

**Dr Mabel Saw**

**Curriculum Vitae**

**Development Adviser**

## PROFILE

I am a general dental professional with over thirty-five years' broad clinical and leadership experience. I am registered with the GDC and am fully compliant and up to date with Continuing Professional Development requirements. As a previous practice owner, I have a proven track record of effective leadership and motivation of clinical and non-clinical staff. I have a deep knowledge of working in compliance with the different regulatory bodies including the GDC and CQC. My background as a Clinical Adviser with the GDC and as an Expert Witness with the dental indemnity bodies gives me a broad understanding about some of the issues behind patient complaints, including issues on communication, consent, patient expectations and professionalism. I have supported colleagues through patient complaints, personal development and career development.

**GDC registration number: 60530**

### Employment History:

#### **Current roles:**

**Dental coach and mentor 2020 – present**

I coach and mentor dental practice owners, dentists, DCPs and dental students on issues including patient complaints, running a business, handling difficult patients, complex treatment planning, ill health, career progression, maintaining a healthy work-life balance, personal and professional development.

**Business coach and mentor University of Hertfordshire 2020 – present**

I coach and mentor other business owners and entrepreneurs on a 1:1 basis in identifying business vision, business development, strategic planning, marketing and sales.

**Clinical Adviser with GDC 2016 – present**

I write early reports on dental registrants following patient complaints and whistleblowing on different issues including treatment planning, consent, record keeping, poor performance and clinical standards. I work closely with solicitors and Case Workers from the GDC.

**Expert witness in general dentistry 2017 – present**

I write independent reports on behalf of Dental indemnity bodies on issues concerning poor clinical outcome and clinical standards. I also write independent reports on personal injury and negligence.

**Cambridgeshire BDA committee member 2021 – present**

I support local dentists in personal and professional development.

**Volunteer coach and mentor Dental Expert Witness 2019 – present**

I coach and mentor fellow dentists who are new in the Expert Witness field, organising speakers and debating dento-legal issues through case-based discussions.

#### **Previous roles:**

**Dental associate** (Various general dental practices in London and Cambridgeshire)

1986 – 2005

**Dental practice owner** 2005 – 2018

**Dental associate** 2018 – 2021

**Committee member Redbridge and Barkingside LDC** 1989 – 1991

## **Education History:**

### **1). Under Graduate**

Bachelor of Dental Surgery BChD (Leeds) 1985

### **2). Post Graduate**

Post Graduate Certificate Dental Law and Ethics (Bedfordshire) 2016

### **3). Professional**

Cardiff University Bond Solon Certificate in Expert Witness 2017

CMI (Level 7) Leadership Coach and Mentor 2020

Myers Briggs Practitioner (OPP) 2021

## **Specific to Development Adviser:**

- **Development of Personal Development Plans and mapping CPD**

I have supported colleagues and associates in identifying the gaps in their Personal Development Plans and ensuring that the necessary CPD is undertaken to address these discrepancies. These gaps address the 4 GDC learning outcomes and go beyond clinical skills. I have published articles in the British Dental Journal on how mentoring plays a role in developing PDPs, not just in remediation but also in maintaining a healthy and balanced professional life.

- **Knowledge of development tools to increase insight and self-awareness**

Apart from supporting many colleagues through difficult life events, I am trained as a professional Coach and Mentor and use a range of reflective techniques to increase self-awareness and insight.

I am a trained Myers Briggs practitioner and this technique helps in developing self-awareness and insight into different personality types. This tool is especially useful in personal development, conflict resolution, team building and building relationships.

I have completed CPD in Honey & Mumford learning styles, SWOT analysis, 360 Feedback, Johari Window and Neuro Linguistic Programming. I continue to keep abreast with coaching and mentoring techniques with on-going professional CPD.

- **Knowledge of relevant workplace-based assessments, e.g., audit, case-based discussion**

I have experience using clinical audits (radiography, antibiotic prescribing, record keeping, oral cancer risk factors and the progress of periodontal disease) to improve and maintain clinical standards. I frequently use Case Based Discussion (CBD) when mentoring dentists and dental students in matters involving challenging technical skills and demanding patient behaviour. I have knowledge of Direct Observation of Performance (DOPs) and A Dental Evaluation of Performance Tool (ADEPT).

- **Knowledge of current standards and guidelines in dentistry**

As a Clinical Adviser and Expert Witness, I am very familiar with current standards and guidelines in dentistry. My experience as a previous practice owner means that I have a broad understanding working in compliance with regulatory bodies including the GDC and CQC.

- **Knowledge of the GDC fitness to practise process**

As a Clinical Adviser with the GDC and Expert Witness with the Dental Defence Union and Dental Protection, I have been involved in writing numerous early reports in GDC Fitness to Practice cases. Consequently, I am familiar with the GDC Fitness to Practice process. I am a volunteer Coach and Mentor with novice Dental Expert Witness and have coached them through the GDC FtP process from the Registrant's perspective and from the Expert Witness's perspective.

- **Report writing skills**

I have written numerous reports for the GDC as a Clinical Adviser. I have also worked with solicitors as an Expert Witness with Dental Indemnity bodies in private claims and in personal injury cases. Hence, I am very familiar with writing clear, concise reports based on evidence and giving my independent opinion. I am trained in Courtroom skills and consequently understand the need to assist the Court with my independent opinion both in written and oral communication.

- **Equality, diversity and inclusion policies**

As a registered dental practitioner, I have current CPD in Equality, Diversity and Inclusion policies. I have worked with and currently work with clients from different nationalities.

- **Effective communications skills**

I have proven written communication skills as a Clinical Adviser and Expert Witness working with solicitors from Dental Indemnity bodies. In addition, I have written and published articles in the British Dental Journal on Coaching and Mentoring in Dentistry. I have also given presentations to students, inspiring them to achieve their potential.

I have attended workshops on communicating effectively with patients and managing their expectations, on how to communicate when an adverse event happens, and on how to involve patients in the consent process.

I have vast experience in handling patient complaints, both directly and indirectly and have successfully diffused the tension when patients have been dissatisfied. I have coached and mentored dentists on communication techniques when presenting complex treatment plans and this has significantly improved patient satisfaction and increased the uptake of treatments.

As a coach and mentor, I am familiar with building rapport with people from different cultural and social backgrounds. I have been told that my deep listening skills helps me connect with others at a time when they feel vulnerable and anxious.

- **Motivating and developing others**

I have led and managed teams in general practice through challenging times. I have inspired colleagues through many changes and steered them through the stresses of uncertainty especially during the current pandemic.

My strengths lie in helping others gain insights from previous challenges and using these insights to develop themselves personally and professionally. I have coached dental students through their early clinical days which is often a stressful period. In particular, I have helped them develop soft skills to build rapport and trust with patients and to manage patient expectations. I have given presentations to students inspiring them to achieve their best potential and to look beyond the fear of making mistakes.

I have supported and encouraged colleagues to develop their potential in their careers whilst striking a work-life balance. I have published articles in the British Dental Journal on how coaching and mentoring relates to dentistry especially in performance, burnout and in maintaining our well-being.

- **Good interpersonal skills**

I have supported colleagues through difficult life events including anxiety and depression, poor health and career change. This is very often associated with feeling overwhelmed and a sense of being stuck. I have been told that my style is warm and friendly and that I help others feel safe at a time when they feel deeply vulnerable. I offer a different perspective and inspire others to look beyond immediate setbacks.