

# Curriculum Vitae.

Fiona Patch.

BDS, DPDS, PG Cert. Medical. Education, PGCert. Dental Law & Ethics, Cert. Leadership Coaching & Mentoring.

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## Qualifications:

Currently studying for an LLM in Healthcare Law and Ethics. (Manchester University)

Level 7 Certificate in Leadership Coaching & Mentoring 2019 (CMI)

PG Cert Dental Law & Ethics 2017 ( University of Bedford)

PG Cert Med Ed 2013 (Oxford Brookes)

DPDS 2010 (Bristol)

BDS 1999 (Glasgow)

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## Employment History:

- Associate Dentist at Bloxdent Ltd. Banbury, Oxon. February 2009 – currently

I am currently a DCT trainer and was an FD trainer for 6 years from September 2012 to August 2018. I have created a stable list of patients within this busy NHS practice.

- Head of Clinical Quality & Support, Rodericks Dental Ltd. April 2018 – currently.

Within this role I triage all complaints, assisting Area and Practice Managers with the investigation and response to non-clinical complaints. I am responsible for developing the complaints process, along with coaching members of the dental team to have difficult conversations with patients and staff around complaints and complaints handling. I investigate and writing responses for non-clinical and general clinical complaints, liaising with solicitors and our indemnity providers. I support with complaints from LAT's, NHS England and The Ombudsman.

I have assisted NHS England with fraud investigations, worked to create a relationship with the GDC so we can have transparency with regards to any of our registrants that are being investigated.

I investigate and support any dentists in difficulty within the business and develop processes for this, ensuring we are aligned with GDC standards and expectations.

- Clinical Advisor for Rodericks Dental Ltd. April 2015 - April 2018.

Supporting 11 dental practices within the Thames Valley area, including appraising dentists, supporting dentists in difficulty and advising on complaints.

- Tutor for the PG Certificate in Medical Education, run by HETV. January 2014 - January 2017

Tutored 3 cohorts, including delivering small and large group teaching, feedback on draft assignments and marking assignments

- Dental Appraiser for HEE especially within the Wessex area. 2014 – currently.
- Associate dentist at Busby House Dental Centre, Didcot. July 2004 – October 2008
- Out of Hours Dental Service in Kidlington and Oxford. 2002 – 2008
- Associate dentist at Peter Walker and Associates, Farringdon. August 2001 – July 2004
- Various locum positions, August 2000 – August 2001

Australia, working with Royal Flying Doctor Service and practicing in rural and remote dental clinics. Orkney within the community dental service and Dumfries in General Practice.

- VT dentist at The Dental Practice, Cosham. August 1999 – July 2000