

Dental Postgraduate Department**Special Care Dentistry MCN Study Day: Patient engagement and communication**Date and venue:Wednesday 9th Nov 2022

13:50 – 17:00

MS Teams

Course Organiser:

Samantha Braddock

Course Lecturers:

Dr. Lorna Hollingsworth- Chair of the Special Care MCN and Consultant in Special Care Dentistry
Sarah Addington-Hall, Ingrid Bowden, Dr. Camilla Boynton, Dr Louise Farbus, and Dr Louise Hopper.

Programme

13.50- 14.00	Registration
14.00 -14.10	Welcome Lorna Hollingsworth- Chair of the Special Care MCN and Consultant in Special Care Dentistry
14.10-14.50	Patient Engagement Louise Farbus Head of Stakeholder Engagement, NHS England
14.50-15.20	Communication tools- what's out there? Sarah Addington-Hall Specialist Trainee in Special Care Dentistry
15.20-15.30	
15.30- 16.30	A Guide to Best Interest Meetings and Navigating the Court of Protection Camilla Boynton- Specialist in Special Care Dentistry Louise Hopper -Specialist in Special Care Dentistry Lorna Hollingsworth- Consultant in Special Care Dentistry
16.30-16.50	Communication of Oral Health Messages to Carers Ingrid Bowden, Clinical Mouth Care Training Lead, Health Education England South West
16.50-17.00	Update on the Work of the SCD SW MCN Lorna Hollingsworth MCN Chair, Consultant in Special Care Dentistry Sarah McFarlane Dental Network Manager
17.00	CLOSE

Dental Postgraduate Department

Aim

The aim of this study day is to gain awareness and confidence in engagement and communication between patients, their supporters and all members of the dental team to provide the best outcomes for those with special care dentistry needs.

Objectives:

By the end of this course participants should:

1. Recognise how engagement with stakeholders and patient groups can inform change
2. Describe the importance of communication in Special Care Dentistry
3. Outline types of communication impairment
4. Explain what Total Communication or Patient-Centred Communication is.
5. Identify some tools for communication, which may be useful in our patient group.
6. Locate additional support and information to aid communication if required.
7. Recognise the key principles of the Mental Capacity Act (2005) and how to assess a patient's mental capacity
8. Describe how to plan and chair a best interests meeting for dental treatment
9. Demonstrate the role of the Dentist when a decision requires referral to the Court of Protection
10. Demonstrate how to communicate key oral health messages to carers of special care patients

Learning objectives:

By the end of this course participants will have a greater confidence in engaging and communicating with patients, their supporters and team members to provide best outcomes for their patients.

GDC development outcome:

A B C D

The eGDC activity log suggests reflecting on the following during and after this course:

- What did you learn (or confirm) from the activity that was helpful or relevant to your daily work and patients?
- Did you identify any changes/updates needed in your daily work, and if so, what? How did you make these changes?
- If you didn't identify changes needed, what did the activity confirm for you, that you may already know or be doing?
- What was the benefit to your work and/or your patients in carrying out this activity?