

### Scenario 1.

The mother of a 24 year old patient you saw for a Band 2 course of NHS treatment, completed two months ago, has 'phoned the practice to complain that you referred her to a private endodontist where she had her LL6 root filled at a cost of £600. She says you only offered an extraction on the NHS as the root filling was too difficult for you. They have now read on the internet that root fillings are available on the NHS. The endodontist has advised the patient to return to the practice as she will need a crown or inlay to protect the tooth from fracture. The practice manager has told her that a Band 3 patients charge will be due and that the practice doesn't provide white crowns on the NHS. She has promised that you will call the mother back between patients.

*Things for you to consider include (but are not limited to).*

- *How should the situation be dealt with in a) in the short term b) medium term?*
- *Where can you look for guidance on the subject?*
- *What are the contractual issues here?*
- *What are the ethical and regulatory issues?*
- *What can you do to reduce the risk of a similar situation arising in the future?*

### Scenario 2.

A practitioner has ceased working in a neighbouring practice and the practice has closed down. A number of patients have come to see you and you are concerned at the level of untreated caries and periodontal disease, as well as the generally poor standard of restorative treatment. You are aware the practitioner is still continuing to work in another part of the county.

*Things for you to consider include (but are not limited to).*

- *What are the key dento-legal issues here?*
- *Where can you find guidance on such issues?*
- *What does that guidance say?*
- *What action, if any, might you take in this case?*

### Scenario 8.

You are treating Mrs Jones who you have seen for a number of appointments and as always you have a chat about the latest news. You had recently seen her daughter-in-law who had advised you that she was pregnant while you were taking her medical history. Naturally you

said to your patient “isn't it good news that Jody is pregnant! “ Mrs Jones looks at you and says “Oh I didn't know. I’m not sure it is good news?”

*Things for you to consider include (but are not limited to).*

- *What are the key dento-legal issues here?*
- *Your actions a) immediately b) in the medium term*
- *What issues may arise a) for the practice b) for you?*

## **Scenario 10.**

You are an associate and have an associate agreement with the practice. You are often paid late, your dental nurse is frequently off sick and the x-ray unit in your surgery has been broken for some time so you are having to use the unit in the adjacent hygienist’s surgery which is inconvenient and causes delays. A friend of yours is opening a new practice nearby and has offered you a part-time associateship with a longer-term view to partnership. You are keen to go ahead.

*Things for you to consider include (but are not limited to).*

- *The dento-legal and ethical issues.*
- *The contractual issues*
- *How would you approach to situation on a practical level.*
- *What are the risks if handled badly?*

## **Reading list** (suggested, not exhaustive)

- <https://standards.gdc-uk.org/Assets/pdf/Standards%20for%20the%20Dental%20Team.pdf>
- <https://www.gdc-uk.org/information-standards-guidance/standards-and-guidance/scope-of-practice>
- <https://www.gdc-uk.org/docs/default-source/guidance-documents/guidance-on-advertising.pdf>
- <https://www.theddu.com/get-ddu-support/ive-had-a-letter-from-the-gdc>
- <https://www.theddu.com/guidance-and-advice/associate-contract-checking>
- <https://www.theddu.com/get-ddu-support/ive-had-a-complaint>
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (legislation.gov.uk)
- Dental mythbuster 34: Complaints management | Care Quality Commission (cqc.org.uk)