

Autumn 2012

DentalDigest

e-Learning¹⁶

The future for Continuing Professional Development

Welcome podcast
from Postgraduate
Dental Dean



Mirror, Audit,
Manoeuvre

A New Look to Help Practitioners
Comply with their Requirements



A word from the Editor

It seems like no time since I was writing the editorial for the previous edition. However, a lot has happened in a few months and throughout this edition you will read some of the work we are undertaking in the dental directorate.

We recently completed a review of our CPD activities and invited you to comment on what we do and how we do it. The initial findings are helping us to develop how we will deliver training in the future. E-learning covers a wide variety of ways of learning many of which we already embrace and some of which we are keen to explore. You can read more on this exciting topic on page 16.

The Scottish Government have recently announced that combined practice inspections will start in the New Year. The article on page 8 describes this new process. This fits nicely with the work the Scottish Dental Clinical Effectiveness Programme which provides the profession in Scotland and further afield with evidence based advice on a range of topics (page 18).

The first cycle of continuing professional development of Dental Care Professionals ends in July next year and if you are not sure of what you need to do or have not completed enough verifiable CPD the article on page 14 will give you some valuable pointers. Our work in decontamination and infection control is widely recognised as being world class and it provides many opportunities for CPD including the cleanliness champions programme.

Looking through the Dental Digest reminds me of the wide variety of work we do and how it underpins the clinical care provided in NHSScotland. As always please do not hesitate to contact me as I am always keen to hear your views.

Dr David Felix, Postgraduate Dental Dean



Contents

The NES Annual Dental Conference	3
Audit	4
CPD Survey Results	6
Combined Practice Inspection	8
Cleanliness Champions	10
Infection Control	12
CPD Countdown for Dental Nurses	14
e-Learning	16
The Scottish Dental Clinical Effectiveness Programme	18

Regulars

Updates	
East Region	20
North East Region	22
North Region	24
West Region	26
South East Region	28
Regional Office Contacts	30
Editorial Board	31

Incidentally speaking...

The NES Annual Dental Conference was held on 20 September at the Royal College of Physicians in Edinburgh. The conference brought together a cross selection of those actively involved in or who have an interest in dental education.

Highlights from the 2012 Dental Conference were:

- **Mr Malcolm Wright**, Chief Executive of NES, opened the conference and gave a brief overview of challenges facing NHS Education for Scotland.
- **Dr David Felix**, Postgraduate Dental Dean, delivered a presentation updating the audience on current progress within postgraduate dental education in Scotland.
- **Sir Harry Burns**, Chief Medical Officer, was the keynote speaker and delivered a fascinating talk entitled - *A Step Change in Scotland's Health How do we do it?* This highlighted underlying reasons for health inequalities in Scotland.

- **Quality Improvement Strategy** – Mr Tom Ferris update the audience on progress with the implementation of the quality strategy within dentistry.
- **Dr Colin Tilley** provided a summary of the findings from the recently published 2012 Dental Workforce Report
- **Professor Kevin O'Brien**, Chairman of the General Dental Council (GDC), delivered an update on the work of the GDC and the revalidation proposals.

- **Looking to the Future** – Penny Taylor, health journalist, facilitated a "Question Time"-style panel discussion where questions from the audience were answered by the following panel members – Miss Margie Taylor (Chief Dental Officer), Professor Jeremy Bagg (Dean of University of Glasgow Dental School), Professor Kevin O'Brien (Chairman of GDC), Dr Andrew Lamb (Director, Scotland, of the British Dental Association) and Dr David Felix, Postgraduate Dental Dean.

Miss Margie Taylor summarised the discussions of the day and brought the conference to an end.



Sir Harry Burns, keynote speaker

If you would like any further information on the NES Dental Conference please contact: kirsteen.doyle@nes.scot.nhs.uk

Mirror, Audit, Manoeuvre !

A New Look to Help Practitioners Comply with their Requirements.

Carrying out an audit or significant event analysis (SEA) can be like looking in a mirror. Both are excellent tools for analysing your performance and pointing out where you could improve the quality of the service offered to your patients.

Most NHS practitioners will be aware of the 31 July 2013 deadline for meeting their audit requirements as stated in their Terms of Service; some may not! Certain health boards are already setting out plans to call to account those who haven't complied and, in an effort to help GPs avoid any punitive action, NES has introduced two new measures which hopefully will facilitate compliance by those dentists who currently fall short of the requirements.

The Website

Submissions of audits and significant event analyses (SEAs) which don't meet the required standards are a waste of time for both the participating dentists and the Regional Audit Assessment Panels (RAAPs). In an attempt to minimise the risk of a project being rejected, the audit/SEA section of the NES website has been restructured to provide a simple step-by-step process for those planning their audit or submitting a SEA report. It is hoped that this new chronological flow sequence will guide dental professionals through the process while also providing those new to the process with sufficient access to background reading, planning tools, examples and suggestions for audit topics etc.

The 10 steps to a successful audit project and the 7 steps to implementing SEA are described in a clear format on the new-look site.

The section also contains contact details of local audit administrators and RAAPs.

The audit section is available at



<http://www.nes.scot.nhs.uk/education-and-training/by-discipline/dentistry/dentists/clinical-audit.aspx>

Remember that an audit or SEA will take a bit of time to complete, so any dentist who is short of clinical audit hours will need to act fairly soon in order to comply by next July. Why not take a look at the website now for ideas, particularly if you haven't yet met your target?

A New National Pre-approved Audit

The new quality standards agenda for dentistry emphasises the increased need for patient involvement in the provision of care and it will not be long before practitioners are required to seek feedback on the service they offer.

As part of their training programme, VDPs have sought patient feedback for a long time and are almost always gratified by the positive responses they receive from patients. Practitioners are being invited to take advantage of a voluntary audit project which will introduce patient feedback as part of their quality management while crediting them with clinical audit hours.

The audit has been designed so as to minimise the administration involved while allowing the practitioner maximum time to discuss and introduce the important part of the audit – the

improvements they can introduce to their service. To this end, NES will provide pre-populated application forms, collated reports for practitioners over two rounds of patient feedback and automatic recording of the audit hours involved, the last of these being available to the appropriate health board.

To access this audit and the associated paperwork, go to the NES portal at <https://www.portal.scot.nhs.uk/> and click on the Audit Documents tab of the iBooklet section.

The new Patient Experience Questionnaire (PEQ) is located beside the other existing pre-approved audits on decontamination.

For further information on audit please contact your regional postgraduate office (details on p 30).

Questions and ANSWERS

During June 2012 we invited you to complete an online national survey looking at the Continuing Professional Development (CPD) provided by NES and how you find and meet your CPD requirements.

Thank you to all 771 of you that responded to the survey. Your feedback and comments have now been analysed and are contributing to the design and provision of future dental educational opportunities. In this article we will summarise the main findings of the survey. We will keep you updated on future developments here in Dental Digest, on the Portal and in national dental press.

Responses were received from throughout Scotland. Dentists made up 40% of respondents whilst DCP's made up 52%. The other staff groups made up the other 8%. There were no responses from orthodontic therapists and LDU operatives. The overall average years of service was 18 years.

Keeping in touch with you is very important and we do this on an individual basis through the regional postgraduate centres and more widely via the Portal and Dental Digest. 60% of respondents read Dental Digest whilst over 85% use the Portal. Fortunately, 77% of respondents were aware of the training/CPD that we provide with 19% vaguely aware and only 4% confused or unaware of what we provide.

To help improve communications you suggested that we could start to use e-communication tools such as new course email alerts, e-flyers and e-updates. You also suggested some improvements to the Portal search facilities.

We also wanted to explore how we should develop our IT and e-learning provision.

The Portal has developed greatly over the past few years with just 70% of you satisfied and 19% with no opinion on the Portal Course Booking System. Suggestions for further improvements included easier log-in and password reminders and more course search facilities. Unsurprisingly most of us (84%) stated that we use IT most days both at work and socially. This high level of use is possibly behind the requests received from respondents to expand our e-communications with email alerts and e-flyers and also must play a part in the 90% of respondents who went on to state they would be interested in considering completing NES e-learning courses as part of their future CPD.

Scottish Dental Diploma

NES Dental Directorate is currently exploring the need for a postgraduate Scottish Dental Diploma qualification to be delivered in Scotland in partnership with Scottish Universities covering clinical subjects as well as Management and Leadership Skills. One subject could be undertaken per year with a total of three subjects to be studied within a five year period leading to the award. 53% of the dentists who responded to the survey stated they were interested in the Scottish Diploma with a further 15% currently unsure. Watch this space for further information.

Conclusion

Regional CPD teams are in the process of considering all the information received from this survey and its impact on future CPD provision strategies. Some of the main areas currently under review are:

- Improving communication and the potential of using e-communications such as e-alerts, e-publications and twitter to convey course information.
- Future Portal developments including targeting courses to user CPD needs.
- Linking CPD to identified training needs
- E-learning developments

A more detailed review of the survey can be found on the Portal or by scanning the following QR Code.



Here's looking at

YOU



Background and History

At present, all dental practices in Scotland where NHS dental services are provided must undergo Health Board (HB) inspection every three years. Those involved in Vocational Training (VT) are additionally required to be inspected separately by NHS Education for Scotland (NES).

To simplify the inspection requirements faced by Scotland's NHS dental practices, and to provide an efficient and effective single inspection system, a Combined Practice Inspection (CPI) Working Group, comprising representatives from NES (VT and the Scottish Dental Clinical Effectiveness Programme, SDCEP) and NHS Lothian was established to develop and pilot a single, CPI process. This group sought to find ways in which these inspections could be merged into a single inspection process, which would meet the needs of both inspecting bodies, as well as incorporating any new inspection items not currently included, but which might be required by Health Improvement Scotland (HIS) or other regulatory bodies.

Development of the CPI document

The possibility of a combined practice inspection was first discussed at the Dental Quality Improvement Standards (QIS) Committee which is chaired by the Chief Dental Officer for Scotland. All sectors within dentistry are represented on this committee including representatives from Health Boards, NES, Practitioner Services, the British Dental Association, the General Dental Council, HIS, and patients.

A series of development meetings was subsequently held by the CPI Working Group. Following an iterative process these meetings produced an inspection document which, in combination with a patient experience questionnaire, sought to address the inspection requirements of all stakeholders.

A substantive pilot of the proposed Combined Practice Inspection (CPI) process was carried out in the early part of this year.

The CPI Pilot

10 practices were inspected between March and April of this year. To assess the most practical and beneficial inspection regime, practices were allocated to one of the three following inspection formats.

- 1 Two inspectors checking all items together.
- 2 Two inspectors checking all items together, with the practice pre-submitting some documentation.
- 3 Two inspectors working separately and dividing the workload.

To assist with preparation for the visit, practices were encouraged to use the PSM (Practice Support Manual), as well as contact SDCEP for any guidance required.

Practitioner views of the process were gathered via questionnaires and semi-structured interviews, and patient experience was evaluated through the patient experience questionnaire, which achieved an overall response rate of ~70%.

Subsequent to this, a focus group of the practice inspectors met to discuss their experiences and recommendations.

The Findings

Overall, the findings from the pilot indicate that inspectors and practices are supportive of CPI. The main challenge was the amount of preparation time required. However, both inspectors and practices believe that the amount of time required will significantly reduce for subsequent CPI visits.

Several positives were identified, most notably the advantages of only having to prepare for and undergo a single inspection, the uniformity of standards across inspecting bodies, increased team involvement in inspection and a sense of shared accomplishment in the practice. In addition, patients valued the opportunity to give their views about the care they received.

A number of suggestions were given to help facilitate the implementation of the CPI process including development of a clear definition and standard for each item in the CPI checklist; training of inspectors prior to formal implementation; regularly updated CPD courses for inspectors and practices; and a section in the PSM containing all the information, instruction and document templates that are required for CPI.

The Future

A report has been presented for consideration by the Dental QIS Committee. Future decisions around the implementation of the CPI process including composition of inspector teams and the format of the inspections will be made in due course. If the committee approves the combined inspection the pilot work described here would allow any decision to be acted upon very quickly.

If practices would like to find out more about the CPI pilot please contact -

Jimmy Boyle
Assistant Director, NES
james.boyle@nes.scot.nhs.uk

Linda Young
Research and Development Manager, NES
linda.young@nes.scot.nhs.uk

Keeping it CLEAN

The Cleanliness Champions Programme is a well recognised online educational training course which has been available to dental staff for a number of years.

This self-directed, work based programme focuses on two key themes i.e. maintaining safe practice and ensuring a safe patient and working environment. It aims to provide students with the skills and knowledge necessary to ensure a high standard of practice in infection prevention and control within their workplace.

There are a number of activities for each unit which are either work-based or online. Students are required to maintain a folder of evidence to reflect on their learning and experiences and verify achievement of the unit learning outcomes and competencies.

Following extensive review, a new version of the Cleanliness Champions Programme is now available for dental staff. The content of this programme has been updated and is based on the recently published National Infection Prevention and Control Manual (Health Protection Scotland, 2012) which covers the 10 updated Standard Infection Control Precautions (SICPs).

The overall aims, learning outcomes and competencies of the programme are very similar to previous versions. Changes which have been made include:

- the programme being more concise as there are now nine units to complete instead of 10
- only one version of the programme being available for different staff groups
- dental specific activities and folder of evidence
- the folder of evidence becoming an interactive PDF which can either be completed online or printed and completed on paper

A 'Learnpro' account is now required to undertake the programme and an email account is necessary for registering both students and mentors (which can be a work or personal email address). Registration for General Dental Services Staff should be completed through NES Dental Registration Officers based in your local Post-graduate Centres.

Dental Registration Officers

North East

Lucy Mitchell T 01224 551590 E lucy.mitchell@nes.scot.nhs.uk

North

Tommy Macgregor T 01463 255726 E tommy.macgregor@nes.scot.nhs.uk

East

Margaret Lornie T 01382 740994 E margaret.lornie@nes.scot.nhs.uk

South East

Fiona Elder T 0131 536 3102 E fiona.elder@nes.scot.nhs.uk

West

Gillian Dougan T 0141 352 2882 E gillian.dougan@nes.scot.nhs.uk

Dental staff working in Health Boards should continue to register through their local Cleanliness Champion Registering Officers.

12 hours of verifiable CPD are still awarded on successful completion of this programme.

For more details, please visit www.hai-nes.info to find further information about the Cleanliness Champion Programme under 'Educational Programmes'. The NES Portal at www.portal.scot.nhs.uk should be checked for information about Cleanliness Champion induction courses.

Aiming to control infection

Infection Control and audit are important topics for dentists and their teams. Both have professional requirements; decontamination is a CPD core topic for all team members and audit is an NHS Terms of Service requirement for all dentists with a health board list number. The potential to combine both of these topics would appear to be an ideal opportunity to enable dental teams to fulfill these requirements.

At NES Dental the Infection Control Team have developed four pre-approved infection Control audits to help dentist and other dental care professionals to do just that.

The purpose of any audit is to assure or improve performance. This could involve reviewing an area of care or a process. You may want to know how well you are performing against a standard or you might already be aware of deficiencies. Audit can improve your practice and help you work towards the highest standards recommended in current guidance. Audit of infection control and decontamination in particular, is an essential part of quality assurance. It is also an essential part of compliance for those using a Local Decontamination Unit in their practice.

These audits are designed to give assurance to both the practice and external organisations that you are reviewing current practice regularly and working towards the standards required. It also means you will have a time scaled plan in place to make any changes or improvement identified.

There are four audits available;

- Hand Hygiene
- Environmental Cleaning
- LDU Facilities and Process
- LDU Management Documentation

The audits cover all aspects of clinical facilities, processes and documentation. Three of the audits include an observational element to ensure team members are consistently applying good infection control procedures during their clinical practice.

Each topic provides between four and six hours of audit for participating dentists.

The NES Dental Infection Control Team can support these audits in your practice in two ways if required;

- A member of our infection control team could attend any audit meeting to advise and support the changes required.
- Our team can provide Infection control and decontamination training sessions for the whole team.

Ideally this would follow the first round of data collection for the audit.

Any time spend preparing for or carrying out the audit can be recorded as general CPD for all team members. If the training session is included this provides 3 hours of verifiable CPD for everyone who attends.

The training delivered could be tailored to advise on any changes required. **Phone Natalya Zhernakova** on 0141 352 2863 or e-mail natalya.zhernakova@nes.scot.nhs.uk to arrange our standard training session. Let her know if you are interested in audit support as well.

To contact one of our support team member in your region see the Cleanliness Champions article for details.

All of the paperwork required is available through the Dental Portal. All you need to do is log in and go to the Audit Documents file in the main menu

NB These audits are pre approved and there is no need to submit a GP216 in advance. The GP216 should be submitted on completion of the audit. Documents provided for each audit include:

- General Guidance document;
- Step-by-step guidance on completing each audit.
- A Pre-populated GP 216 form for submission with reports
- References to the background of the audit requirements
- Data collection sheets for each audit to use for both rounds of audit
- Action planning documents for each audit
- A template for the final report
- A GP217 form for your use when claiming audit allowance from PSD

On completion of the audit please email the report, GP216 and action plan documents to your regional audit administrator:

East region
raap.east@nes.scot.nhs.uk

North-East region
raap.neast@nes.scot.nhs.uk

North region
raap.north@nes.scot.nhs.uk

West region
raap.west@nes.scot.nhs.uk

South East region
raap.seast@nes.scot.nhs.uk

Your regional administrator will notify when the audit had been passed. They will provide the number required for you to complete the GP217 and send off to Practitioner Services for payment

CPD COUNTDOWN

for Dental Nurses

31 July 2013 is the end of the General Dental Council's first five year cycle for continuing professional development (CPD) for Dental Care Professionals (DCP).

What does this mean for me?

In accordance with your registration requirements, all DCPs must have completed the required amount of CPD in this first cycle.

What are the requirements?

CPD is divided into two categories – verifiable and general CPD. You must have achieved 150 hours of CPD in total and 50 of these hours must be made up of verifiable CPD.

What is the difference between Verifiable and General?

To count as verifiable CPD, (50 hours minimum) an activity must have:

- Concise educational aims and objectives (you should know what you are going to learn)
- Quality controls (for example - evaluation)
- Documentary proof (for example - a certificate or an on line register)

Some examples of general CPD (100 hours minimum) would be –

- Reading journals
- Attending meetings relevant to your role
- Peer review/appraisals
- Private study

What are the Core Topics?

The GDC states that there are certain topics in which we require regular training to ensure patient safety, these are –

- medical emergencies - ten hours per CPD cycle
- disinfection and decontamination - five hours per CPD cycle
- radiography and radiation protection - five hours per CPD cycle

Do I need to keep a record of my CPD?

Yes, you will be asked to submit your CPD return on a yearly basis; this may be electronically if you have registered on line with GDC. You may be asked at the end of the five year cycle for evidence of your CPD.

What if I have not met the required amount of CPD?

As this is part of your registration failure to undertake your CPD would be regarded as a breach of your fitness to practice.

I have concerns that I might not have got the required hours, what should I do?

You need to look at what you still need to undertake to meet the requirements. Check if you are short of verifiable or general CPD, and if you have fulfilled the core topics hours, this will give you an indication of where you need to focus.

Where will I get my remaining CPD?

NES provides a range of CPD courses which are booked through the dental portal. You can log on to the site and book your courses at:

www.portal.scot.nhs.uk

If you require more general CPD, you can access journals, articles and publications on the internet on the NES Knowledge Network:

www.knowledgenetwork.nes.scot.nhs.uk

For further information, the GDC produce an informative booklet on CPD, you can access this via **www.gdc-uk.org/Dentalprofessionals/CPD/Pages/CPD-for-DCPs.aspx**

e-effective e-nabling e-Learning

E-learning covers a wide range of activities and means different things to different people. Many of those who completed our recent survey on Continuing Professional Development expressed an interest in e-learning.

Whilst there is often enthusiasm to get involved with modern/glossy new ways of learning and teaching, it is important to remember that one of the best ways of learning is to use a balanced or blended approach which uses a variety of different methods. This helps the learner maintain interest in the topic, allows learning to take place at convenient times and enables professional contact. It also ensures that the education provider can use the most appropriate learning style for each topic covered.

NES is already involved in a variety of e-learning initiatives and following the recent survey we are planning to extend the scope of the e-learning we provide. It is easy to put resources on-line but making them verifiable is more difficult and something we are working on.

Current e-learning resources

E-portfolio

The dental E-portfolio (www.nhseportfolios.org) has undergone a significant re-vamp over the last year and now runs using the same technology as the medical E-portfolio which is used by over 35,000 medical, dental and nursing trainees throughout the United Kingdom. The E-portfolio, whilst not providing learning resources, allows trainees to record their learning and development in a structured manner and can be linked to set curricula.

Podcasts focussing on exam skills and information for dental nurse trainees can be found on the Portal (www.portal.scot.nhs.uk). These can be downloaded and re-played at your convenience.

On-line learning resources

The Portal (www.portal.scot.nhs.uk) already has a range of learning resources covering the topics of infection control, basic life support and smoking cessation.

Over the next few months the Portal will provide resources from the Scottish Dental Education Online (www.sdeo.ac.uk). SDEO is a collaboration between NES and the dental schools in Scotland to provide learning resources for students and staff to help cover topics that undergraduates have historically found difficult to understand.

The Scottish Dental Clinical Effectiveness Programme (SDCEP) website www.sdcep.org.uk allows you to download guidance documents which cover a wide range of clinical topics. SDCEP work is more fully described on page xx of this edition. They have also produced an 'App' on their prescribing guidance which has been purchased by over 1000 people.

Looking to the future

Webinars

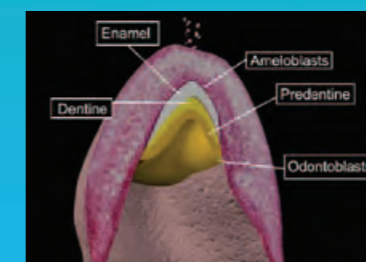
Webinars are lectures or seminars which people join via their computer. They provide a means of real time contact with the lecturer and are ideal for people who live and work in remote areas where face to face teaching is difficult to provide. Whilst we are comfortable with the use of video-conferencing to provide learning to remote sites, we have not used webinars and this is an area where many of you have expressed an interest. Over the next few months we will pilot the use of webinars in a variety of topics which have relevance across healthcare professions.

3-D resources

A number of 3-D and stereoscopic resources are being developed initially for use during face to face education. Many of these will then be packaged into self-directed learning resources that we can access from our own computer whether at work or in the home.

Virtual patients

Virtual patients allow us to make and change clinical or patient management decisions which could have significant consequences for patients. We are working closely with the Glasgow School of Art and colleagues in the pharmacy directorate of NES to develop virtual patient scenarios that will challenge our thoughts on how to deal with patients. Some pharmacy scenarios can be already found on the Portal www.portal.scot.nhs.uk and the dental versions will be coming along soon.



screenshot of tooth development

As you can see we are already delivering large amounts of e-learning and over the next few months this is going to expand significantly. Linking in with other healthcare professions, where appropriate, ensures that all NHS staff are provided with consistent information and shares the expense of developing of e-learning resources.

So far we have only considered e-learning that NES dental is directly involved in. There are numerous other websites, in fact too many to list, where we can find numerous learning materials these include dental societies covering the clinical specialties, for example the British Society of Periodontology (website www.bsperio.org.uk). The Scottish dental website (www.scottishdental.org) contains information for both patients and professionals and is regularly updated.

Hopefully this short article will have inspired you to look around the web for learning materials and to explore the new opportunities that are available to you whether that be through NES or otherwise.

For further information on e-learning within NES please contact Andrew Forgie at: andrew.forgie@nes.scot.nhs.uk

The Scottish Dental Clinical Effectiveness Programme (SDCEP) has published guidance on a range of priority topics in Scottish dentistry.

The programme, a National Dental Advisory Committee (NDAC) initiative operating within NES's dental directorate, aims to support the delivery of safe and effective, patient-centred oral healthcare by providing user-friendly, evidence-based guidance for the whole dental team. Of key importance to SDCEP's work is that the guidance presents information in a manner that can be easily understood and implemented.



In the last eighteen months SDCEP has also launched three new guidance publications.



The first of these, Oral Health Management of Patients Prescribed Bisphosphonates, informs dental practitioners about how to manage

patients prescribed bisphosphonate drugs for a variety of conditions. The guidance provides clear and practical advice, a structure for risk assessment and treatment options. The guidance is also of relevance to prescribers and dispensers of bisphosphonates and to patients.

Oral Health Assessment and Review aims to facilitate the move in dentistry from a restorative approach to patient care to a preventive and long-term approach that is risk-based and meets the specific needs of individual patients. It also aims to encourage the involvement of patients in managing their own oral health.

Sterilization of Dental Instruments is the second in a guidance series on decontamination of instruments. The guidance aims to promote and standardise good decontamination practice in primary care dental practice.

In addition, SDCEP has recently updated two guidance publications.

Conscious Sedation in Dentistry aims to promote good clinical practice in the provision of adequate anxiety control in primary care dentistry. The new second edition incorporates certain developments in conscious sedation that have occurred since publication of the first edition in 2006 and is available as an e-publication from the SDCEP website.

A second edition of Drug Prescribing for Dentistry was published in 2011 and like the original version, has proved to be as popular both with dentists in Scotland and those further afield. Keen to build on this success and also to explore new ways of delivering guidance, SDCEP launched the Dental Prescribing smartphone app, in April 2012, a first for SDCEP and NES. Based on the guidance booklet, the app has been designed to be a quick reference tool with dose information provided for both adults and children using a neat tab arrangement. Local measures to be used in the first instance or as an adjunct to prescribing are highlighted and advice on the management of Medical Emergencies is also included. The brief advisory notes and cautions from the printed guidance are retained. The app format also permits the inclusion of several new features

such as direct links to the BNF's website for drug interaction information, a Search function, which allows the user to quickly find advice on a drug or on the management of a specific dental condition, and a Favourites function, for the user to bookmark frequently viewed screens for quick access. The app is available to purchase on the Apple App StoreSM with free updates when there are changes to the dental prescribing information from the BNF and BNFC. To date all user ratings of the app have been 5* and very positive comments have been received.

For the future, SDCEP is working on two new guidance topics, Management of Acute Dental Problems, of relevance to both dental and non-dental healthcare professionals, and Prevention and Treatment of Periodontal Diseases in Primary Care, and is monitoring the response of the profession to the delivery of guidance via e-publications and apps. All clinical guidance published by SDCEP is developed in collaboration with dental professionals, and professionals from other disciplines where relevant, with a particular interest or experience in the subject. Each guidance undergoes a consultation phase to ensure that a broad range of experience and perspective, from within the profession and externally, is represented.

SDCEP's first publications focussed on conscious sedation, instrument cleaning, emergency care, and drug prescribing. These were followed in 2010 by guidance on the prevention and management of caries in children and the launch of the Practice Support Manual (PSM).

The PSM is a website providing information, advice, templates and links to assist with practice management. One aim of the PSM is to support the preparation for, and successful completion of, both Health Board and NES VT practice inspections, which themselves are currently being streamlined into a single Combined Practice Inspection. Since its launch, the PSM has been gradually expanded and to date covers eight areas, with the most recent additions being general health and safety and radiation protection. Infection control and communication will be added in the coming months.



To learn more about SDCEP and the latest publications and draft guidance, visit the website, www.scottishdental.org/cep.

Getting the priorities RIGHT

East Region Update

Child Protection and Vulnerable Groups

Three hours In Practice verifiable CPD for the Whole Dental Team

The General Dental Council (GDC) expects all registrants to be aware of the procedures involved in raising concerns about the possible abuse or neglect of children and vulnerable adults.

'Find out about local procedures for child protection. Make sure you follow these procedures if you suspect that a child might be at risk because of abuse or neglect'

(GDC Principle 1.8, 'Standards for dental professionals')

As a dental professional, you have a responsibility to raise any concerns you may have about the possible abuse or neglect of children or vulnerable adults. **It is your responsibility to know who to contact for further advice and how to refer to an appropriate authority.**

If you are unsure of the local procedures in your area, you have a duty to find out what they are, whether you work for the NHS or in private practice.

For information about our in-practice CPD on this topic and other in-practice CPD please contact:

Diane Young
Dundee Dental Education Centre
Frankland Building
Smalls Wynd
Dundee
DD1 4HN

E diane.young@nes.scot.nhs.uk

In-practice CPD

creates a learning atmosphere where the whole practice team will learn together in a positive and cooperative manner. Your team will discover solutions to problems through facilitated exercises and generate new ways of working in the future. Each IPCPD session has been designed to be covered in one half day with a tutor to guide you through the topic and help create team action points.

Other topics include: Team Building, Complaints Handling, and Health and Safety

Dental Nurse Post Qualifications

Are you interested in undergoing a dental nurse post qualification?

We will shortly be offering the Scottish Qualifications Authority – Higher National Diploma Dental Nursing. The benefit of this qualification is that it is delivered in modules. This allows you to either achieve all the modules and gain the HND Dental Nursing or complete some modules to enhance your skills and you will still receive a certificate of completion in your chosen Higher National Unit(s).

In order to enrol for any of the HND Dental Nursing units, you must have completed the HND Access Course. The access course cements the knowledge gained during your pre-registration training and allows you to gain experience of building a portfolio of evidence. To book a place on the access course please go to www.portal.scot.nhs.uk

Upon successful completion of the access unit, you can progress to the following modules:

- Personal effectiveness and stress management
- Customer care and the protection of NHS Scotland data
- Oral health improvement and supporting the dental team
- Managing health, safety and quality in dental practice
- Plan and deliver training for the dental team
- Preparing a practice for inspection

There are also specific clinical modules:

- Dental Nursing: Orthodontics
- Dental Nursing: Dental Impressions for Working or Study Models

If you have any specific queries please email us at: DCP.East@nes.scot.nhs.uk



North East Region Update

CPD symposium for the dental team



Aberdeen Exhibition and Conference Centre

Friday 22 March 2013 is a date for your diary. A symposium will take place at the impressive Aberdeen Exhibition and Conference Centre. It is an event with something for everyone in the team and two parallel programmes will run.

The main theme is the challenge presented to the profession by an ageing population which retains a heavily restored dentition.

Margie Taylor, Chief Dental Officer, will open proceedings with a keynote address outlining the scope and extent of the issues facing us. A full programme will then cover the clinical approaches that can be taken to cope with "the heavy metal generation".

The main speakers will be Restorative Consultants Dean Barker from Aberdeen and Shakeel Shadad from Barts and the London. They will be joined by Professor Jim Newton, Dean of Aberdeen Dental School and Andy Hall of Dundee University.

Dental Care Professionals will join the main programme at the start of the day and will have the option from mid-morning of taking part in the parallel programme which will offer top-ups in core subjects just before the end of their first CPD cycle.

There will be plenty of opportunity to network and catch up with colleagues. More details will be made available shortly; and keep an eye on Portal to book early for what will be a very popular occasion.

For further information please contact
Graham Orr
 Director of Postgraduate General Dental Practice Education
 E graham.orr@nes.scot.nhs.uk
 or
Caroline Taylor
 Lead DCP Tutor
 T 01224 559708
 E caroline.taylor@nes.scot.nhs.uk

Pre Registration Dental Nurse Training

Dental Nurse Induction Programme

The dental nurse induction programme provides a structured training pathway for inexperienced dental nurses and successful completion acts as a prerequisite for registering for our National Diploma course, which commences annually in August. The induction programme has two components, a seven week induction

training in the practice and one study day which is held within the Aberdeen Dental Education Centre.

Further information on dental nurse induction can be obtained from:

Stacy Gourlay
 T 01224 559709
 E stacy.gourlay@nes.scot.nhs.uk

National Diploma in Dental Nursing

NEBDN have introduced the new Diploma in Dental Nursing which has replaced the National Certificate qualification. The 2011-12 cohort of students are preparing to sit the new diploma examination in November 2012. The diploma examination will require dental nurse Students to sit a two part examination based on a construct of Multiple Choice Questions (MCQs) and Extended Matched Questions (EMQs) (Part 1) and also several Objective Structured Clinical Examinations (OSCE's) (Part 2). Students will be required to pass the Part 1 of the examination prior to accessing Part 2.

ADEC Tutors and staff are happy to respond to any queries you may have regarding dental nurse training. The support offered by employers and staff to their dental nurse students during their training period is vital and we would like to thank all of those personally involved.

For further information on pre registration dental nurse training contact
Carol Rafferty
 T 01224 559708
 E carol.rafferty@nes.scot.nhs.uk

Dental Nurse Post Registration Training

2012 has seen a positive increase in dental nurses embarking on post registration training within the centre. Our current cohort of students undertaking the Certificate in Special Care Dental Nursing are preparing for their final examination in December 2012 and our 5th Certificate in Oral Health Education Programme commenced in September.

Plans are already underway to develop an Orthodontic Dental Nursing programme within the North East. It's gratifying to see such enthusiasm for establishing a course in Aberdeen and we look forward to working with the local experts to provide this new training provision.

For further information on dental nurse post registration training contact:

Jackie Park
 T 01224 559708
 E jackie.park@nes.scot.nhs.uk

DCP Additional Skills Training Sessions

The centre has delighted to see the positive uptake for additional skills training in impression taking and the construction of study models. Through providing education and training registered DCPs can work towards demonstrating competence in undertaking an additional duty within their professional role. Following practical training held at Aberdeen Dental Education Centre and Aberdeen Dental School participants are required to complete a record of proficiency. This record has been designed to verify the achievement of knowledge and skills in performing additional clinical duties to comply with the General Dental Council (GDC) Scope of Practice Guidance.

"I took part in the 1st impression taking and study model casting course at ADEC. I found the course very interesting and fun at the same time. After the theoretical and practical sessions we returned to our workplaces to work through the 'record of proficiency'. I managed to complete this fairly quickly and since completing my record of proficiency I have found my additional skill useful and I'm frequently asked to take impressions by the dentists I work with. I would highly recommend this course to any one working in a busy practice that would like to expand the duties they can perform within their role." Charleen Maitland, Dental Nurse

For further information please contact:
Caroline Taylor
 Lead DCP Tutor
 T 01224 559708
 E caroline.taylor@nes.scot.nhs.uk

North Region Update

Top North Dental Nurse

NHS Education for Scotland (NES north region) announced the winner of its SVQ Dental Nurse Candidate of the Year at a presentation evening in Inverness on the 9th March. The winner from the 2010 cohort was Amberley Crooks of The Ness Bank Dental Practice in Inverness. Prior to securing her permanent position as a qualified Dental Nurse at Ness Bank, Amberley was one of six trainee dental nurses taken on by NHS Highland for a two year training contract. Her placement was at The Town & County Hospital Nairn and she attended day release classes delivered by NES Tutors at The Centre for Health Science, Inverness. Amberley was nominated for the award by her Assessor Alison Macleod who



Amberley Crooks (left) with Isobel Madden

is also a Tutor. Alison said she was an extremely good student and incredibly well organised. Assessors nominate their candidates based on criteria such as their enthusiasm and motivation for the qualification and their dental nursing abilities.

The winner was selected by Hazel Carrol of Dental Directory who sponsored the award. There were seven nominees from the class of forty two trainees. The other nominees were Joanna MacCallum, Inverness, Pamela Urquart, Gairloch, Susan Grant, Golspie, Stacey Macrury, Benbecula, Raina Tait and Sarah Philips both from Orkney. Lead Tutor Teresa Ross said that the 2010 intake were a very special year and a credit to their Tutors, as they had achieved a 100% pass rate in their final exam. Certificates were presented by Dr Isobel Madden, Assistant Director NHS Education for Scotland at a recent graduation ceremony. Successful candidates who gained the post registration qualification in Dental Sedation Nursing were also presented with their certificates.

Vocational Training for Practice Managers

The Professional Development Award in Dental Practice Management, which has been provided for the last four years, will not be available in 2012/13. In its place is an exciting new concept, Vocational Training for Practice Managers.

NES Dental and NES Medical are joining forces to train Practice Managers who, by the end of the course, will have the skills to work in either a medical or dental environment.

Places on the course were advertised on Portal at the beginning of this year and the response was excellent. Candidates were shortlisted and those selected to go forward were interviewed by a panel in May. Places on the course were subsequently offered and a Waiting List compiled.

The new pilot qualification requires Practice Managers to attend seven two-day workshops held at regular intervals throughout the year. Topics covered include Employment Law, Finance, Health & Safety and Communications.

In addition to the above, each Trainee is mentored by an experienced Practice Manager. A "Menu for Learning" allows the Trainer and Trainee to identify gaps in the Trainee's knowledge or understanding of a topic and weekly tutorials are geared to these subjects.

Trainees are required to undertake a work based project which is assessed by means of a 5,000 word report and an oral examination.

Candidates must also complete a professional portfolio which will include a Reflective Diary, a Tutorial Log, Trainer's Reports, Witness Testimonies etc.

Those involved in the scheme have the opportunity to meet other Trainees and Trainers from all over Scotland; an excellent opportunity for networking.

It is hoped that Vocational Training for Practice Managers will be successful and allow NES to proceed beyond the 2012/13 pilot. Further information will appear on Portal early in 2013.

For further information contact:
Alice Cliff
National Dental Practice Manager Adviser
T 01463 255725
E alice.cliff@nes.scot.nhs.uk

Need CPD courses? Have you looked at the Portal recently

Participating in regular CPD activities is a key requirement for registration with the GDC for all dental professionals. We have a wide range of CPD courses which are suitable for all dental professionals so if you're looking for CPD courses, log onto the Portal www.portal.nes.scot.nhs.uk and click on "classroom courses" and select "North" from the region drop down menu for access to all our latest courses. Don't forget that courses are added to the portal throughout the year so remember to check it regularly. You will need to create an account if you have not already done so.

Do you feel a bit overwhelmed or confused by many of the issues relating to law and ethics?, child protection?, record keeping or complaints handling? We have put together a joint S63/DCP study day to look at many of the common issues surrounding these topics. The course which is open to the whole team will be held on Thursday 15 November 2012 at the Centre for Health Science from 09:00 to 16:30.

We always welcome suggestions for course topics, please contact the NES Dental if you have any ideas.

NHS Education for Scotland Hygiene / Therapy Vocational Training Programme

Seven new graduates in Dental Hygiene / Therapy from the University of Dundee and the University of the Highlands and Islands began their professional careers in August with Vocational Training posts across Scotland. Posts have been created in Fort William, Perth, Dunfermline, Buckhaven, Bathgate, Cardonald and Newton Stewart. Four of these posts are within the General Dental Services and three in the Salaried Service.

While not mandatory for Hygienists / Therapists, NES is keen to develop the programme of training for this group, and a pilot programme has been arranged to include online training, using

the Dental Portal and the Knowledge Network. Ten study days have been organised, using the facilities at the Centre for Health Science in Inverness and the Broxden Dental Centre in Perth. Both of these centres have state of the art clinical skills rooms, and allow hands-on workshops as well as didactic teaching. Trainers are invited to attend the study days, and also have full access to the online learning resources.

Trainers will act as mentors and clinical advisors to the Hygienist / Therapists, and formal teaching will be supplemented with web-based learning materials. The vocational trainees will complete

case presentations in four subjects – Periodontology, Restorative Dentistry, Paediatrics and Smoking Cessation – as part of their assessments, which also include Longitudinal Evaluation of Progress (LEPs) and Patient Administered Questionnaires (PAQs), which for the first time this year will be carried out both in Dental and Hygiene / Therapy VT using tablet computers. They will also complete the Test of Knowledge and Management of Medical Emergencies.

Plans are already in place to develop the Hygiene / Therapy programme to provide ten places in 2013, with the Universities of Glasgow and Edinburgh joining the

programme when all four undergraduate courses in Scotland will have graduating classes. Undergraduates in the final year of their degree should apply through the Dental Portal between 31 August and 30 September. A call for applications from potential trainers will be made in October.

Further details of the programme can be provided on application to:
Dr Isobel Madden, NES Dental (North),
Centre for Health Science, Old Perth
Road, Inverness IV2 3JH

West Region Update

Pre Qualification Dental Nursing – NEBDN National Diploma in Dental Nursing

West Dental has had another successful year for our pre qualification groups. This was the first sitting of the new exam format where the students were required to have passed the written part of the exam prior to being entered for the OSCE (Objective Structured Clinical Exam).

Glasgow was the 'Supercentre' for Scotland with over 130 students attending Hampden Park for the OSCE section. Each student was required to undertake 15 five minute tasks ranging from mixing to Medical Emergencies.

Students require to pass both sections of the exam to allow them to register with the GDC.

Post Qualification Dental Nursing

All post certificate courses in the West – Sedation, Radiography, Oral Health Education and Special Care have been delivered this year. Most candidates are either awaiting results or will be presented for their exam in the near future.

The new course formats have received positive feedback from the students, and as always NES welcome any suggestions or comments to ensure that we continue to meet the needs of the learners.

Presentation of Certificates

Friday 3 August was the presentation of Certificates for both Pre and Post Qualification Courses. As always, we had a good attendance with family, friends and, in some cases staff from the practices, present to support and congratulate the students on their achievements.

This year's achievement awards went to:-

Laura Galbraith, Campbeltown National Diploma in Dental Nursing

Laura McCafferty, Helensburgh National Diploma in Dental Nursing

Kirsty Yorston, Forth Valley National Diploma in Dental Nursing

Lisa Queen, Forth Valley National Diploma in Dental Nursing

Lorraine Sneddon, Glasgow Post Certificate in Dental Sedation Nursing

Jenni McLellan, Glasgow Post Certificate in Dental Sedation Nursing

Congratulations

Congratulations' to Leigh Morrison, Regional Dental Nurse Tutor who recently attended her graduation ceremony in London to collect her Licenceship in Learning and Development. Well Done Leigh.

Continuing Professional Development

Additional Skills Courses for DCP

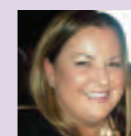
West region has delivered a wide range of courses for Additional Skills. These courses are supported with Training Packs which the participant is required to complete in order to gain their certificate. These packs use both observed and supervised cases to demonstrate skill proficiency and allow the DCP to gain confidence in delivering a particular clinical skill under the prescription of a dentist. Packs can be downloaded from the e-learning site on portal.

The first '**Masterclass**' for Dentists and a DCP '**Conference**' were held on 12 October at the Crowne Plaza Hotel, Glasgow. The largest of its kind in Scotland with 420 delegates, this course was an example of a way ahead for the future of CPD delivery for dental professionals. We plan to hold these events at the same time of year so keep the second Friday in October in your diary for next year.

The guest speaker was John Kanca III, DMD from Connecticut, USA.

Courses to look out for.....

The '**DCP Conference**' included IRMER and Quality Assurance, Facial Aesthetics, Effective Complaints Handling and Restoring Your Smile. These sessions were delivered by well known speakers in each field.



'From Molars to Murders'- An Overview of modern forensic dentistry

We are excited to have Fiona Waddington (GDP with a specialist interest in forensic odontology) presenting this course for us.

It will give an insight into the world of forensic dentistry and the importance in murder cases and mass disasters around the world.

Be a detective for the day!



'Restoration, Restoration, Restoration (1) Treatment options for the single tooth replacement.

We are also running a series of restorative courses with case based discussion. Our first course led by Scott Muir is a treatment planning course for GDP's. We invite you to bring along your difficult cases and get an expert opinion!

Currently we are working on delivering CPD courses on –

- Restorative Dentistry
- Smoking Cessation Champions
- Sedation

In-Practice CPD

Do you want to learn in your own environment with your own team! Then in-practice CPD is for you!!

In West we are very keen to promote CPD courses which can be delivered in your own practice.

Feedback from previous in –practice courses has been very positive, showing dental practices get a lot from this type of learning.

NES can now provide in-practice CPD on a range of topics including-

- Radiology
- Basic Life Support
- Handling complaints and difficult behaviours'
- Confidentiality and record keeping
- Motivating your Team
- Child protection
- Audit and SEA
- Personal Development Planning
- Appraisal

If you have identified training that your practice requires, contact Louise or Nicola to discuss options.

We can also facilitate training for a group of practices that want to get together in one venue. This may be more cost effective and encourages peer support.

Our in-practice training session will last no longer than three hours (one session). We will arrange the times to suit you and your practice. This could be during an extended lunchtime or later in the day. Options can be discussed when planning the training.

In-practice CPD is £100 per session – there is no individual charge - so it's more cost effective for all practices.

All staff members will qualify for verifiable CPD to meet GDC requirements, and dentists can also claim CPD allowance.

Retiral

At the end of July, West dental says goodbye to its longest serving VT adviser.

Mr Stewart Paul will officially retire from NES (although he is sure to remain involved in some capacity) after many years involvement as a trainer and adviser.

Stewart has, during his time with SCPMDE then NES, guided and supported many dozens of new graduates through their first year of dental practice, and his wisdom and enthusiasm was appreciated by both trainers and advisers with whom he worked.

Most recently, Stewart was tasked with organising the first ever LDFT programme in the West. He undertook this initiative with his customary zeal and this was demonstrated by 100% of his scheme achieving satisfactory completion and the majority gaining postgraduate qualifications by the end of the programme.

Stewart has made a huge contribution to training in the West of Scotland. He will be fondly remembered by all those who benefited from working with him.



Dates for the Diary

November 17 Pre Qualification Dental Nurse Exam – Written
November 22 Forensic Dentistry – From Molar to Murder
 (Portal course code 202929)

South East Region Update

Pre Registration Training

Edinburgh Postgraduate Dental Institute and Fife School of Dental Nursing are celebrating exam success after 16/16 students passed the new format exam, consisting of a written paper in May and 15 OSCE stations in June 2012. All students will be awarded the NEBDN National Diploma in Dental Nursing.

34 students are currently studying towards the Diploma and will sit the exam in 2013.

Forthcoming courses include a Fife course starting in January 2013 and an Edinburgh course starting in March 2012. To book a place, please visit the Dental Portal:

www.portal@nes.scot.nhs.uk

For further information please contact:

Gillian Grant

Senior Dental Nurse Tutor

T 0131 536 3123

E gillian.grant@nes.scot.nhs.uk

'Working safely in Practice' Induction courses are available for new student dental nurses as per workforce requirement.

For further information please contact:

Susan Lewis

Pre-registration Dental Nurse Tutor

T 0131 536 3106

E susan.lewis@nes.scot.nhs.uk

Post-Registration Qualifications for Dental Nurses

Edinburgh Postgraduate Dental Institute continues to deliver post registration qualifications for Dental Nurses. In September 2012, 4 students sat the NEBDN Certificate in Oral Health Education examination.

The next course is due to start in March 2013 and available for booking through the Dental Portal.

We are also delivering the NEBDN Certificate in Orthodontic Nursing with 11 students working their way towards the final examination in June 2013.

Following the recent success of seven students who gained their NEBDN Certificate in Dental Sedation, we have started our next DSN course (12 students). Students will be working in preparation for the final examination in September 2013.

For further information please contact:

Karin Laidlaw

Specialist Dental Nurse Tutor

T 0131 536 3101

E karin.laidlaw@nes.scot.nhs.uk

CPD for DCPs

The South East has seen an increase in course bookings and reassuringly positive evaluations.

We held our 2nd successful DCP only symposium in April. We chose a centrally located venue due to the feedback received from our 1st symposium. The day was well attended with a variety of DCPs. Feedback from both symposiums have highlighted that the DCPs appreciate and prefer to attend a one day event covering a selection of topics to gain their verifiable CPD.

The South East held a free information evening on 3 October for DCPs, highlighting the need to complete their CPD cycle, in time for July 2013. More information evenings will be held in 2013.

We are continuing to offer a selection of 'extended duties for DCPs' courses as part of the DCP program. Recent courses on photography and impression taking / mouth guard construction proved very popular and very successful. Places are limited and we recommend booking early to avoid disappointment.

New CPD courses are regularly uploaded to the Dental Portal including GDC Core Topics and GDC recommended topics, to access portal: www.portal.scot.nhs.uk

For further information please contact:

Sara Marwick

CPD for DCPs Tutor

T 0131 536 3105

E sara.marwick@nes.scot.nhs.uk

Orthodontic Therapy

Edinburgh Postgraduate Dental Institute is celebrating exam success.

In June our four 2011/12 trainees gained the Diploma in Orthodontic Therapy from the RCSEd. The trainees were presented with their Certificates of training on 20 June and will attend graduation at the Royal College later this year.

Not ones to rest on our laurels, we started a new intake of trainees in March 2012. These eight trainees have since completed their core training, which ran for one month, and are now enjoying their new roles in practice. As this is an intensive training course we are already aiming towards an examination date of February 2013.

EPDI hopes to host a new intake of Orthodontic Therapy Trainees in the May 2013. Application packs will be available on the NES website from November.

For further information contact:

Margaret Davie

Orthodontic Therapy Tutor

E margaret.davie@nes.scot.nhs.uk

Notes of interest should be made to

Jean Ramsay

Senior Postgraduate Administrator

T jean.ramsay@nes.scot.nhs.uk

Infection Control Support Dental Team – South East

The Infection Control Team continues to provide In Practice Training for dental practitioners and their team. In addition we provide advice and mentorship for dental professionals working their way through the Cleanliness Champion & Decontamination e-learning programmes.

The Cleanliness Champion programme has recently been revised (Version 3) and will now be delivered via the LearnPro NHS e-learning system. Anyone interested on embarking upon this training are advised to attend an induction session at Edinburgh Postgraduate Dental Institute. Dates will be available throughout the year - please check the Dental portal for future courses. This will provide students with an introduction to the Cleanliness Champion programme and an opportunity to register and begin their learning with support from the Infection Control Support Team.

For further information please contact:

Fiona Elder

Infection Control Support Dental Nurse

T 0131 536 3101

E fiona.elder@nes.scot.nhs.uk

Karin Laidlaw

Infection Control Support Dental Nurse

T 0131 536 3102

E karin.laidlaw@nes.scot.nhs.uk

DCP

The SE region were very sorry to see Liz Hutchison, Lead DCP Tutor, leave at the end of August. Liz had worked at the Edinburgh Postgraduate Dental Institute for over six years. Liz plans to spend more time on the golf course and with her family. She will be truly missed but we wish her all the very best!



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Comments and Copies

Comments on this newsletter and suggestions for future content will always be welcome and they should be sent to:

shelagh.mcleish@nes.scot.nhs.uk

0131 313 8019

If there are colleagues who would like to receive an individual copy, again please contact the above e-mail address and we will add them to our distribution list. Our aim is to produce two issues a year. Remember also to visit our website for information on NES, the rest of our work and for specific detail on the work of the Dental Directorate:

www.nes.scot.nhs.uk/Dentistry

DentalDigest

Different format required?

This resource can be made available, in full or summary form, in alternative formats and community languages.

Please contact us on **0131 313 8061** or email altformats@nes.scot.nhs.uk to discuss how we can best meet your requirements.

এই তথ্যপুস্তিকা সম্পূর্ণ অথবা সারসংক্ষেপভাবে অথবা বিকল্প ফরম্যাটে অথবা আপনার কমিউনিটির ভাষায় পেতে পারেন। দয়া করে আমাদের সংগে **0131 313 8061** - নম্বরে যোগাযোগ করুন অথবা ই-মেল করুন altformats@nes.scot.nhs.uk -এ যাতে আমরা আলোচনা করতে পারি কিভাবে আপনার প্রয়োজন সবচেয়ে ভালোভাবে মেটানো যায়।

本资源可以采用完全或摘要的形式、以不同的格式和社区语言提供。请拨打电话：**0131 313 8061**或发送电子邮件至 altformats@nes.scot.nhs.uk 联系我们，和我们探讨该如何最大限度地满足您的需求。

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Ten material może być udostępniony jako streszczenie lub pełen tekst w innych formatach i językach. Promisy o kontakt pod numerem telefonu **0131 313 8061** lub pocztą elektroniczną pod adresem altformats@nes.scot.nhs.uk by przedyskutować Państwa konkretne wymagania.

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