2026-27

IN PRACTICE LEARNING TO SUPPORT

PRACTICE INDUCTION

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In-Practice Learning

This schedule of work has been designed to enable you to develop your understanding of the processes and procedures within your practice. It will enhance your professional development and optimise the care you provide. This document will support the practice-led induction process.

It is intended that you will be able to work through the document independently with input from the wider practice team during the 8 week induction period.

It is your responsibility to ensure the dentaljuce module certificates are uploaded to your ePortfolio.

It is important to realise that this is an introduction to themes only and it is anticipated that you will revisit themes again during the training year.

INTRODUCTION TO THE PRACTICE

You will be introduced to the wider practice team and have an opportunity to explore their roles within the team.

EDUCATIONAL SUPERVISOR(S) NAME:

FD DENTAL NURSE NAME:

NAME OF OTHER DENTISTS IN THE PRACTICE:

OTHER DCPS' NAMES:

RECEPTION TEAM NAMES:

MANAGER NAME:

Complete equality and diversity module in dentaljuce.

Introduction to the computer system: Passwords and IT security. Ask the DCP and receptionist to help you navigate the system. Spend some time familiarising yourself with the elements of the system, location of various items, how appointments are made, how activity can be tracked etc.

Ask reception to show you how to communicate with the BSO.

Focus on record keeping.

Review 20 record cards in the practice. Use published guidelines of good record keeping to assist you in this process.

Record:

Reflect on your own record maintenance:

- Are any items included that you would not routinely have recorded as an undergraduate?
- Are any areas not included that you would routinely have recorded as an undergraduate?
- Have you identified any changes necessary to your record maintenance prior to commencing treatments?

Comments:

Reflect on the following:

- What are the requirements for BPE recording?
- What is the frequency of radiographs in the practice?
- What method is used to record/update the medical history?
- What documents guide these decisions?

Comments:

Complete the relevant sections in the induction document of the ePortfolio.

Safety in the practice

Please go to Dentaljuce and complete the following module;
Cross Infection Control.

Reflect on the following:

- Cross infection within the practice.
- Identify PPE in the surgery.
- How should clinical attire be managed? What are the laundering requirements for scrubs? What footwear is required?
- Discuss dress code with the manager. What is and isn't considered appropriate by the practice?
- Are you confident in donning and doffing?

Observe the DCP prepare a surgery and themselves prior to treatment.

Spend some time with the dental nurse familiarising yourself with instrument flow. Do you understand what the single items within the surgery are?

Comment:

Spend some time in the decontamination and sterilization room with a DCP. Develop your understanding of the stages of decontamination of instruments.

- What checks are in place in the practice to assure the decontamination process?
- What is the waste disposal system within the practice?
- What company collects waste?
- What paperwork is completed for collection and how can waste be tracked throughout its journey?

Comments:

Confirm you read the single use policy for the practice ☐

Confirm you have read the infection control policy for the practice ☐

Confirm you have read the policy regarding the management of sharps injuries ☐

What is the local process for managing sharps injury in the practice?

Identify the relevant paperwork following a sharps injury - are there any common themes with sharps injuries onsite? How could these be addressed to reduce risk?

Comment:

Medical emergencies

When was your last medical emergency training?

When is the next Medical emergency training taking place?

Identify the appointed first aider(s) within the practice.

Familiarise yourself with the drug box.

Reflect on the following;

- What each drug is for?
- Could you administer each drug by the required route?
- What checks are in place for emergency drugs?
- How is this managed within the practice?
- How is replacement stock managed?
- How is out of date stock managed?

Comments:

What arrangements are in place for managing patients with additional needs owing to medical conditions?

Comments:

Complete the relevant sections of the ePortfolio.

Professional Standards

Complete the **Professional standards and the GDC module** in Dentaljuce.

Referrals within and out-with the practice.

List all treatment types that you would expect to routinely refer to a more experienced dentist.

Discuss this list with reception. Of the treatments identified, what items would routinely be carried out within the practice? Are there any dentists with special interest onsite?

Reflect on the following:

- How do I make a referral to another dentist in the practice?
- How do I refer to the hygienist?
- Where are difficult extractions referred to?
- Where are orthodontic cases referred to?
- How are hospital referrals made?
- When can I refer a patient to the HDS?
- What paperwork is completed for referrals?
- What additional information should be sent with the referral?
- What options are available for endodontic referrals?
- What options are available for patients with additional needs?
- How do I refer to the community dental service?
- How long are waiting lists in my area?
- How does the practice manage urgent referrals to each service?

Comments:

Look at referral proformas or letters that have been sent.

Conduct an audit of 10 referrals against guidelines to identify areas of good practice or areas for development.

Complete the relevant sections of the ePortfolio.

Role of Practice Reception

During this time, you should develop your understanding of the role of reception in communicating with patients in the first instance, managing appointments, collecting charges and corresponding with the BSO.

Listen to the reception team manage phone calls with patients.

Complete the **Leadership in Dental Teams** module in Dentaljuce.

Reflect on the following:

- How is patient confidentiality managed at reception?
- How are patient appointments managed?
- What is the booking system for the practice?
- Are block bookings made?
- How are patients contacted about recall appointments?
- Are reminders sent to patients and if so by what method?
- How are patient charges applied?
- How are patients informed about costs of treatments at the outset?
- What paperwork is completed by patients at the first appointment?
- What paperwork is completed by patients at the final appointment?
- What payment methods does the practice offer?
- How does the practice manage ongoing charges?
- How does the practice manage unpaid bills?
- What appointment times are given for treatment types?
- How are emergency appointments accommodated during the day?
- How are emergencies managed outside of working hours?
- What are the practice responsibilities for providing an out of hours service?
- What private treatments does the practice offer?
- What is the fee structure for these treatments?
- What paperwork is completed by the patient prior to commencing any private treatment?
- Observe how the reception staff communicate on the phone. How do they address patients?
- How does reception address any potential patient confidentiality issues?

Comments:

Reflect on the following:

- How does the practice manage appointments for school children?
- How does the practice manage appointments for families?
- What is the system for claiming payments from the SPPG?
- What checking system is in place for communication from the BSO?

Comments:

Complete the relevant sections of the ePortfolio.

List FGDP guidelines around radiograph frequency for different age groups and caries risks.

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