration; this does not mean that their role within the team is any less valuable.

Dental receptionists

The role of the dental receptionist is crucial to the success of a dental practice as they represent the practice as the first impression for the patient. A number of training programmes are available and they have their own professional association (see Table 18.2 for details). A receptionist's role includes:

- front of house – meet and greet patients and callers – running the appointments system;
- promoting and marketing the practice and services;
- taking payments – answering telephone enquiries – retrieving and storing patient records;
- registering patients.

Practice managers

Practice managers do not necessarily have a dental background, many hold general management qualifications. Some are experienced dental nurses who have chosen to specialise in practice management. The professional association can advise about training programmes (see Table 18.2 for details). The Practice Manager's role includes: leading on the business planning; staff recruitment and management; planning future development for the practice; ordering and payment of invoices for stock items; financial management budgets and accounts.

Dental care professionals

This title was introduced in 2005 and includes team members who were previously called professionals complementary to dentistry. From 2006 all the following groups of professionals will be required to register with the GDC on the DCP Register:

- dental nurses;
- dental technicians;
- dental hygienists;
- dental therapists;
- clinical dental technicians;
- orthodontic therapists.

Scope of practice

The permitted duties of each DCP group will be managed through a system of regulation via curricula and ethical guidance. In 2004 a GDC document was published which detailed the areas of competence, knowledge and understanding required for each DCP group, it will be important for dental nurses to be familiar with this document – *Developing the Dental Team – Curricula Frameworks for Registerable Qualifications for PCDs* (2004). Under the terms of statutory registration dental nurses will have to limit their activity to the tasks in which they have trained and are competent. The GDC curricula framework is organised so that there is a section which is common and relevant to training programmes for all DCPs; it includes knowledge and understanding, skills and attitudes.

The GDC guidance suggests a minimum training period of 45 weeks (full time or part time equivalent) for a dental nurse. Here are a few examples of subjects and topics in the **dental nursing curriculum**; some will be familiar and expected but there may be some new things to learn.

- **Chairside support** – be able to demonstrate consistent practical ability and have knowledge of the clinical procedures associated with:
 - assessment of oral health;
 - treatment planning;
 - restorative dentistry;
 - paediatric dentistry;
 - orthodontics;
 - preventive dentistry;
 - oral surgery;
 - oral medicine;
 - gerodontology;
 - pain and anxiety control;
 - dental accidents and emergency dental care.
- **Behavioural sciences, communication skills and health informatics**
 - be competent in using information technology; communicating with patients, their families, and other team members and other health care professionals;

–have knowledge of managing patients from different social and ethnic backgrounds, working in a dental team.

- **Law, ethics and professionalism**

- be competent at maintaining full accurate records;

- have knowledge of responsibilities of consent, duty of care and confidentiality, patients’ rights and how to handle complaints, the competency range of other members of the team, regulatory function of the GDC;

- be familiar with legal and ethical obligations of registered members of the dental team; the obligation to practise in the best interests of the patient at all times; the need for lifelong learning and professional development; and the law as it applies to records.

The full details of this document can be found on the GDC website (www.gdc-uk.org.uk).

An update on the competencies of other DCP team members

If we are to be recognised as members of the team we need to understand the roles and areas of competence of our DCP colleagues as well as our own. The scope of practice changes from time to time, the introduction of new professional groups such as clinical dental technicians and orthodontic therapists will be challenging but will offer more career options for dental nurses.

Dental technician

Dental technicians are the second largest DCP group (dental nurses are the largest), their role is to design, prepare and manufacture individual custom-made dental devices. They work independently to a dentist or doctor’s prescription; there are three areas of expertise covered in their training (minimum training period 120 weeks – full time or part time equivalent). Below is an example of some of the competencies relating to dental technology. A dental technician should be competent in one of these areas:

- fixed prosthodontics;
- removable prosthodontics;
- orthodontics.

This includes:

- crown and bridgework construction: inlays, crowns and bridges in metal and ceramic/polymeric materials;
- prosthetics – designing and manufacturing complete dentures with polymeric bases, removable partial dentures with cast metal, framework or polymeric bases, occlusal splints;
- orthodontics – designing and manufacturing removable appliances and their modification and repair.

Dental hygienists and dental therapists

The training of hygienists and therapists is now often combined and the future may bring further integration with the roles eventually merging into one. The minimum training period for dental hygienists is 90 weeks. The dental therapist course requires an additional 12 weeks on top of the hygiene training (102 weeks altogether (full time)). Hygienists and therapists work in dental hospitals, community service and general dental practice. Below are examples of areas in which dental hygienists should be competent.

- Screening and monitoring dental diseases: instructing patients in methods of plaque control; instructing patients in the methods of preventing caries, dietary advice and the use of fluoride; checking and evaluating a patient's medical history and treatment plan, administration of local infiltration and inferior dental block analgesia; supra and subgingival scaling, root debridement, removal of stain and prophylaxis – the application of fissure sealants; use of topical fluoride; providing smoking cessation advice to patients.
- In addition to the above a dental therapist should be competent in the following areas, provided a registered dentist has examined the patient and indicated in writing the treatment plan to be followed by the therapist: placement of temporary dressings, temporary cementation of crowns and taking impressions; placement of amalgam and tooth coloured restorations in both permanent and deciduous teeth; extraction of deciduous teeth under local analgesia.

- Taking and processing dental radiographs used in general dental practice.

Clinical dental technician

There are currently no training programmes available in the UK. However there is training available in Canada and the Netherlands. Plans are under way to introduce a Diploma in Clinical Dental Technology in the first instance for dental technicians already holding the George Brown College Canadian qualification. The GDC guidance suggests a minimum of 90 weeks full time or part time training. Clinical dental technicians will be able to work independently.

The GDC curriculum for clinical dental technicians describes the areas of competence. These include:

- obtaining a relevant medical history;
- undertaking a clinical examination and following a treatment plan;
- taking and processing dental radiographs related to the provision of removable dental appliances;
- provision, repair and refurbishment of removable dental appliances, e.g. complete and removable partial dentures, mouth guards, retainers and splints but excluding orthodontic appliances.

Orthodontic therapist

Plans are under way to introduce a new qualification. It is likely that a dental nurse will see this as a natural progression, especially the one holding the NEBDN Certificate in Orthodontic Nursing and who has already covered much of the theoretical aspects of the training.

It will be necessary for a person entering orthodontic therapy training to be already qualified and registered in dental nursing, dental hygiene, dental therapy or dental technology, and have at least one year's post qualification experience. The GDC guidance suggests that a minimum period of training should be 45 weeks full time or part time equivalent. The GDC curriculum for orthodontic therapists describes the areas of competence. These include:

- taking intra-oral and extra-oral photographs;
- taking impressions;
- casting and trimming models;
- taking and checking occlusal records;
- producing cephalometric analyses of skull radiographs;
- inserting passive and active removable appliances, fitting orthodontic headgear (previously adjusted by a dentist);
- cleaning and preparing the tooth surface for orthodontic bonding;
- placing and removing orthodontic separators – placing, adapting and cementing bands;
- inserting and ligating archwires;
- releasing and removing ligatures and removing archwires;
- removing cemented and bonded attachments;
- removing orthodontic adhesive and cement residues from the teeth;
- supragingival cleaning;
- polishing and stain removal of teeth where directly relevant to orthodontic treatment.

CAREER PROGRESSION

As a registered dental nurse you have options and opportunities available should you wish to make a change in your working situation. Here are some career histories of dental nurses showing their chosen career paths. Perhaps you will recognise some similarity with your own experience so far.

18

Jill (Figure 18.2)

Jill works in a general dental practice in Manchester where she is the head dental nurse in charge of six dental nurses – four qualified and two in training. Jill has been working at the practice for eight years. She lives with her daughter and works flexible hours so that she can spend time with her. Jill started her dental nursing career as a youth trainee working at the dental hospital; she passed her national exam and went on to work in the department of restorative dentistry. While at the hospital she took the opportunity to study for the Certificate in Oral Health and passed



Fig. 18.2 Jill – Head dental nurse in general dental practice.

having completed her portfolio and passed the written examination.

Jill was keen to use her new qualification and decided to apply for a post in general dental practice. The advertisement said that the practice wanted to develop an oral health unit within the practice. Having the Oral Health Certificate helped Jill gain the position and she enjoyed designing and planning the new area which is a dedicated space for trained dental nurses to advise patients on how to improve their oral health. The dentists were very pleased with the success of the new unit, which is now a busy area within the practice. As a result Jill was given a good pay increase to reward her for her efforts. Since then Jill has completed the Radiography Certificate and is now responsible for taking most of the X-rays in the practice. Jill has always been supported and encouraged by the practice team and she feels that she is able to progress within the practice and hopes to continue working there.

Beverley (Figure 18.3)

Beverley is a dental nurse training manager. She has established herself in this senior position at a dental hospital in London where she lives with her husband and two children. Beverley has been an active member of the British Association of Dental Nurses



Fig. 18.3 Beverley – Dental nurse training manager with her daughter.

and the National Examining Board for Dental Nurses. Being involved with these professional bodies has helped Beverley to be well informed and up to date with current training issues, and be successful in her career.

Beverley worked her way up within the organisation where she started as a dental nurse student. Once qualified she worked with a consultant in the children's department where she was able to gain experience working in a dental theatre. Although she enjoyed working with children she knew that she wanted to be a tutor so she joined a course leading to the Further Adult Education Teaching Certificate at a local college. At around the same time Beverley was appointed as senior dental nurse and she gained new management skills and experience of being responsible for 12 qualified dental nurses and four student dental nurses. After a few years and having achieved her teaching qualification Beverley was successful in achieving her goal and became a tutor with the dental nursing school. That was over 10 years ago and Beverley is still learning new skills and meeting new challenges. Beverley is currently studying for a Masters degree in Educational Management which she hopes will enhance her position.



Fig. 18.4 Anita – Senior dental nurse in a district general hospital.

Anita (Figure 18.4)

Anita works as a senior dental nurse at a district general hospital in Yorkshire. She is responsible for the dental nurses in the orthodontic unit and manages the day-to-day activity. Anita has been a dental nurse for 15 years. Before that she had worked in a bank for six years. A friend who worked at the hospital suggested that she apply for a vacant post as a dental receptionist in the orthodontic unit. Anita's application was successful and she found the orthodontic work fascinating, so much so that she decided to start dental nurse training at her local College of Further Education. The evening classes were quite tough as she had no experience, but she had lots of help from the dental nurses in the unit. Anita was offered a training post within the unit and once she had passed the National Certificate was appointed as a qualified dental nurse. After a few years Anita had gained confidence and experience; she found the work rewarding and the staff friendly. Anita was still only earning the same pay as she received working in the bank! Fortunately a vacancy for a senior dental nurse came up and she was interviewed and appointed. The pay increase helped her to buy a computer and the books she needed to do the orthodontic nursing qualification which she has just started. She hopes that one day she will be able to work as an orthodontic therapist.

Continuing professional development

Just like dentists DCPs will be required to undertake continuing professional development (CPD). This is likely to become compulsory at the end of the transitional period when dental nurse and dental technician registration is compulsory. The GDC introduced continuing professional development for dentists to promote high standards and to ensure the protection of the public.

Patients can be sure that their dentist and DCPs are keeping up to date and are constantly acquiring new knowledge and skills. At present we are not aware what the exact requirements for DCPs will be, but it is likely to be similar to the requirements for current registrants. Below are details of those requirements.

Requirements for CPD for current registrants in order to remain on the register:

- 250 hours regular and frequent CPD over a five-year cycle – this includes part time and retired registrants;
- 75 hours of verifiable CPD – usually certificated and approved;
- submit an annual statement of hours to the GDC.

How will dental nurses benefit from CPD?

Apart from being a statutory requirement, you will probably be aware of your own strengths and weaknesses and be able to direct your CPD towards the areas where you need to improve or have a special interest for future career development.

It is important to have this in mind when you are preparing for a job interview so that you can judge whether you will be given the opportunities you need in order to progress. When you have an appraisal with your manager you will be able to ensure that, when discussing your appraisal objectives, they are in line with your needs as well as the needs of your employer. When you are starting out in your career it is often difficult to recognise your strengths and weaknesses. There may be someone at work or a good friend who could help you and act as a mentor. A mentor is someone you respect who has your interests at heart

Task 1 – Tick which skills are involved in your job role.

Task 2 – When you have identified the above, tick the skills you need to develop on the grid below.

SKILLS ANALYSIS					
SKILLS	TASK 1	TASK 2	SKILLS	TASK 1	TASK 2
Working with numbers			Helping others		
Working with others			Listening		
Managing money			Taking responsibility		
Finding out			Drive and initiative		
Interpreting data			Working under pressure		
Providing information			Analysing		
Leading a group			Being creative		
Working alone			Tact and sensitivity		
Discussing			Writing instructions		
Communicating			Following instructions		
Solving problems			Explaining things		
Understanding others			Supervising others		
Planning			Researching		
Diagnosing			Dealing with problems		
Making decisions			Organising events		
Having good ideas			Timekeeping		
Organising things			Taking risks		
Organising people			Persuading		

Fig. 18.5 Skills analysis.

and understands the dental scene; your conversations can be frank and open and always confidential. If you cannot identify a mentor at present then you should try using self-review. Use the skills analysis sheet (Figure 18.5) to identify existing skills and those you need to develop.

Make some decisions about what you want to achieve in your work within the next 12 months.

Record as many goals as you want and say why you want to achieve them.

When you have listed all of your goals determine a priority goal.

What I want to achieve (my goals)	Why I want to achieve these goals
(1)	
(2)	
(3)	
(4)	
(5)	
(6)	
(7)	
(8)	
(9)	
(10)	
My priority goal at the moment	

Fig. 18.6 Goals for the next 12 months.

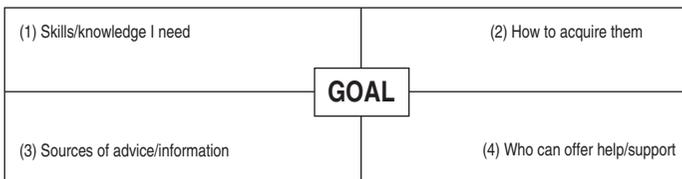


Fig. 18.7 Developing skills and knowledge.

Figure 18.6 can be used to help you identify your goals and Figure 18.7 will assist in planning how to develop your knowledge and skills in order to achieve your priority goal. Keep a record of your completed reviews in your personal folder so that you can reflect on them when you repeat the exercise (at least once a year).

Some ideas for your CPD:

- reading articles in professional journals;
- watching a DVD or dental programme;
- attending a meeting of a dental professional organisation;
- attending a short course;
- completing a formal training leading to a qualification.

Keeping a personal record (Figure 18.8)

As the GDC will require an annual statement of your CPD hours it would be helpful to keep a personal CPD log of your activities. Below are examples of items to be recorded and retained in the log.

Suggested contents of a Personal Continuing Professional Development log (*indicates the requirements of the GDC)

- Name*
- Period covered from . . . to . . .
- Title of event – activity*



Fig. 18.8 Keeping up to date with CPD records.



Fig. 18.9 A personal development folder.

- Dates attended*
- Hours undertaken*
- Venues*
- Training/provider*
- Key learning outcomes
- Relevance to your role
- Evidence reference – verifiable certificates*
- Comments*

Personal development folder/career portfolio

This is another useful record to have and keep up to date. As you gain more experience you will need to have a personal portfolio which will act as a permanent reference to help when:

- applying for further training and education;
- completing an application form;
- reviewing your progress.

Ideas for inclusion in your portfolio (Figure 18.9)

- Up-to-date curriculum vitae – this document usually includes details of:
 - personal;
 - training and education;
 - qualifications;
 - working experience;

- current position;
- personal achievements;
- membership of professional bodies;
- published work.
- original certificates – qualifications and courses attended;
- current and previous job descriptions;
- registration certificate and number;
- membership details of professional organisations/trade unions;
- contract of employment;
- annual appraisal objectives;

The Golden Rules

- (1) The patient comes first – not your employer.
- (2) If the patient knows what they want do your best to ensure they get it.
- (3) The Senior Dental Nurse/Practice Manager is usually right – respect his/her opinion.
- (4) Be kind to yourself – you are not inexhaustible.
- (5) Give the patient (and yourself) time: time to ask questions and time to reflect.

Reflective practice

There is enormous benefit to be gained by stopping to reflect. It is far too easy to ignore your niggling doubts about an issue and tell yourself that you are too busy to stop and think. You owe yourself the time to ask – am I making the best of my skills and opportunities? Why not make a commitment to reflect on your situation at least once a year (maybe your birthday would be a good time).

Try writing down your strengths and weaknesses and consider whether you could improve your working life, you may also find this improves your personal lifestyle as well. Keeping up to date is important and meeting colleagues at meetings is a good way to ensure that you are informed about local and national issues. Most professional organisations have a journal or newsletter which will provide current information on dental topics and tell you about meetings in your area (please see Tables 18.1 and 18.2 for details of professional organisations).

The conclusions you reach following a period of reflection will also help to identify issues you wish to raise at your next appraisal with your manager. You may decide to that you want to change your hours of work or study for a new qualification or even change your career.

Fig. 18.10 The Golden Rules.

- references;
- relevant correspondence;
- copies of any published works, etc.

Post-certification qualifications

For those who want to specialise in a particular aspect of dental nursing a number of options are available, and there will be more to come as dental nurses expand their duties. This outlines the main qualifications. The usual entry requirement is that the dental nurse is registered and has the agreement of a dentist to act as a supervisor. Please see Table 18.1 below for further information. Figure 18.10 shows a few Golden Rules to help you improve your working life.

Table 18.1 Awarding body information

Awarding body	Details of the qualification
National Examining Board for Dental Nurses www.nebdn.org.uk	Certificate in Oral Health Education Suitable for qualified dental nurses who intend to give oral health advice to patients either on a one-to-one basis or in small groups – would be helpful for those wishing to train as a dental hygienist/therapist
National Examining Board for Dental Nurses www.nebdn.org.uk	Certificate in Orthodontic Nursing Suitable for qualified dental nurses who assist in orthodontic procedures – would be helpful for those wishing to train as an orthodontic therapist
National Examining Board for Dental Nurses www.nebdn.org.uk	Certificate in Dental Radiography Suitable for qualified dental nurses who may act as an operator under the Ionising Radiation (Medical Exposure) Regulations – this is a qualification which is useful for all dental care professionals
National Examining Board for Dental Nurses www.nebdn.org.uk	Certificate in Dental Sedation Nursing Suitable for qualified dental nurses who assist in the surgery during routine conscious sedation – you need to be working in this area in order to complete the portfolio of experience which is part of the qualification
National Examining Board for Dental Nurses www.nebdn.org.uk	Certificate in Special Care Dentistry Suitable for qualified dental nurses who assist during the treatment of people whose health and social care needs may require special oral healthcare provision – this qualification is popular with dental nurses working in the community service

Continued

Table 18.1 *Continued*

<p>British Dental Practice Managers Association</p> <p>www.bdpma.org.uk</p> <p>(not an Awarding Body but a good source of information about training providers and locations)</p> <p>www.bdpma.org.uk</p>	<p>Diploma in Management Level 4 (Institute of Leadership and Management)</p> <p>Executive Diploma in Management Level 5 (Institute of Leadership and Management)</p> <p>Edexcel Certificates and Diploma in Management in Level 3, 4 and 5</p>
<p>City & Guilds www.city-and-guilds.org.uk</p> <p>These qualifications are also offered by other awarding bodies</p>	<p>Assessor Award</p> <p>A short course suitable for qualified dental nurses who are involved in the assessment of trainees completing an NVQ programme</p>
<p>City & Guilds www.city-and-guilds.org.uk</p>	<p>Internal Verifiers Award (V1)</p> <p>A short course suitable for qualified dental nurses who are training to become internal verifiers carrying out a quality assurance process of NVQ Awards</p>
<p>Chartered Institute of Environmental Health</p> <p>www.cieh.org</p>	<p>Foundation Award in Health and Safety in the Workplace</p> <p>A short course for those who want to increase their knowledge and gain better understanding of health and safety in the workplace</p>
<p>Chartered Institute of Environmental Health</p> <p>www.cieh.org</p>	<p>Risk Assessment Principles and Practice Certificate</p> <p>Suitable for dental nurses who carry out risk assessments, under the management of the Health and Safety at Work Regulations 1999</p>

Table 18.2 Useful contact details

(A) Professional organisations for dental nurses	Resources available to members
<p>British Association of Dental Nurses Hillhouse International Business Centre Thornton, Cleveleys, Lancashire FY5 4QD Tel 01253 338360 www.badn.org.uk</p>	<p>Journal 'The British Dental Nurse' National Representation – advice Regional Groups Special interest sub-groups, e.g. National Teaching Group Orthodontics – Special care and sedation dental nursing</p>
<p>Orthodontic National Group Affiliated to the British Orthodontic Society 11, Woodberry Close Chiddingfold, Surrey GU8 4SF Tel 01428 684855 www.orthodontic-ong.co.uk</p>	<p>Newsletter Conferences Advice Study days</p>
<p>National Examining Board for Dental Nurses 108–110 London Street Fleetwood, Lancashire FY7 6EU Tel 01253 778417 www.nebdn.org.uk</p>	<p>Qualifications and advice on training provision National Certificate – N/SVQ Oral Health Certificate Orthodontics – Radiography Sedation – Special Care</p>
<p>Faculty of General Dental Practitioners (UK) Dental Care Professional Affiliate Membership The Royal College of Surgeons of England 35–43 Lincoln's Inn Fields London WC2A 3PE Tel 020 7869 6754 www.fgdp.org.uk</p>	<p>Journal 'Team in Practice' DCP Advisory Board Team-based education Local divisions Continuing Professional Development courses</p>
<p>Amicus Hayes Court, West Common Road Hayes, Bromley, Kent BR2 7AU Tel 0845 850 4242 www.amicustheunion.org</p>	<p>Trade union for people delivering public services – includes hospital and community services Campaigns and lobbies on key issues affecting its members</p>
<p>Unison 1 Mableton Place London WC1 9AJ Tel 0845 355 0845 www.unison.org.uk</p>	<p>Trade Union for people delivering public services – includes hospital and community services Campaigns and lobbies on key issues affecting its members</p>
<p>(B) Governing bodies General Dental Council 37 Wimpole Street London W1G 8DQ Tel 020 7887 3800 www.gdc-uk.org</p>	<p>Information all aspects Registration – guidance documents <i>Maintaining Standards</i> Education Patient Leaflets Gazette</p>

Table 18.2 *Continued*

<p>Department of Health 79 Whitehall London SW1A 2NS 020 72104850 www.doh.gov.uk</p>	<p>Policy documents Guidance notes Statistics Consultation Publications</p>
<p>(C) Other DCP associations</p> <p>British Dental Receptionists' Association 24, Farnworth Grove Birmingham B36 9JA Tel 0870 0801924 www.bdra.co.uk</p> <p>British Dental Practice Managers Osprey House, Primett Road Stevenage, Herts SG1 3EE Tel 0870 84000381 www.bdpma.org.uk</p> <p>British Dental Hygienists' Association Mobbs Miller House, Ardington Road Northampton NN1 5LP Tel 0870 2430752 www.bdha.org.uk</p> <p>British Association of Dental Therapists 75 Millfield Parc, Newport Road Magor NP2 63LL</p> <p>Dental Technicians' Association PO Box 6520 Northampton NN3 9ZX www.dta-uk.org</p> <p>Clinical Dental Technician Association 12 Upper Street North New Ash Green, Kent DA3 8JR Tel 01474 879430 www.cdta.org.uk</p>	<p>Resources available to members</p> <p>Newsletter Advice on training Conferences National representation</p> <p>Training Advice sheets Regional seminars Conference</p> <p>Journal Conference National representation Advice Regional meetings</p> <p>Training school information Events and courses Annual scientific meeting</p> <p>Careers in dental technology</p>
<p>(D) Other useful contacts</p> <p>British Dental Health Foundation Smile House 2 East Union Street Rugby CV22 6JA Tel 0845 0603 www.dentalhealth.org.uk</p>	<p>About clinical dental technology</p> <p>Supports dental professionals by providing information, resources for oral health education and promotion</p>

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Table 18.2 *Continued*

<p>British Fluoridation Society Ward 4 Booth Hall Children's Hospital Charlestown Road Blackley, Manchester M9 7AA Tel 0161 2205223 www.bfsweb.org</p>	<p>Aims to improve the dental health of the UK population by the implementation of the government's policy on water fluoridation</p>
<p>NHS Business Services Authority – Dental Practice Division (formerly Dental Practice Board for England & Wales) Compton Place Road Eastbourne, East Sussex BN20 8AD Tel 01323 433550 www.dpb.nhs.uk</p>	<p>Support DOH in determining policy and strategy – produces statistics and key information Transfers payment to dentists Publications Help desk</p>
<p>Health and Safety Executive (See website for local offices) www.hsedirect.com</p>	<p>Government agency which aims to ensure that risk to people's health and safety from workplace activities are properly controlled Help line – publications</p>
<p>National Institute for Health and Clinical Excellence (NICE) MidCity Place, 71 High Holborn London WC1V 6NA Tel 020 7067 5800 www.nice.org.uk</p>	<p>Independent organisation responsible for providing national guidance and promoting good health and preventing and treating ill health</p>
<p>Investors in People (IIP) 7–10 Chandos Street London W1G 9DQ Tel 020 7467 1900 www.investorinpeople.co.uk</p>	<p>The IIP standard is a widely recognised business improvement tool. Designed to advance an organisation's performance through its people</p>
<p>Dental Protection Ltd 33 Cavendish Square London W1G 0PS Tel 020 7399 1400 www.dentalprotection.org.uk</p>	<p>Professional indemnity insurance Provides support, advice and assistance in all matters that challenge the integrity of dental professionals</p>
<p>Medical and Dental Defence Union of Scotland Mackintosh House 120 Blythwood Street Glasgow G2 4EA Tel 0141 221 5858 www.mddus.com</p>	<p>Professional indemnity insurance Provides advice and support</p>
<p>The Dental Defence Union 230 Blackfriars Road London SE1 8PJ Tel 020 7202 1500 www.the-ddu.com</p>	<p>Professional indemnity insurance Advice – helpline Publications Information</p>

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- General Dental Council (2004) *Developing the Dental Team – Curricula Framework for Registerable Qualifications for Professionals Complementary to Dentistry*. London, General Dental Council.
- General Dental Council guidance (2005) *Principles of Dental Team Working Standards for Dental Professionals*. London, General Dental Council.

