

Inci-dental-y



Volume 1, Issue 2

DDU Conference and Clinical Governance

ADP held the second in a series of conferences for staff on Saturday, September 14th. With 46 attendees, the main focus was on clinical governance and how to develop a surgery's patient base to improve dental income without exposing oneself to greater professional risk. A well received presentation introducing several perspectives on treatment options for patients by Graham Barnby topped an interesting, informative day.

Following on from the day, the ADP Clinical Governance Manual will now be introduced over the coming months. Compiled primarily by Nadine Epp (Morden), the manual is for all staff and is a quality assurance system to ensure ADP provides the service expected by its patients.. Nadine commented that *"the manual has been produced from information extracted from various dental body guidelines and outlines what the profession expects from us. The driving force behind the document is to change all dentists and staff from doing their own thing to a system of uniform consistency"*.

The procedures are for teams of staff, not just individuals. The Practice Manageresses, with the

assistance of the Area Manageresses, are responsible for implementing all Clinical Governance. It is important that staff provide full support and co-operation to them. Everyone has a role to play and must be actively involved.

If anyone should have any queries or comments, please contact Nadine Epp on 0208 646 5632.

The next seminar is planned for Spring 2003.



Graham Barnby, DDU Conference, Sept 14th,

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Staff Notice Board

As you will see from the title, we have a winner of the Name the Newsletter Competition. Thank you hugely to those who entered, it was not an easy decision to make. Congratulations to Jeanie Brierley from the Dorking practice, who is now the proud owner of an all singing, all dancing JVC DVD player. Hope you get much use out of it, Jeanie.

A few discrete emails and telephone calls have helped fill this section, so congratulations to the following:

Katie Wager (Basingstoke), Emma Drake,

Kirsten Weston and Lucy Robinson (all Andover), for all achieving Grade A in their NVQ3 Dental Nursing exams

Louise Nash (Aldershot) for passing the DSA exams

Jenny Edwards (Morden), for keeping the surgery together and sane with all the changes in the past few months

Congratulations and well done to you all and please keep the commendations coming.

Special points of interest:

- 6 Months Already
- More New Surgeries
- Monsters in the Company
- Visiting Chernihiv

Chairman's Report - Six Months of Progress

As the new ADP has incredibly already been running for six months, it seems a good idea to reflect on how we have all done. For many of us it has been a very hectic time, but in general I am delighted to say that we are winning. In our first half year, we have a number of notable achievements which we can be proud of:

We have acquired two new practices in Oxford and Cambridge and acquired and integrated Barry Levy's surgery in to our existing Sydenham practice

Mitcham has been opened under Seepaul Singh and has got off to a flying start with an impressive number of new patients

We have rolled out our practice management computer system and most have

taken to it well. Feedback from dentists, staff and patients has been very positive

We have started our clinical governance programme, ensuring the surgeries meet rigorous clinical standards. This has been continued with the September DDU conference

We are building a strong 'top team', with the recent addition of Peter Fredericks as Finance Director (see right)

We have invested in refurbishing several of our practices, most notably Epsom. Many others are benefiting from the new ADP 'shop window' facings

Lastly, we are still a profitable company. Many of our corporate competitors made

very significant losses in their early years but we have avoided that.

All in all we are pleased with our start. We would like to say thank you to all of you who have helped it to be a success.



Peter Fredericks

Business Round-Up

The last three months has been a period of continued investment into existing surgeries, with the completion of the first phase of computerisation and a number of facelifts in older surgeries. Aldershot is due for refurbishment in October 2002 and other surgeries are under review for 2003.

The Haywards Heath unit is due for completion in December and we will be looking to recruit dentists, nurses and receptionists shortly for a January 2003 start.

We are pleased to welcome Terella and her Cowley team, Carl and Fiona and their Cambridge team and Barry and the surgery in Sydenham.

Also joining us at the Sydenham surgery is Stavros Kolonidis, a periodontist who has experience of a range of periodontal and implant procedures.

He shall be introducing himself to ADP surgeries shortly.

Welcome also to Ian Beider, who is the dental advisor to Kensington, Chelsea and Westminster HA and who will be assisting Jitesh in Clinical Development.

Implementation of some staff suggestions on how to promote your practice will follow shortly. "Have a very beautiful and affable young lady hand out practice leaflets in the street" being one example. Thank you Nadine, we know you take your job very seriously and we will take you up on your kind offer!

A measure of the progress can be seen in the following comparison from September 2001 to 2002:

Headcount has increased from 187 to 234

Practices have increased from 20 to 26

Surgeries in operation have risen from 57 to 78.



Stavros Kolonidis

The ADP Accounts Monster

The ADP Accounts monster is a hungry beast which requires regular feeding. Please make sure you keep it happy by sending paperwork each week, such as invoices, petty cash forms and wages timesheets. An occasional treat such as a totalled petty cash sheet by columns and rows is much appreciated.

The ADP Accounts monster needs regular exercise each month. Accounts are completed and published within the first four working days of the month. Please make

sure information affecting our results is with us on time.

The ADP Accounts monster is a friendly beast. Accounts staff are amicable and will help where they can. You can phone or email them. Please remember they deal with 26 surgeries, so the more information you can provide, the quicker they can resolve matters.

The ADP Accounts monster is growing. As ADP acquires more surgeries, the demand

on the department to process information grows. Please be patient if we do not deal with your query straight away.

The ADP Accounts monster has a new owner. Peter Fredericks joined in September as Finance Director. He will visit the surgeries in the coming months and will be looking at ways to improve our processes, using Software of Excellence. Please give him your help and support.

Any comments to Monster Reeve please...

Humanitarian Aid Work - JP's Visit to Chernihiv

Jitesh Patel (ADP's Operations Director), made his annual visit to the Ukraine in July. Here he tells of some of the things he saw in what has now become a regular trip to help treat those less fortunate than ourselves.

Chernihiv is the capital of the northernmost region of the Ukraine and is situated on the banks of the Desna River about 100 miles north of Kiev.

This was my eighth visit to the region, through the invitation of George and Marion Mills, who have been supplying aid for the past seven years. Seven days meant working rapidly to achieve as much as we could.

The area and particularly the children are suffering the effects of Chernobyl and whilst health facilities are improving, there are clear gaps in the treatment available. I am told since that event, as well as significant physical and psychological deficiencies, there have been noticeable increases in periodontal disease and a higher susceptibility to intra-oral infections.

Mechanical problems and a lack of equipment meant that in the past teeth extractions were regularly performed without anaesthetic. A single cartridge of anaesthetic can cost in excess of 5% of the average monthly wage.

We have developed a growing relationship with local dentists and each year they become more self-sufficient. They have moved away from the old 'pulley' type drill sets (long since obsolete in the UK) to those we are used to seeing in the West and six surgeries have now been installed in five sites.

Maintenance of the equipment has proven tricky due to a total lack of spare parts and the skills required. Every so often we send a dental engineer to service the surgeries and impart knowledge to local engineers so they begin to learn the techniques needed for sensitive modern equipment. Initially the dentists and regional committees were very wary, on the basis they considered our visit a one-off, but we have now developed

a mutual trust and understanding.

Much of our time is spent treating children, either at the Revival Centre (now one of the Ukraine's best medical institutions), a Children's Clinic or at an orphanage called Zelenai Gai. The orphanage can accommodate about 90 children at a time and has recently been granted the status of Regional TB Centre. It will receive state funding for some of its activities, but as usual in these circumstances there is a huge shortfall.



Orphanage at Zelenai Gai

Day three was a visit to the Polyclinic, the main treatment centre for the town and surrounding villages. There are nearly 50,000 children registered here. There are 24 full time dentists and 17 nurses employed full time.

As well as help with treatments, they asked and expected me to repair the autoclave, compressor and handpieces! I had to point out I am a mere dentist and there are limits to what I could do. We did get the compressor and handpieces sorted however.

Visits to other orphanages led to requests for new dental surgeries to be established, including the Chernihiv Regional Administrative Orphanage. They assured us they have a part-time dentist ready as soon as installation is complete. As ever, it is a question of funding and resources. In 2001 we set up a surgery at the Centre for Radiation Protection and Treatment. There is one full time dentist seeing an average of 14 patients a day. There seem not to be that many malformations of jaw and head here, although I am sure they do not disclose every bit of information to me. We have found the Ukrainians are a proud people and do not

overtly show their hardships. We have learnt to read between the lines.

In even the most up-to-date clinics, chemical cured composites and glass ionomer cements are the only ones used. There is a desperate shortage of scalers, slow and fast handpieces, amalgam mixer and light cured composites. However, equipment brought so far still works well and they have managed simple maintenance themselves.



Filling on an 8 yr old at Zelenai Gai

One of the most emotional days is usually at the end of our visit, when we take about 75 children from various centres and orphanages to McDonald's. Whilst this might be an every day part of life for most children in the UK, it is a luxury these children will never be able to afford and there is always a rush by them to ensure they do not miss out. Given a day's notice, there are always more numbers than we originally envisaged. Still, a smile on their faces over such a basic thing makes it one of the most pleasant parts of the trip.

There are always requests for us to start the same dental surgeries in other towns and we would like to do nothing else. However we have to refuse as they would, quite frankly, be impossible to serve adequately. The success of this project is based on our continuity to come time and again and if the link is broken, years of work will grind to a halt.

"The only constraints to us helping more are time and finances, as we have established a great deal of mutual trust and understanding" Jitesh Patel



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Associated Dental Practices was founded in 1985 and has since grown to 26 practices, serving approximately 110,000 patients across the South of England. It employs approximately 75 dentists and around 160 other staff.

ADP is continuing to expand and grow as it looks to become the pre-eminent dental corporate in the UK.

If you would like further information on how you can become involved with ADP, please either write to the address on the left, or telephone during office hours, asking for either Jitesh Patel or Jonathan Woodbridge.

ADP
Offering Affordable, High Quality Dental Care

Spotlight on: Morden

The Morden surgery has its second anniversary this September. Situated on a very busy high street in outer London, it is the perfect example of the ADP philosophy of high footfall and exposure locations in city areas. With the company image of blue walls, a large open glass 'shop front' and wood floors, it is one of the modern breed of branded practices.

There are currently two surgeries running full-time, with a third full-time chair starting in the next few weeks. Business, interest and take-up have been very good and it is a testament to the staff and working environment that it is performing as well as it is.

The practice currently has something of a female bias, with Sunny Senghera the only full-time male presence. The 'girl power' domination is led by Jenny Edwards, the friendly and helpful receptionist, who has been with ADP for four years. She is ably supported by Nadine Epp, the second full-time dentist at the practice and Emma Dangerfield, Rebecca Edwards and Tracy Matthews, the dental nurses.

Jitesh Patel also works a couple of sessions a week at the practice and tries to keep them all on the straight and narrow!



The Morden Surgery

"I have been with ADP for four years now and it is a friendly company to work for. I look upon it as my extended family" Jenny Edwards, Morden