



Tutorial guide for general dental practice

London Dental Education and Training

This document is intended to support our trainers during their tutorial sessions with their trainees.

This is not intended to be a PRESCRIPTIVE guide but one that should enable you to design suitable tutorials in conjunction with your trainee which cover the curriculum set out by the Committee of Postgraduate Dental Deans and Directors (COPDEND). The four domains of clinical, communication, professionalism and management and leadership are set out below and mirror those of the GDC.

Many trainers will have built up “tutorial libraries” over the years and we would not want them to give up using these resources, which will hopefully be complimented by the tutorial guide. We also hope that the guide will be particularly useful to those less experienced trainers, developing their portfolio of tutorials. Whatever you decide, we hope that the advantages of using the guide far outweigh any perceived disadvantages!

The guide sets out a range of tutorial topics, which should not be considered as being exhaustive or complete. It is hoped that feedback from trainers and trainees will allow us to add and update topics on an annual basis.

Each tutorial topic has a list of suggested discussion items. Again, these are not prescriptive or exhaustive and trainers are free to use these lists as they feel appropriate. We have also suggested some supporting material for the tutorials and some preparatory material to be read by the Dental Foundation Trainees prior to the tutorial. Once again, trainers can add to these lists as they see fit and these will change over time. Some of the topics will need to be revisited over the course of the year as the DFT gains experience and has the capacity to understand some of the more complex areas within topics. Equally, some topics may well take far more than one tutorial session to cover and trainers will adjust timings and content as they feel necessary.

There are blank sheets which can be used for other tutorial topics.

The tutorials have been divided into Term 1 and Term 2 tutorials. This is simply a guide and there is no expectation that on any given week a specific tutorial is being done across London.

The tutorial meeting has long been considered one of the cornerstones in the Trainer/Trainee relationship. Trainees will always benefit from some preparation before a tutorial and this guide should assist as a prompt in the process of identifying the next topic.

Naturally whilst a tutorial will have been prepared by both trainer and trainee, more pressing concerns relating to patients care may need to be discussed during the tutorial or case based discussions may be done in those times. There is flexibility in the system to allow for this.

This guide can act as suitable prompt for the trainee when they are completing their epdp entries on the tutorial as well as for the trainer when they make their comments which is a contractual requirement.

We are grateful to the Wales Deanery for the original concept, content and design of this guide which was first published in 2006 and from which this version borrows heavily. Imitation is the sincerest form of professional flattery.

Both trainers and trainees can use the guide to make contemporaneous notes about the dates and progress of tutorials.

Finally, and to ensure that both trainers and trainees achieve the most from the tutorials, trainers should schedule tutorials at such a time when they can be certain that both DFT and trainer will be ready to start on time and are protected from any intrusion for the period of the tutorial. Tutorials should normally take place during working hours and not take place during a trainee's lunch break.

The ideal time for tutorials is at the beginning of a session to ensure that protected time is available for all.

Enjoy your year!

Elizabeth Jones

Dean of Postgraduate Dentistry
London Dental Education and Training (LDET)

Competency Framework

DOMAIN	MAJOR COMPETENCIES
Clinical	1. Patient examination and diagnosis
	2. Treatment planning and patient management
	3. Health promotion and disease
	4. Medical and dental emergencies
	5. Anaesthesia, sedation, pain and anxiety control
	6. Periodontal therapy and management of soft tissues
	7. Hard and soft tissue surgery
	8. Non-surgical management of the hard and soft tissues of the head and neck
	9. Management of the developing dentition
	10. Restoration of teeth
	11. Replacment of teeth
Communication	1. Patient and family
	2. Clinical team and peers
	3. Other professionals
Professionalism	1. Ethics
	2. Patients
	3. Self
	4. Clinical team and peers
Management and leadership	1. Personal and practice organisation
	2. Legislative
	3. Financial
	4. Leadership and management



<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Relationships with staff and patients 2. Hours of attendance and timekeeping 3. Dress code 4. Holiday arrangements and advance notice 5. Tutorial arrangements 6. VT study days / non study day 7. Surgery routines /emergency drugs/systems 8. Working with your nurse 9. Computer systems 10. The first few days 11. Contract /LDET paperwork 12. NHS Regulations 	<ol style="list-style-type: none"> 1. Review practice layout 2. Order practice tunics 	<p>Practice leaflet Practice guide</p>	

Expected educational outcomes

The DFT should understand:

- What is expected when they work within the practice
- How they are expected to work with and treat their co-workers
- Surgery / Practice routines

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<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. What it is	Access portfolio	e-portfolio	
2. What it is for	Complete clinical checklist		
3. Why you need it	Complete Participants details		
4. The sections	Complete educational agreement		
5. How to fill the sections in			
6. Trainer monitoring of Portfolio			
7. Associate Dean monitoring of Portfolio			
8. Reflective learning			
9. Assessments			
10. Clinical experience log			

Expected educational outcomes

The DFT should :

- Understand the advantages of reflective learning
- Understand the necessity to complete the entries and ensure they are signed by both the DFT and the trainer
- Be able to produce a completed Portfolio at the end of their training period

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Definition of treatment planning 2. Gathering information 3. Assessing information 4. Development of options & recording 5. Communicate with patients/cost 6. Devising definitive treatment plan 7. Informed consent 8. Appointment planning 9. Smoking cessation and preventive advice 10. Oral cancer screening 	<p>Identify patient or previous cases</p> <p>Gather information</p>	<p>Patient records</p> <p>Models, xrays and photos</p> <p>FGDP guideline book</p>	

Expected educational outcomes

- A practitioner who can safely assimilate, digest then develop a suitable range of treatment planning options for each individual case.
- Communicate and gain informed consent and approval for suggested treatment plans

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none">1. NHS Regulations2. Dental Practitioner Formulary3. Supplying and storage of medicines4. Prescription writing5. Prescribing guidelines6. Private prescribing7. Working with your pharmacist	<p>Trainee to read BDA Advice sheet Complete specimen prescriptions</p>	Antimicrobial prescribing FGDP	

Expected educational outcomes

The DFT should:

- Understand fully the regulatory and clinical implications of prescribing
- Understand current “Best practice” in prescribing

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Definition 2. Patients in pain (see separate tutorial guide) 3. Practice policy 4. NHS Regs-urgent treatment 5. Diagnosis & aids 6. Palliative/definitive treatment 7. Treatment techniques/successes 8. Aftercare/advice 9. Review 10. Prescription writing 11. Scheduling emergency appointments 	Review BNF	BNF Post op treatment info Patient literature	

Expected educational outcomes

The DFT should :

- Understand the nature and assess the urgency of treatment for patients with dental emergencies

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Medical history 2. Dental history 3. Pain and presentation 4. T.M.J other facial pain 5. Record keeping 6. X rays 7. Cracked cusp 8. Effective Anaesthesia 9. Practice policy for seeing patients in pain 10. Appointment management	Select previous cases and review	Record cards Vitality tests Frac finder Oral Medicine book	

Expected educational outcomes

The DFT should:

- Understand a structured diagnostic pathway
- Be able to make an accurate diagnosis of dental and facial pain

*Discussion headings**Pre tutorial action**Tutorial resources**Notes*

1. IRMER
2. When to take
3. Which to take
4. How to take
5. Developing
6. Reporting/diagnosis
7. Storage
8. Audit
9. Local rules
10. Equipment maintenance

Previous xrays discussed
Radiation protection file
IRMER

Practice guidelines
NRPB guidance book

Expected educational outcomes

The DFT should:

- Be able to assess when x rays should be taken
- Be able to report and record their findings
- Understand fully IRMER and the implications for practice

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Diagnosis/symptoms/ treatment planning 2. Rubber dam 3. Access cavity and anatomy 4. Techniques and rotary systems 5. Time management 6. Patient info/ choice/ consent 7. Fees 8. Obturation 9. Dealing with failed endodontics 10. Use of Radiographs	Prepare access cavity in extracted teeth Review obturation techniques Review file types in practice	Rads of completed cases Failed cases	

Expected educational outcomes

The DFT should:

- Be aware of the need for good pre-treatment assessment and appropriate radiographs
- Be aware of the NHS regulations in relation to endodontics and subsequent restoration
- Be aware of the clear need for safe practice and use of rubber dam

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Anterior teeth 2. Prefabricated cores 3. Lab constructed cores 4. Resin posts 5. Posterior teeth 6. Pinned cores 7. Lab Fees 8. NHS regulations	Review lab fees Review post prep system	Examples of labwork	

Expected educational outcomes

The DFT should:

- Be aware of the need for good pre-treatment assessment and appropriate radiographs
- Be aware of the NHS regulations in relation to endodontics and subsequent restoration
- Be aware of the clear need for safe practice and use of rubber dam

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Lab Types / sizes 2. Pick up/postal services 3. Quality & services 4. Turn round times 5. Communication with your Lab 6. Lab Fees 7. Remakes 8. Labs in other countries	Lab guides Medical devices directives	Lab fees	

Expected educational outcomes

The DFT should:

- Understand how to communicate effectively with their lab
- Understand the costs likely to be associated with treatment
- Understand the criteria for monitoring quality

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
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1. High /Low risk dental disease
2. Patient management/NHS regs
3. Oral hygiene/prevention
4. Fluoride/fissure sealants
5. Developing dentition
6. Treatment planning
7. Trauma
8. Stainless steel crowns and Hall technique
9. Erosion/diet analysis
10. Deciduous pulp therapy
11. Endodontics of permanent teeth
12. Referral to Paediatric Departments
13. Orthodontic assessment and treatment

Expected educational outcomes

The DFT should:

- Understand the preventative/treatment options available to their patients

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Fractured teeth/roots	Review experience at dental school	Radiographs	
2. Impacted 8's	Review example referral letters	Surgical kit	
3. Apicectomy		Elevators	
4. Pre-op info/consent		Forceps	
5. Post-op instructions			
6. Radiographic req's			
7. Referrals – when			
8. Dealing with post-op problems			
9. Pharmacology			

Expected educational outcomes

The DFT should:

- Be aware of their limitations and be able to fully assess cases prior to treatment
- Be able to make appropriate referral to specialist practitioners and secondary care

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Hand washing 2. Decontamination cycle 3. DFT role & responsibility 4. DCP role & responsibility 5. Autoclaves, ultrasonics, washer disinfectors 6. Handpiece processing 7. Disinfection of items leaving practice 8. Clinical waste 9. Special waste 10. Needle stick injury and responsibility 	<p>BDA Advice sheet A12 Practice policies HTM 01-05</p>	<p>Infection control audit 3rd party publications</p>	

Expected educational outcomes

The DFT should:

- Understand the importance and practicality of cross infection control
- Be aware of their role in the cycle of cross infection control
- Be aware of the most up to date guidance for practitioners

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none">1. History taking and recording2. Examination and x rays3. Assessment4. Diagnosis5. Non accidental injury-safeguarding6. Treatment planning– options/consent/issues7. Referral for further care8. Orthodontic issues9. Long term monitoring and patient management	<p>Child protection policy Identify previous cases to discuss</p>		

Expected educational outcomes

The DFT should :

- Be competent in the assessment, diagnosis and treatment of trauma in the child dentition.
- Understand the nature and signs of non accidental injury
- Be able to make appropriate referral to specialist care or other agencies

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none">1. Screening/diagnosis2. BPE3. Medical history/predisposing factors4. Radiographs5. Treatment rationale/planning6. Referral to specialist7. Prescribing to hygienist8. Implementing treatment9. Non surgical management10. Other treatment – Perio chips etc.	British Perio Society “Young Practitioners guide”	Radiographs of cases	

Expected educational outcomes

The DFT should:

- Be able to make accurate diagnosis and recording of periodontal disease
- Should be able to advise on treatment regimes and refer if required

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Treatment planning & case selection 2. Clinical techniques 3. Discussing treatment proposals with patients 4. Impression techniques 5. Labs choice / benefits 6. Costs 7. Common problems 8. Aesthetic expectations of patient 9. Temp cover / materials and techniques 10. Occlusion 	Review lab brochures	Clinical photos Study models	

Expected educational outcomes

The DFT should:

- Understand the implications of cost versus profit in relation to the provision of laboratory constructed items

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Materials available in practice 2. Plastic versus metal trays 3. Use and choice of retraction cord 4. Post impression handling / disinfection 5. Recognising poor impressions/ audit 6. Common problems with impressions 7. Anatomical problems 8. Gagging 9. Working with your lab	Review materials in practice Instruction sheets	Dental materials book	

Expected educational outcomes

The DFT should:

- Understand the materials available in practice and their indications for use
- Be able to recognise inaccurate impressions
- Understand best practice in disinfection of impressions

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Full dentures in practice 2. Partial dentures in practice 3. Additions & relines & repairs 4. Impression techniques 5. Bite registration 6. Copy/conventional 7. NHS/Privat profitability 8. Common problems 9. Patient expectations 10. Chrome v acrylic 11. Dealing with lab	Review lab brochures Review lab charges	Review unfitted dentures Try-ins	

Expected educational outcomes

The DFT should:

- Recognise problems and complications commonly encountered during denture construction



<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Managing and Motivating staff 2. Patient records and filing systems 3. Admin systems and stock control 4. Cash handling, bad debt, wages, PAYE, superannuation 5. Use of accountants, debt mgmt/personal expenditure 6. Practice expenses 7. Practice meetings 8. Practice planning / development 9. Equipment maintenance, maintenance contracts 10. Time management/profitability 11. Appraisal of staff 	BDA advice sheets	Lab bills NHS schedules Computer reports Staff contracts	

Expected educational outcomes

The DFT should:

- Understand how a general practice manages finance
- Understand the implication of poor financial management

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Why use Audit? 2. What can we Audit? 3. How to use Audit in practice 4. Defining standards of care 5. Choosing the criteria to measure 6. Working with practice staff 7. Measuring outcomes 8. Making changes 9. Re-audit	Review existing audits	CQC Audits	

Expected educational outcomes

The DFT should be:

- Be able to understand the basics of clinical audit
- Understand the importance of Standards within audit
- Understand the use of criteria to measure performance
- Understand the need for clearly defined objectives for audits

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Phobic Patients 2. Relaxation Techniques 3. Medication/oral sedation 4. Relative Analgesia 5. I.V. Sedation 6. Training Courses 7. Patient Selection 8. GDC Guidelines 9. Referral for General Anaesthesia	Review of undergraduate notes Conscious sedation guidance GDC Standards	Case studies	

Expected educational outcomes

The DFT should:

- Understand the presentation of anxious patients
- Understand the treatment options available
- Understand the need for and routes of referral

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Failed appointments definition 2. Cancelled appointments 3. Loss of clinical time 4. Monitoring / Audit 5. Prevention of FTAs 6. Prevention of CAs 7. Charges to patients 8. Refusal to see again 9. NHS Regulations	Practice policy NHS England policy		

Expected educational outcomes

The DFT should:

- Understand NHS Regulations in relation to failed and cancelled appointments
- Understand the benefits of controlling failed and late cancelled appointments

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Confidentiality, Professional and legal obligations	BDA Advice sheets	GDC cases	
2. Consent to Disclosure and competency	Defence organisation publications		
3. Valid consent and who can consent	GDC Standards book		
4. Adults without capacity	GDC booklets		
5. Children and consent			
6. Disclosing records to third parties			
7. Patient records, ownership and access			
8. Writing dental reports / witness to fact reports			
9. Appearance in court			
10. Negligence in patient care			

Expected educational outcomes

The DFT should:

- Be aware of the importance of a thorough understanding of their legal and professional obligations
- Understand how to work with their defence/indemnity organisation

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. COSSH 2. Radiation 3. RIDDOR 4. Clinical waste 5. Mercury spillage 6. Hep B testing and seroconversion 7. Electrical checks 8. Posture working position 9. Stress management 10. Documentation/certification 11. Role of CQC	Review BDA advice sheets Data Protection policy Pressure vessel documentation	BDA Advice sheet A3/A12 Third party guidance	

Expected educational outcomes

The DFT should:

- Be aware of their professional responsibility for the implementation of Health and Safety in practice
- Understand the range of items that are applicable and be able to access appropriate advice where necessary

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Local Procedures	Review practice policy	Role play/scenario	
2. Sequence of events	Review previous complaints	Case studies	
3. Different types/risk factors	NHS Choices		
4. Logging complaints	Review Defence organisation advice		
5. Dealing with			
6. Resolution – self/refer			
7. When can't resolve locally-			
8. Role of NHS England/Ombudsman			
9. Importance of good records			
10. Defence unions			
11. GDC involvement			

Expected educational outcomes

The DFT should:

- Be able to recognise situations that might lead to a complaint
- Be aware of the practice complaints policy and procedures
- Be fully aware of the NHS patient complaints process

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Hypnosis 2. Acupuncture 3. Homeopathy 4. Relaxation techniques 5. Clinical psychologist 6. Alexander technique 7. Cranial osteopathy 8. Aromatherapy	Identify alternative therapies Web search		

Expected educational outcomes

The DFT should:

- Be able to discuss these alternative when asked for their opinion by patients
- Understand how to obtain further information when seeking help for their patients

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Staff Wages / guidelines/bonuses	Staff contracts	BDA advice sheets	
2. Contract / BDA advice sheets	BDA advice sheets	Practice documentation	
3. Behaviour / expectations / dress code		Practice manual	
4. Staff appraisal			
5. Practice meetings			
6. Discipline/complaints/discrimination policy			
7. Staff training / monitoring			
8. Health & Safety / staff implementation			
9. Employment Law / working hours directive			
10. Quality assurance programmes			
11. Holiday entitlement / sick leave / maternity leave			
12. Tax / national insurance payments			

Expected educational outcomes

The VDP should:

- Understand the practice employment policy
- Have discussed Government employment law

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. What is private dentistry 2. Mixing NHS/Private care Regs 3. Offering choice ethically 4. Estimates/costs 5. Value for money 6. Hourly rate 7. Private lab work- the difference 8. Private prescriptions 9. Choices of materials 10. Patient expectations 11. Communication/options 12. Advice sheets 13. Whitening/Facial aesthetics 	<p>GDC Standards Private fee scales GDS Regulations</p>		

Expected educational outcomes

The DFT should:

- Clearly understand the regulations in relation to the mixing of Private and NHS care
- Clearly understand the fundamental importance of written estimates and written detailed treatment plans

<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
<ol style="list-style-type: none"> 1. Identifying personal / life goals 2. Employment options 3. Being self employed 4. Financial needs / work life balance 5. CDS 6. Hospital/Post grad examinations 7. General practice 8. Private practice 9. Starting own practice 10. Travelling abroad/Charity 11. CPD requirements 12. Dental politics/teaching/law 	<p>Reviewing personal options Check BDJ/NHS Jobs</p>	<p>Examples of trainers' pathway</p>	

Expected educational outcomes

The DFT should have:

- A clearer understanding of their options
- A clearer understanding of the life- long effects of incorrect choices
- A ' five year plan' PDP following on from DF training

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<i>Discussion headings</i>	<i>Pre tutorial action</i>	<i>Tutorial resources</i>	<i>Notes</i>
1. Personal Finance	VDP to construct income/expenditure	Schedules	
2. Self employed implications	models on current circumstances	Lab bills	
3. Accountants/Banks/Financial Adviser	Review of bank rates/mortgages	Associate agreements	
4. Health insurance			
5. Taxation			
6. Superannuation/pension			
7. Debt management			
8. Cash flow			
9. Overview of practice accounts			
10. Assoc. agreements			

Expected educational outcomes

The DFT should:

- Understand the importance of good personal financial management
- Understand the need for long term financial planning

Discussion headings

Pre tutorial action

Tutorial resources

Notes

Expected educational outcomes

Discussion headings

Pre tutorial action

Tutorial resources

Notes

Expected educational outcomes

BDA Advice

BDA Advice publications are free to all BDA Members either by direct contact with the BDA or as downloads from the BDA website. The BDA compendium also contains (on CD Rom) all the information that you may require.

There are other sources of similar information from Denplan and CODE (Confederation of Dental Employers)

Associate model contract - England and Wales v3
Associate model contract - Private practice v5
Associate model contract - Ortho - England and Wales v1
Associate contracts for England and Wales - Jul 11
Associate-practice owner code of practice - Mar 13
Botox and non-surgical cosmetic procedures - May 12
Business continuity planning - July 12
Business entertaining and gifts - Aug 12
Business names and brands - Apr 13
Business planning and managing change - May 13
Buying and selling a practice - Oct 11
Careers in dentistry - Aug 13
Companies and LLPs - Feb 13
Complaints handling - May 12
Conscious sedation - Nov 11
Court claims in England and Wales - Aug 11
CPD-clinical governance-clinical audit and peer review - Feb 12
CQC standards guidance - Feb 13
Customer Service Excellence - Jul 11
Data protection

DCP pay surveys - 2010
Death and serious illness - Jan 12
Dentist's parental leave and pay - Apr 10
Disability discrimination - dentists as service providers - Jul 13
Disciplinary procedures and dismissal - May 12
Early detection of oral cancer - Nov 10
Employees' maternity and parental rights - Jun 11
Employee pay and rewards - Aug 13
Employing staff - Sept 12
Employment model contract - v3
Employment contracts practice sales and TUPE - Oct 11
Energy rules in England and Wales - Apr 12
Ethical procurement and environmental sustainability - Nov 13
Equality and diversity in the workplace - Dec 13
Evidence and professional reports - Jul 12
Fee collection - Nov 13
Fees guides
Financial management - May 13
FOIA publication schemes - Feb 13
GDS in England and Wales - Jun 13
Grievance procedures - Nov 11
Health and safety - Dec 13
Healthcare waste - May 12
Hygienists and therapists - Feb 12
Infection control - England - Jul 13
Information Governance Toolkit (Level 1,2,3)
Investors in People - Sept 12
Jury Service and public duties - Jan 12
Leases and licences - Dec 12
Locums - Jan 13
Marketing - Nov 12
Medical devices - May 12
Money Laundering - Oct 11

Music in the practice - May 12
NHS brand guidelines - England - Jun 12
NHS Choices Website Guide
Partnerships - Jul 13
Pensions in the GDS - Mar 13
Pensions in the Salaried services - Mar 13
Planning permission - Jul 13
Prescribing and medicines management - Oct 13
Protecting personal information - Dec 13
Private dental plans and in-practice capitation schemes - Jun 13
Radiation protection - May 12
Recruiting staff - May 13
Redundancy - Mar 13
Risk assessment - Mar 12
Safeguarding patients - Nov 11
Setting up in practice - Jun 08
Sickness absence - Aug 12
Tax - Apr 13
Title 'Dr' - June 13
Tooth whitening - Feb 13
Working in the UK - Sep 13
Fee Setting
Bullying harassment and violence at work

These references and resources have been suggested by various trainers as useful additional resources and references, some non- dental. They are in no particular order.

1. Seven Habits of highly effective people-Stephen Covey
2. Blink-Malcolm Gladwell
3. Dental Protection Annual Reviews
4. A clinical guide to oral diagnosis and treatment planning-K Yip and R Smales **BDJ Books**
5. Treatment planning in general dental practice-a problem based approach- Crawford Bains **Churchill Livingstone**
6. The Principles of Endodontics- Shanon Patel and Justin Barnes **Oxford University Press 2nd Edn**
7. Delivering Better Oral health- Department of Health
8. Medical Emergencies and Resuscitation- Resuscitation Council UK