

The DDU Dento-legal and risk management CPD course



Practical help from the DDU in complying with the core Continuing Professional Development (CPD) subjects recommended by the General Dental Council (GDC).

The DDU Dento-legal and risk management CPD course

Tuesday, 3 November 2009

In the busy environment of general dental practice, dental professionals are faced with the dual challenges of providing high quality dental care and maintaining an awareness of dento-legal issues. Both depend on an ability to identify and manage risk.

The GDC recommends that all dental professionals working in a clinical environment keep themselves up-to-date by undertaking CPD in legal and ethical issues, and in complaints handling.

The DDU Dento-legal and risk management course provides six hours of CPD and has been developed to cover all three areas and provide delegates with the necessary knowledge to review and improve the quality of their services.

In the DDU's experience, complaints and claims arise not only from problems with clinical management, they may also be initiated by deficiencies in administration systems, procedures and lines of communication. Even small modifications in systems and procedures may significantly improve patient care and reduce the risk of dento-legal problems.

The course is interactive and encourages delegate participation through group discussion. A total of six hours verifiable CPD can be gained from the following areas covered:

Risk management and ethical guidelines

3.5 hours CPD

- **Assessing and managing risk in dental practice** - how to identify areas of risk within the practice, assess those risks for frequency and severity and eliminate or reduce the risks.
- **Good record keeping** - how to ensure patient records give a clear and accurate picture of the patient's care and treatment, knowing when to disclose records and how long to retain them.
- **An overview of confidentiality and consent** - discover the issues surrounding confidentiality and consent and the professional and legal obligations of dental professionals.

Complaints

1.5 hours CPD

An insight into why complaints happen, how to minimise the risk of complaints and how to analyse and respond to complaints when they are received. Includes advice on how to develop and manage a practice complaints procedure.

The legal environment

1 hour CPD

- **Clinical negligence** - a guide to the claims process and an overview of the laws, directives, statutory instruments and guidelines that affect the practice of dentistry in the UK.
- **Law clinic** - DDU dento-legal advisers will answer questions and provide advice.

This course will be held at the DDU's offices at 230 Blackfriars Road, London SE1 8PJ and will take place from 9am to 5pm.

Course registration:

Enrol online at www.the-ddu.com. Alternatively, please complete the enclosed booking form and return to:

Caroline Andrews
Education Co-ordinator
The Dental Defence Union
MDUSL
FREEPOST WC438
London SE1 8YX

For enquiries please contact Caroline Andrews on **020 7202 1552**.

Course fees:

DDU member £120

Non-DDU member £150

Course fee includes: one complimentary place for a dental care professional*, who is a DDU member, when accompanied by a full paying delegate; course materials; lunch and refreshments. All delegates will receive a signed certificate of attendance (certified for six hours verifiable CPD).

Booking conditions:

Prices:

All prices include current rate of VAT.

Payment:

Payment must be received in full prior to the relevant course date. The DDU reserves the right to cancel the course place if fees are not paid on time.

Changing of courses dates/venues by DDU:

The DDU reserve the right to cancel or change a course date or venue where circumstances are beyond all practical control.

Cancellations:

There is no charge if a substitute person wishes to replace an original delegate. Please inform our office of any change in the original booking. Refunds will be issued for cancellations received in writing on or before 3 October 2009. No refunds will be issued after this date. There is no refund for non-attendance or part-attendance.

REGISTRATION FORM

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Tuesday, 3 November 2009

Delegate 1

Title: (Dr/Mr/Mrs/Miss/Ms) other _____

Surname: _____

Forenames: _____

DDU membership number (if applicable):

Delegate 2 - Dental care professional*

Title: (Mr/Mrs/Miss/Ms) other _____

Surname: _____

Forenames: _____

DDU membership number:

Practice address: _____

Postcode: _____

Daytime telephone: _____

Contact email: _____

Signature _____

Date _____

Course fees

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VAT receipt required

Payment details (please tick one)

Cheque Please make payable to 'MDU Services Limited'.

Debit/credit cards Single payment of full amount.

Maestro Visa Debit Visa Mastercard

Name of cardholder: _____

Signature of cardholder: _____

Address of cardholder: _____

Postcode: _____

My card number is:

Last 3 digits of security code:(from reverse of card)

Expiry date: Start date:

Maestro only - issue no:

*Dental Nurse, Dental Technician, Clinical Dental Technician, Dental Hygienist, Dental Therapist and Orthodontic Therapist.