

**DENTO-LEGAL INTRODUCTION TO THE NHS
(SW18-05-04-1)**Friday 4th May 2018

Engineers' House, The Promenade, Clifton Down, Bristol BS8 3NB

Course Lecturer:Ms. Nicola Burnett Smith
and Mr Ian Sanders**Programme**

09.00- 09:15	Registration
09:30- 10:55	Welcome and Introduction; Regulation of the Profession
10.55 -11:15	Break
11.15- 11.45	What is professionalism?
11.45-12.20	The core principles of ethical practice
12.20-12.30	Patient expectations and standards for the dental team
12.30 -13.30	Lunch
13.30 -13.40	Standards for the dental team
(continued)	
13.40-14.10	Real life and the gold standard
14.10-14.40	Dramatized scene dealing with a challenging issue(eg patient complaints)
14.40- 15.10	Dilemmas – “the advice line”
15.10-15.20	Break
15.30-16.05	Dilemmas – “the advice line” (continued)
16.05- 16.30	Workshop Review and Feedback
17:00	Close of session

Questions are welcome throughout the day.

Educational Aim:

- To inspire and influence those attending the workshop with a challenging presentation on the issues around ethics, professionalism and regulation for dental professionals
- To provoke thought, insight and debate about the current challenges to the profession and also focus on the participants' individual challenges
- To create a unique and engaging workshop using participatory, experience-based learning

Objectives:

- To help the group explore their role in protecting the public interest and how they can take responsibility for this in everyday working life. This includes focus on issues including raising concerns; saying 'no' when asked to act outside of your competency or scope of practice; obtaining informed consent.
- To help the group come to a better understanding of the Ethical Principles and the Standards and how they apply to real life situations.
- To come to a better understanding of how to avoid getting into a bad situation using reflective practise and increased self-awareness.
- To understand how putting the public interest before your own can stop trouble from coming your way.
- To understand how to make a bad situation much better. And, if it does get to the Fitness to Practice stage, how to do the right thing in the lead-up to a case being heard.

Learning Outcomes:

- The participants will be able to use more open questioning to help them navigate challenging situations with colleagues and patients – including complaints handling.
- They will be better informed in making decisions about raising concerns and more confident in working with colleagues.
- They will be better able to avoid getting themselves into difficult situations involving ethical dilemmas.
- They will be able to put the patients' and the public interest first even in confusing situations.