

Profile

A senior dental Professional with over 29 years broad clinical and leadership experience in NHS and private general practice, and independent as well as corporate organisations.

Track record of effective leadership and motivation of both clinical and non-clinical dental team members individually and on a larger scale.

Network links in independent and larger dental organisations.

Developer of creative educational content for both the general public on oral health, as well as dental professionals to enhance patient care and team working.

Knowledge of a spectrum of quality assurance and governance tools in addition to professionals' personal development planning to enhance dental practices and patient care.

An effective development adviser for personal and career development and remediation who has provided support for at least 12 colleagues.

GDC registration number: 69490

Employment History

Current roles:

General Dental Practitioner Beacon DentalCare, Malvern, Worcestershire. Dec 2007-Present

Provision of private and Denplan general dentistry for all ages with a special interest in caring for those with dental fear. Use of relative analgesia and behavioural techniques to make dental care as relaxed as possible. Winner of multiple industry Awards including 'Best Patient Care' and 'Best Treatment of Nervous Patients'

Denplan Excel Accredited Provider 2008-2023, Practice CQC registered Manager until 2014. Practice Owner 2007-2014 and Associate Dentist 2014 onwards so familiar with the challenges of lone-practitioner business management and working in a corporate dental setting.

Dental Mentor and Coach September 2019 onwards.

Supporting dental team members through professional challenges, including those undergoing investigation by the GDC. Use of Personal Development Plans and continued professional development to enhance learning and reflection to improve outcomes for patients.

Coaching dental professionals to improve work-life balance, job satisfaction and self-awareness.

In-house Dental Mentor for Gensmile Dental providing support to group dentists.

GDC Approved Workplace Supervisor 2022 onwards

Worked with dental registrants requiring remote and face-to-face (within reasonable geographical area) supervision to support their return to unrestricted practice. Report writing, use of audit and case based discussion and role of College of General Dentistry Standards to facilitate learning.

Dental Educator -Ongoing

Presenter of online courses for patients to teach skills which will help them manage their dental fear and access the care they need.

Speaker at dental conferences and as part of Gensmile Academy discussing diverse topics including management of patients with dental fear and values-based practice management.

Trustee and Executive board member Malvern Community Action 2013-2023

Board level decision maker of local charity providing community transport and support to older people in the Malvern area.

Previous roles:

- Associate Dentist. Pickersleigh House Dental practice, Malvern 2001-2007
Provision of NHS and private dental care for all age groups in a mixed practice whilst furthering my education with postgraduate qualifications
- Associate Dentist: Broad Street Dental Practice, Hereford 1997-2001
Providing mainly NHS dental care in a small mixed family practice.
- Vocational Trainee and Associate Dentist 1994-7: White Dental Practice, West Heath Birmingham. NHS dental care in a practice with IV sedation services.
- Part time clinical lecturer: Birmingham University and Dental School 1996-1999
Supervision and teaching dental students in clinical techniques including learning assessments and reporting on skills.

Education History:

BDS The University of Birmingham 1989-1993

MFGDP (UK) Membership of Faculty of General Dental Practitioners 2002

DPDS University of Bristol via BUOLD diploma. 2018

Marsh Midda Prize in Periodontology University of Bristol 2017

PG Cert Leadership Coaching and Mentoring. Level 7 certificate Dental Coaching Academy BMI 2019

Mental Health First Aid Certificate 2019

Specific to Development Adviser:

- [Development of Personal Development Plans and mapping CPD.](#)

Guided mentor clients through how to build a PDP and decide on most appropriate CPD to achieve a desired career outcome.

Awareness of resources from outside the dental sphere for career and personal growth.

Assisted registrants with difficulties to uncover deficiencies in their PDP and reflect on what they have learned in order to improve outcomes for patients in the future.

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

Familiar with development tools to assist clients including Kolbe, Johari Window, 360 appraisal.

DISC analysis for self awareness and interpersonal relationships

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

Use of audit to assess dental record keeping, radiography, clinical decision making and antibiotic prescribing following guidelines from College of General Dentistry.

Practical audits of own patient records as well as those of other providers in practice.

Assisting registrants in difficulty to understand and facilitate audits following GDC conditions.

Use of audit and case based discussions as a learning and development tool at all stages of dental careers.

- Knowledge of current standards and guidelines in dentistry.

In my role as a practice owner and GDC registered manager until 2016 I was responsible for maintaining best practice and implementing legislation and guidelines. Denplan Excel accreditation requires up to date knowledge and establishment of current best practice.

In mentor role assisted registrants to understand standards and how professional development can enhance ongoing compliance improving patient outcomes.

Use of tools such as audit and reflection as applied to ideal standards to develop self awareness and plan ongoing learning needs.

Relevance of GDC standards in cases involving GDC conditions or Fitness to practice.

- Knowledge of the GDC fitness to practise process

Dental Mentors UK training to understand the latest process for registrants in difficulty and keep up to date with guidelines from the defence societies and the GDC.

Explanation of process to colleagues including various committees and stages of investigation.

Worked with registrants in difficulty in role as mentor and workplace supervisor to assist their personal and professional growth and allow a return to unsupervised practice.

- Report writing skills.

Familiar with report writing and the need to be unambiguous and concise as well as providing context for the reader.

Production of dental information for the general public requires the use of clear language which is also of use when providing written reports for professional organisations.

- Equality, diversity and inclusion policies.

Completed the British Dental Association Equality, Diversity and inclusion training in January 2022 (5 hours CPD) to ensure issues fully understood and implemented in practice and in mentor relationships.

- **Effective communication skills.**

Recognise the importance of clear, unambiguous communication in all its forms, written, verbal and non-verbal.

As an educator use of simple language, visual aids and demonstration to ensure understanding for all learning styles. Awareness of the importance of cultural variation in communication issues, and how this may impact patient care.

My role as 'fool' and chief of a troupe of Morris Dancers requires engagement with the public and events organisers to provide entertainment and education on the tradition.

- **Motivating and developing others.**

As owner of an independent dental practice team development and motivation are a cornerstone of the smooth running of the organisation.

Use of appraisal, engaged feedback, and values-based management to allow all team members to flourish.

Mentor and coaching role involves identifying strengths and challenges and encouraging learning to enhance skills for career development and self improvement.

Leader of Morris dancing side requires mentoring of new team members, teaching the practical aspects of dancing for diverse learning styles and abilities and growth of experienced dancers.

- **Good interpersonal skills.**

30 years as a general dental practitioner looking after many clients with dental phobia then 4 years as a dental mentor has build my skills of active listening, emotional intelligence and rapport building to put people at ease and allow effective communication.

In summary

I have completed the Dental Mentors UK training programme for development advisers in 2021/2 following the GDC guidelines for DA skills.

I have assisted colleagues through the Fitness to Practice Process, liaising with legal teams and providing regular GDC reports as Workplace supervisor and Mentor.

My experience of nearly 30 years in general dental practice followed by my training and skills as a dental mentor (Standards in Dentistry and the fitness to practice process, in addition to clear communication skills and report writing) equip me for the role of development adviser.