Welcome to the first issue of the Dental LPN Newsletter for Birmingham, Solihull and the Black Country. It is very much a work in progress, so we welcome comments and ideas.

The Local Professional Network for Dentistry has been in existence since late 2013 and we comprise a Core Group (page 2) and six Managed Clinical Networks (page 4). There are currently 24 LPNs across England and although each works slightly differently, we all exist to provide dental professional and clinical support and advice to NHS England Commissioners.

As I write this we are anticipating publication by NHS England of three specialty commissioning guides; Special Care Dentistry, Orthodontics and Oral Surgery, and Oral Medicine. Local NHS England teams will need to plan implementation based on local priorities and it will be the MCNs that provide the advice and ideas that will be needed.

This newsletter will replace the Commissioning Team’s Newsletter which was produced by Viola Clarke. Many thanks to Viola for doing this; she will continue to contribute to this newsletter.

We are planning quarterly publication of this Newsletter and hope it will provide information about what is happening within the Network. If you have an item of news or information you’d like to share with colleagues, please contact Juliet Brown, MCN Support Officer and Newsletter Coordinator (Juliet.brown@bhamcommunity.nhs.uk).

Janet Clarke
Chair, Dental LPN
The Dental LPN Core Group includes representation from NHS England Dental Commissioners, Health Education West Midlands, Public Health England and the dental partnerships. We meet bimonthly to prioritise the work of the LPN. These are the members of the Core Group.

Janet Clarke - LPN Chair
Janet is Associate Director, Dental Services at BCHC NHS Trust. She qualified from Birmingham University and has worked in general practice and the community dental service in Birmingham. She is a past president of the Birmingham Dental Association.

Karen Elley
Karen is Postgraduate Dental Dean, Health Education West Midlands. She is responsible for ensuring the Dental Workforce meets the dental health and dental service needs in the West Midlands. Her areas of responsibility include delivery of Foundation, Core and Specialty training, implementing the local dental workforce strategy and providing support for development of dental staff in difficulty. She works with the LPN to address training and workforce development issues.

Anna Lee Hunt
Anna is a Consultant in Dental Public Health at Public Health England West Midlands. She provides specialist dental public health advice to partners, including Local Authorities and NHS England, about oral health improvement and dentistry.

Eddie Crouch
Eddie is the newly elected Vice Chair of the BDA Principal Executive Committee and has been Secretary of Birmingham Local Dental Committee for the last 10 years. He qualified in 1984 from Kings and now provides Orthodontic Care for patients in South Birmingham in two locations, having previously been a Clinical Assistant in Orthodontics at Heartlands Hospital. From 1988 to 2002 he ran a general practice in Hall Green.
Jayne Emery
Jayne Emery has over 20 years experience of voluntary sector project management experience, supporting national health related charities including Royal College of Midwives, MIND and British Heart Foundation coupled with helping Dudley borough organisations to develop and grow by providing infrastructure support. Jayne has been the Chief Officer of Healthwatch Dudley since April 2013 and is extremely passionate about local people having real opportunities to share their experiences, to influence and improve health and social care services.

Stephen Lake Rees B.D.S. MFGDP (UK)
Stephen is a General Dental Practitioner in Dudley. He qualified in 1980 from Birmingham and completed his MFGDP (UK) in 2001. He has been in General Practice for over 30 years and continues to enjoy all aspects of Dentistry. Away from the surgery he enjoys walking, fishing and sailing with his family.

Tracy Harvey
Tracy has always worked in health, mental health, community, children’s and primary care in a variety of roles including clinical in mental health. She has always loved the NHS and has patients at heart. She loves her family and loves to travel. She reads, often all night, walks lots and lots with her dog (2 hours a day minimum!) and gets up very early.
Managed Clinical Networks (MCNs)

ORAL SURGERY MCN

Chair: Mike Murphy

Qualified Royal London Hospital BDS 1988; FDS 1992; MSc 2010; FDS(OS) 2011.

Mike is currently Consultant Oral Surgeon at The Birmingham Dental Hospital; Head of Service for Oral Surgery and Unscheduled Care for BCHC Dental Services; Examiner and Board Member for the Tri-collegiate Membership exam in Oral Surgery; Chairman of the Birmingham, Solihull and The Black Country Oral Surgery MCN; FDS(Eng) Specialty Advisor in Oral Surgery for the West Midlands Region.

Background to the MCN

The membership of the Oral Surgery MCN has evolved over the last two years. Meetings are now attended by representatives of both primary and secondary care from across the MCN region. There is also representation from the Commissioners, Public Health England and Health Education West Midlands.

The agenda has been led in the main by the concurrent development of the National Commissioning document for Oral Surgery. Work has been done to assess the oral surgery skills of practitioners working in primary care. This led on to an audit of Oral Surgery referrals to all secondary care providers over the period of one week in late 2014. The data collection was designed to be in line with the levels of complexity described in the new Commissioning document.

Overview of MCN activities

Following on from the referrals audit during 2015 the MCN started work on developing a minimum data set referral form to be used across the MCN. The MCN aims to roll out the new form in 2015/16 and to agree standardised triaging across all hospitals. This will allow ongoing recording of oral surgery referrals providing a rich data set on which to base future commissioning advice.

Work has also begun to develop an up to date clinical guideline document for primary care practitioners relating to patients with or at risk of developing MRONJ. This will include a patient information leaflet. There are plans for further clinical guideline documents to follow this.

Oral Surgery MCN Meetings 2015

Mon 28th September 18:30-20:30 at New Birmingham Dental Hospital, Edgbaston

Mon 14th December 18:30-20:30 at New Birmingham Dental Hospital, Edgbaston
Andrea qualified from Bristol University Dental School and after working in Jamaica, returned to the UK to pursue postgraduate studies and training. She was appointed Consultant/Honorary Senior Lecturer in Oral Medicine at Birmingham Dental Hospital in 2001. She is keen to support and encourage participation by primary care GDPs in continuing education in Oral Medicine, to improve management and share the care of patients with oral mucosal disease.

**Background to the MCN**

The group started out as a regular, clinical learning forum for GDPs, oral medicine hospital staff and other clinicians interested in oral medicine as a way of sharing good practice and discussing OM related issues encountered in their services. The ethos of this group was carried over into the MCN when it was formed and therefore, presentations of OM case studies are a regular feature at MCN meetings.

**Overview of MCN activities**

In 2014/15 the MCN revamped the OM referral criteria and referral forms for general and rapid access referrals, and undertook a service evaluation to assess the quality of the department’s communication with referring GDPs. During 2015/16 the MCN will be exploring the development of an Oral Medicine Support and Advice Forum for GDPs designed specifically to improve learning and provide support.
Managed Clinical Networks (MCNs)

RESTORATIVE MCN

Chair: Steve Clements
Steve qualified in 1981 and has worked as a GDP in the Birmingham area since then. Currently he is also Programme Director Dental Foundation Training (City Hospital), Programme Director Dental Therapy Foundation Training and Clinical Lecturer in Restorative Dentistry (Birmingham Dental school). He is a committee member of Birmingham LDC, committee member of Central Counties BDA and Treasurer of Sutton Coldfield Branch BDA.

Background to the MCN
The MCN was formed after the recent round of reorganisation of the NHS and has always had a good representation of primary and secondary care providers. The major work streams of 2014/15 were the development of an inlay/on-lay guide and a survey of the skills and educational needs of GDPs.

Overview of MCN activities
The draft commissioning guide for Restorative Dentistry has been a constant source of discussion and concern not least the role the MCN may have in this process. We will continue to review and comment. Our work streams for 2015/16 from the LPN are to continue to encourage wider involvement and look to streamlining referrals from primary to secondary care to ensure patients, referring dentists and secondary care providers all receive the appropriate information and service.

The Restorative MCN brings together the Restorative Monospecialities of Endodontics, Prosthodontics, Periodontics and Restorative Dentistry as well as being an interface between General Practice, the Hospital Service and the Salaried service.

Restorative MCN
Thu 16th July 18:00-20:00 Carters Green Business Centre, West Bromwich
Tue 20th October 18:00-20:00 Marie Curie Hospice, Solihull
Chair: Nick Ransford
Nick qualified from Birmingham in 1983. He was appointed Consultant in Special Care Dentistry in 2009 and Head of Service in 2015 for the integrated CCDS / Dental Hospital service. He has 25 years’ experience working with adults with disabilities and medical conditions across the spectrum.

Background to the MCN
Established to cover Birmingham and the Black Country in 2012, the MCN in SCD was extended in 2013 to cover Wolverhampton and Solihull.

In Birmingham and the Black Country, the initial focus has been on establishing a Care Pathway with:
- acceptance and discharge criteria based on tiers of care
- centralised triage of referrals by specialist dental nurses
- a service for adults with severe dental phobia based at four locality hubs which integrates the use of CBT provided by dental nurses.

In Solihull and Wolverhampton, centralised referrals were already in place. The focus in Solihull has been on improving oral health for older people in care homes with an accredited education scheme and new joint guidance with Speech and Language Therapy for the oral care of those with dysphagia. In Wolverhampton the focus has been on developing the IVS and CBT service for adults with severe dental phobia.

Overview of MCN activities
- Keeping members abreast of change
- Developments at national and regional level which impact on SCD are reported via the MCN. Currently the main areas are the Specialty Commissioning Guides, and the development of joint working with the LPN in providing advice to the Area Commissioning Team
- Referrals intelligence
- An initial audit of referrals to CDS services has been followed by a more detailed look into two areas which have seen a huge increase: anxious adults requiring sedation and patients requiring domiciliary care. The MCN is working jointly with the LPN and commissioners to tackle lack of access to GDS care and joint working between the services for these groups. Future referrals analyses will be regularly reported via the MCN as electronic systems become more able to supply details of who is referring what.
- Linking SCD to care pathways for related health conditions
- An initiative lead by Dental Public Health is seeing the establishment of “Dementia Friendly” hub practices with associated training, to whom patients with early dementia can be referred via GPs and other health professionals. Links to similar care pathways for long term medical conditions are being planned.
- Education and training.

As well as bringing new, relevant guidelines to the attention of members, the MCN has undertaken a survey of SCD training needs of GDPs, worked with Health Education West Midlands in providing IV sedation updates and other postgraduate courses, and is now becoming involved in discussions about training of undergraduates in SCD.
Chair: Sheridan McDonald

Sheridan has worked across GDS, CDS and HDS. The majority of her working life has been in Sandwell CDS. Appointed as a Community Consultant in Paediatric Dentistry in 2011, based at Attwood Green Health Centre, she has worked with BCHC NHS Trust to promote and develop CDS services for children. She is a past Chair of West Midlands branch of British Society of Paediatric Dentistry and delivers teaching and training through HEE courses. Sheridan is also on the Specialist Special Care Dentistry list. Sheridan is an advocate of delivering high quality care as locally as possible for children and established the paediatric MCN in 2012.

Background to the MCN

The paediatric dentistry MCN was established in 2012 to promote high quality dental care for children. There are representatives from primary, secondary and tertiary care dentistry as well as Dental Care Professionals, Dental Public Health, Oral Health Promotion and most recently, a patient advocate from Healthwatch. Anyone with an interest in paediatric dentistry is welcome to attend.

Overview of MCN activities

The MCN is a forum for discussing new publications relevant to paediatric dentistry, promoting good practice, advising the Local Professional Network, developing care pathways and to provide some CPD.

The MCN is also planning to support and develop auditing in paediatric dentistry and it is anticipated that there will be opportunities for all clinicians and all tiers of dental services to participate. The MCN is also very interested to hear about challenges that need addressing to make services better for children. During 2014/15 the MCN conducted a survey of GDPs about their confidence/experience in treating children. The areas for training identified from the survey will be referred to the West Midlands branch of British Society for Paediatric Dentistry and Health Education West Midlands.

During 2015/16 the MCN will be exploring current paediatric sedation services provision across the MCN with a view to establishing measurable standards.

Past work includes development of pathways in general anaesthesia services and dento-alveolar trauma. Work continues with Commissioners looking, at how these recommendations can be implemented.
The MCN is always searching for new ideas and new representatives. In particular representation from primary care providers would be extremely welcome.

Meetings are arranged at a variety of times and venues to try to ensure that there are opportunities for everyone to attend at some time. If you are interested in coming along to a meeting please contact either Sheridan McDonald (0121 334 0662), Juliet Brown at Juliet.brown@bhamcommunity.nhs.uk or just attend.

BCHC NHS Trust Community Paediatric Dental Services
As no doubt everyone is aware, four community dental services merged in 2011, Birmingham, Sandwell, Walsall and Dudley. The integrated services are now all provided by BCHC NHS Trust and continue to be delivered in the same clinics as previously. Over the last four years much work has been occurring to try to ensure services are provided as equitably as possible across the geographic patch. Consequently, new Acceptance and Discharge criteria were produced and agreed with Commissioners. The criteria and referral form for community paediatric dental services are available at: www.bhamcommunity.nhs.uk/about-us/services/dental/community-paediatric-dental-service/.

The next step in the BCHC journey is integration of community and hospital paediatric dental services. The first step on this road is to ensure patients are seen in the right place, first time, whenever possible. Consequently, referrals are assessed to see where the most appropriate place is for a child to be assessed and treated. It is therefore essential to ensure referrers provide as much information as possible in the referral and include any radiographs. This will enable referrals to be sent to the correct place seamlessly; no longer will a dentist be receiving a letter advising to refer to a different service but they will be passed directly to the most appropriate clinic within BCHC. For this reason, patients/parents/guardians should be advised to read the appointment letter carefully as they may not be seen at their nearest clinic as it is currently not possible to deliver all services at all locations; on occasions, the referral may also be passed to community services directly by the hospital arm of the service and vice versa.

A new service has also been developed. It is now possible to refer 14 and 15 year olds for intravenous sedation where other methods of behaviour management have failed. This is currently only provided in the Dental Department, Attwood Green Health Centre, Bath Row, Birmingham by a Consultant in Paediatric Dentistry. Any referrals for this service should be sent directly to the Health Centre.

Paediatric MCN 2015
Mon 21st Sept 18:00-20:30 (venue to be confirmed)
Thurs 3rd Dec 14:30-16:30, Attwood Green Medical Centre, Birmingham
Chair: John Turner

John qualified from Manchester University in 1983 and undertook house jobs at the London Hospital and in Essex. He undertook his orthodontic training at Kings College Hospital, London, followed by senior registrar training at Birmingham Dental Hospital.

John was appointed Consultant Orthodontist at Warwick Hospital in 1993 and moved to a new post split between Solihull Hospital and Birmingham Dental Hospital in 2003, subsequently becoming full time at Birmingham in 2007. At this point he became head of department and TPD. He has developed multidisciplinary management of complex cases whilst at Birmingham Dental Hospital.

The current Orthodontic MCN is an amalgamation of the Birmingham and Solihull MCN and the Dudley and Black Country MCN. Membership includes primary and secondary care practitioners, community based colleagues, commissioners and consultants in dental public health. Meetings are held approximately every three months.

A major project being developed by the group is an initiative to routinely collect primary and secondary care orthodontic waiting list information in order to assess equity of the service, plan efficient use of resources and inform service users. Other projects include the development of quality and value indicators and comment on the proposed national commissioning guidelines. The routine audit of PAR scoring will be developed in future.

Orthodontic MCN 2015

Tue 15th Sep 2015, 18:00-20:00 - Marie Curie Hospice, Solihull
Thu 17th Dec 2015, 18:00-20:00 - New Birmingham Dental Hospital, Edgbaston

Declaration of Conflict of Interest

As the MCNs have an important role which could influence commissioning decisions, members will be asked to declare any relevant interests on an annual basis.
NHS.Net Accounts for Dentists

NHS England West Midlands will shortly be commencing an exercise to ensure all Dental providers in our area have access to an nhs.net email account. This is to ensure that personal and confidential data can be exchanged securely in line with data protection and Information Governance requirements. Each principal provider will have a primary email account and each practice will have a secondary email account. Using the information we already have on each practice, email accounts will be set up and named based on the location and name of the practice. Our colleagues from the Commissioning Support Unit (CSU) will be writing to you shortly with instructions on how to activate your email accounts.

Should you have any general queries, please do not hesitate to contact Mukesh Patel, Primary Care Commissioning – Dental, NHS England West Midlands on 0113 825 1682 / mukeshpatel@nhs.net or for anything technical, please contact our CSU colleagues on 0121 411 0411.

Performer Earnings Allocations

If locum dentists are to be employed and paid through a third party (i.e. an agency) then the locum is not allowed to claim NHS pensionable earnings. If the locum dentist is employed short term directly by the contractor then the locum is allowed to claim NHS pensionable earnings.

When adding a locum to your contract please ensure that you enter the baseline figure and enter if they are pensionable or not on the TVC form. Please see the attached updated allocation and superannuation form for the financial year 2015/16 which should be completed each time there is a change to any performer’s allocation.
Complaints Process

It has come to our attention during recent contract review meetings that the information being provided to patients in regards to the Complaints process is incorrect. Dentists should be aware that patients can either complain directly to the Practice OR alternatively to NHS England at NHS England Customer Support Centre, PO Box 16738, Redditch. B97 9PT, Telephone: 03003112233. (Monday to Friday 8am to 6pm, excluding English Bank Holidays) Email: England.contactus@nhs.net.

Please note: Patients cannot make a complaint to the dental practice and then to NHS West Midlands because a complaint can only be investigated once.

Significant Events Reporting

In the event that you experience a serious untoward incident or a serious incident at your dental practice you should report the incident to our Quality & Safety team at NHS West Midlands. The details can be sent to their generic quality & safety inbox: bsbclat.quality safety@nhs.net.

Friends & Family Test

As you will know, as of 1st April 2015, the Friends & Family Test Survey was implemented for Dentists. If you need support implementing and managing the FFT in your practice please read the latest version of the FFT Guidance documents and the FAQs, both of which can be found via the following link: http://www.england.nhs.uk/ourwork/pe/fft/fft-guidance/.

If you need further assistance and support please contact the FFT Helpline - england.friendsandfamilytest@nhs.net or telephone 0113 824 9494.
An Innovative Project
Collaborative Action to Improve the Oral Health of Patients with Dementia in the West Midlands
Mark Dermont, Specialist Registrar in Dental Public Health
Sol Sadaghiani, Acting Consultant in Old Age Psychiatry

Background
A diagnosis of dementia can come as a tremendous shock to the person, their friends and their family, even if they have feared the worst. It is particularly at this time when help, support and reassurance is needed as there is much that can be done in the early stages to ease the burden and make life more enjoyable.

There is a rapidly growing population of over 19,000 patients, carers and families living with dementia across Birmingham, Solihull and the Black Country and a key priority is to support them in “living well” with this terminal disease. The Memory Assessment Service (MAS) run by Birmingham and Solihull Mental Health Foundation Trust provides a dedicated early intervention care pathway for the 300 or so referrals received every month. The team’s innovative approach is to focus on providing a timely diagnosis whilst encouraging patients to become actively involved in their own care. The service also facilitates access to a wide range of supportive services to help improve quality of life through Dementia Advisors who provide a named point of contact. Enabling access to dental services and oral health advice for patients on the pathway is now a priority.

The importance of good oral health in dementia
Poor oral health impacts on quality of life. Patients with dementia tend to have worse oral health, greater treatment need and yet, paradoxically, access care less frequently than the general population. This can be compounded by a reducing capacity for self-care, deteriorating diets often high in sugar, and the harmful effects that various medications can have on the mouth. Once patients enter residential care the decline can be alarmingly rapid. As Figure 1 illustrates, undiagnosed dental pathology and a reduced ability to communicate with carers can manifest in behavioural issues that, when managed with drugs rather than by treating the underlying cause, can lead to further physical and oral health declines.

Figure 1. Postulated link between poor oral health and general health outcomes.
(Cont’d on page 14)
(Cont’d from page 13)

Early intervention should be an oral health priority for this vulnerable group. Upstream prevention early in the disease can increase the individual’s resilience against future oral disease and will help patients and carers provide support for oral health throughout the disease course. Most routine dental treatments can be carried out in the surgery during the early stages of dementia when patients are largely physically well and quite capable of consenting to treatment. Preventive treatment plans can be made in the knowledge that declining self-care presents an increased risk of caries and periodontal disease and that teeth of doubtful prognosis can be discussed with the patient and managed proactively. Delivering Better Oral Health 3rd edition forms the foundation for preventive care. At the same time dental teams would benefit from support and advice on how best to ensure they offer a supportive environment as well as knowing what to do if they suspect a patient may have undiagnosed dementia.

How we will make a difference

The BSBC LPN and the Special Care Dentistry MCN are working with a wide range of stakeholders including the BSBC Mental Health Services (MHS) and local dental teams to address four aims:

1. To integrate key oral health messages into existing dementia care pathways.
2. To develop signposting to local dental services to improve access to appropriate oral health care.
3. To develop a number of ‘Hub’ dental practices across the BSBC geography to support both patients with dementia as well as the primary care dental teams treating them.
4. To encourage all BSBC dental teams to undertake basic dementia training provided by Health Education West Midlands (HEWM) to raise awareness.

A number of patient resources are in development to support the initiative (Figure 2) and these will be used by the MAS and Dementia Advisors to routinely deliver oral health information and to signpost patients to local services. The wallet-sized patient prompt card (below right) will be made available to encourage patients to discuss their dementia with the dental team in the context of optimising their oral health.

Figure 2. Patient Resources Developed.


(Cont’d on page 15)
An Innovative Project

Collaborative Action to Improve the Oral Health of Patients with Dementia in the West Midlands (Cont’d)

(Cont’d from page 14)

Conclusion

This is an exciting initiative with the potential for far-reaching positive impact. The opportunity to work with the MAS and local dental practices in an ‘end-to-end’ approach offers the chance not only to improve much needed access to dentistry for this vulnerable group but also to deliver timely preventive-focused services to improve quality of life and reduce downstream problems. We hope your own team will get involved by undertaking dementia friendly dentistry training and by positively engaging with patients and carers seeking advice and support.

Dementia Training link: CPD NEW Dental Hospital: Dementia Awareness (BDH3064)

Barbara’s Story

A series of six films created by nurses at Guy’s and St Thomas’ Hospital to raise awareness of dementia among staff and help change attitudes to dementia in hospitals across the world. This film tells the story of how and why Barbara’s Story was made and includes a condensed version of all six episodes.

YouTube link: https://www.youtube.com/watch?v=DtA2sMAjU_Y

The Appointment

A thought-provoking new film by Health Education England (HEE) aimed at dental professionals to raise awareness of the issues faced by patients with dementia when attending a dental appointment.

YouTube link: https://www.youtube.com/watch?v=EnPUq00UA8c&feature=youtu.be
The Dental Hospital is moving

The new Birmingham Dental Hospital and School of Dentistry at Pebble Mill is due to open in September 2015.

The facility will be the first integrated, stand-alone dental hospital and dental school to be built in the UK for almost 40 years. The new Birmingham Dental Hospital and School of Dentistry at Pebble Mill will house a range of services for the public including walk-in emergency dental care, Restorative, Oral Surgery, Oral Medicine, Orthodontics and Paediatric Dentistry.

The public will access all dental services in one wing of the building with a second wing providing world-class research facilities and a modern learning environment for more than 600 undergraduate and postgraduate students and trainees.

The existing dental hospital at St Chad’s Circus is more than 50 years old and the new building, designed by healthcare design specialists One Creative Environments Ltd, will not only provide a state-of-the-art clinical environment for patients’ treatment but also world-class teaching facilities. As an integral part of the University of Birmingham’s School of Dentistry, students will be better located for the main Edgbaston campus and medical school, allowing for improved integration of facilities.

The development is seen as highly strategic for the city, being a key element of the new Edgbaston Medical Quarter and further enhances the city’s reputation as a hub of Medicine, Learning and Life Sciences. The project is led by Birmingham Community Healthcare NHS Trust, together with its partners the University of Birmingham, Birmingham and Solihull LIFT (BaS LIFT) and Calthorpe Estates, and was granted detailed planning permission in December 2012.
Training provided by Health Education West Midlands

Safeguarding Training for the Dental Team

Safeguarding training for dental practices can be accessed by contacting Health Education England as listed below. The lecture based/workshop courses are run at Health Education centres across the West Midlands. Dentists/DCPs book on to these courses through the online booking system Maxcourse. However these courses tend to get booked up quite quickly. Dentists/DCPs need to be living or working in the West Midlands to book and attend these courses. A list of Safeguarding courses are available at: www.maxcourse.co.uk/wmsha.

Courses available in September 2015

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<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Course Description</th>
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<tr>
<td>Monday 7th Sept</td>
<td>14:00-17:00</td>
<td>So What is Good Communication (CIT998)</td>
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<tr>
<td>Tuesday 8th Sept</td>
<td>18:30-20:30</td>
<td>Medical &amp; Dental Emergencies (STA357)</td>
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<tr>
<td>Thursday 10th Sept</td>
<td>14:00-17:00</td>
<td>Basic Life Support Training and Medical Emergencies (CIT1004)</td>
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<tr>
<td>Friday 11th Sept</td>
<td>9:30-16:30</td>
<td>Managing patient complaints. (CIT999)</td>
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<td>Wednesday 16 Sept</td>
<td>18:00 to 21:00</td>
<td>CPD Coaching and mentoring: Changing Conversations: Coaching &amp; Mentoring - telephone mentoring (HEWM018)</td>
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<td>Wednesday 16 Sept</td>
<td>18:30 to 21:00</td>
<td>CPD Stoke: The Glamour of Orthodontics (SOT317)</td>
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<tr>
<td>Thursday 17 Sept</td>
<td>09:00 to 16:30</td>
<td>Productive Conversations: PART 1: Changing conversations, thinking differently, improving performance and productivity (HEWM012)</td>
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<td>Saturday 19th Sept</td>
<td>9:00-13:30</td>
<td>CPD CITY HOSPITAL Dental Hygienist and Therapist Study Morning (CIT1017)</td>
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<td>Wednesday 30th</td>
<td>14:00-16:30</td>
<td>CPD City Hospital: Dental Foundation Training by Assessment (CIT1015)</td>
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<td>Wednesday 30th</td>
<td>14:00-17:00</td>
<td>CPD NEW Dental Hospital: The Use and Abuse of Antimicrobials in the Management of Periodontal Disease: Aims: (BDH3062)</td>
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For details of all September courses go to: http://www.maxcourse.co.uk/wmsha/guestCourseCalendar.asp
Articles for the next newsletter are welcome. Please send to:

juliet.brown@bhamcommunity.nhs.uk or janet.clark11@nhs.net.