

AESTHETIC & DIGITAL DENTISTRY THEATRE

FRIDAY 6 OCTOBER

09:15 - 10:00 **Occlusion evolution**

- Aims**
- Discuss the co-diagnostic process of the examination and how to ask future focus questions
 - Discuss how to evaluate the masticatory system for instability in the TM joints, muscles and teeth
 - Discuss how to begin the implementation process to establish the process of complete dentistry.

- Objectives**
- Be able to diagnose a dysfunction of the articulatory system
 - Be able to carry out a detailed occlusal examination
 - Understand digital occlusion and its evolution.

Learning content
The evolution of occlusion from simple hinge articulators to digital articulation has been a fascinating journey. Prof Riaz will take you on a journey showing the link between restoration design and how digital articulation is evolving, and how to rehabilitate patients rather than just restore them.

Development outcomes 

Speaker(s)
Riaz Yar

10:10 - 10:55 **How does strengthening the facial muscles change the shape of the face?**

- Aims**
- Discuss the role of muscles in the ageing process
 - Discuss targeting muscles alongside injectable work and how they enhance each other
 - Present the benefits for your practice and patients.

- Objectives**
- Understand the role of muscles in the ageing process
 - Have enhanced knowledge of targeting muscles alongside injectable work and how they enhance each other
 - Understand the benefits for your practice and patients.

Learning content
Join this enlightening session that delves into the innovative world of EMFACE, BTL's latest aesthetic device designed to revolutionise the way aesthetic practitioners approach facial rejuvenation. The session explores the role of muscles in the ageing process and the unique advantages of incorporating EMFACE into your practice to enhance patient experience and outcomes.

Development outcomes 

Speaker(s)
Danielle Nulty

11:05 - 11:50 **Learning to place dental implants: Where to start and how to upskill**

- Aims**
- Discuss how to start and progress in an implant career
 - Discuss how to form a development pathway based on scientific evidence.

Objectives
To know the requirements to start placing dental implants and develop a longitudinal training pathway to increase knowledge and skills over time.

Learning content
Pav will show you how to start your implant career and how to increase your skills as your confidence grows. Understand how commercial bias plays a role in training and how to separate the real science from product marketing.

Development outcomes   

Speaker(s)
Pav Khaira

12:00 - 12:45 **Digital smile design innovations and workflows**

- Aims**
- Discuss the principles and workflow process of Digital Smile Design (DSD)
 - Present innovations in modern DSD
 - Discuss the importance of patient communication and setting realistic patient expectations in DSD
 - Give insights into future trends in DSD.

- Objectives**
- Understand the core principles of Digital Smile Design and the steps and intricacies of DSD workflows
 - Identify differences between modern DSD and traditional approaches
 - Understand the significance of effective patient communication in the DSD process and establishing realistic patient expectations in aesthetic dentistry
 - Have an idea of future trends and developments in the DSD realm.

Learning content
Explore the transformative world of Digital Smile Design (DSD). Learn about the latest innovations that distinguish modern DSD from traditional methods, with a focus on enhancing patient communication and the intersection of technology and aesthetic dentistry.

Development outcomes  

Speaker(s)
Quintus van Tonder

12:55 - 13:40 **Digital workflows for the busy GDP: A collaboration with digital planning centres**

- Aims**
- Discuss how a planning service can work alongside existing workflows to improve efficiency and quality
 - Discuss how in-house digital planning, or an external planning service can improve patient communication and consent.

Objectives
Have an understanding of how a digital planning service can improve quality and efficiency for a digital dental practice.

Learning content
Digital dentistry can greatly increase the efficiency and predictability of modern dental treatment. However the learning curve is steep and time could be lost learning multiple digital software packages. One option to reduce this frustration whilst still benefiting from the investment in equipment is the use of digital planning centres.

Development outcomes  

Speaker(s)
Simon Bate

13:50 - 14:35 **Restoratively driven implant planning**

- Aims**
- Provide increased knowledge on the use of digital workflows in implant planning.

Objectives
Obtain an understanding of the use of digital workflows for restoratively driven implant treatment.

Learning content
We will cover the use of digital technology for restoratively driven implant planning and how to use current softwares for a guided case.

Development outcomes 

Speaker(s)
Patrik Zachrisson

AESTHETIC & DIGITAL DENTISTRY THEATRE

FRIDAY 6 OCTOBER

14:45 - 15:30 **Implants and beyond**

- Aims**
- Address the UK's lag in dental implant placement and its underlying reasons
 - Boost dentists' confidence, improve communication, and teach implant basics
 - Highlight CBCT's role, implant positioning, and photographic techniques
 - Enhance critical thinking via close reading and evidence-based appraisal.

- Objectives**
- Understand the socioeconomic context of the UK's implant disparity
 - Understand the role of clear communication in obtaining consent, addressing concerns, and managing feedback
 - Be able to cultivate confidence, demonstrate leadership skills in implant dentistry, and foster team collaboration
 - Understand implant restoration, occlusal assessment, bruxism management, CBCT use, implant position.

Learning content
Dr. Dandapat highlights the UK's implant placement gap compared to other nations, addressing its roots. He offers tools for confidence building, emphasises communication, training, and implant restoration basics, including occlusal assessment, bruxism management, CBCT use and implant positioning.

Development outcomes    

Speaker(s)
Avik Dandapat, Michal Nohawica

15:40 - 16:25 **Using digital technology to create superior aesthetics in single implants**

- Aims**
- Demonstrate digital workflows that can be used when planning and placing implants in the aesthetic zone.

- Objectives**
- Understand digital planning with regard to single implants and how it enhances patient communication and consent
 - Be familiar with in-house guide manufacturing
 - Be able to manufacture transitional crowns with cerec technology
 - Understand Atlantis abutment workflow.

Learning content
In this session you will be shown how a digital workflow can be used to enhance the outcome of implants in the aesthetic zone, allowing you to predictably provide beautiful outcomes for your patients.

Development outcomes   

Speaker(s)
Leanne Branton

AESTHETIC & DIGITAL DENTISTRY THEATRE

SATURDAY 7 OCTOBER

09:15 - 10:00 **A dental lab perspective regarding bases on implant abutments**

- Aims**
- To provide an improved understanding of the different benefits of implant abutments.
- Objectives**
- Understand the difference between custom and standard implant abutments
 - Know how to improve communication between clinician and dental technicians
 - Have an improved understanding of the best solution for a patient.

Learning content

A lab technician's view regarding contrasting types of implant abutments and the benefits of guided surgery.

Development outcomes A C

Magdalena Frąckiewicz

11:05 - 11:50 **Accelerate your implant career: Take YEARS off your training pathway**

- Aims**
- Provide insight into the problems colleagues face when starting implant training and when they upskill
 - Discuss where and how to start and what to expect as your skills and confidence increase and you're ready to learn more.
- Objectives**
- Understand training pathways in implant dentistry and the different subfields which will require additional training and mentoring
 - Understand the hurdles to expect during an implant career and how to navigate them successfully.

Learning content

Pav will show you what to expect at each stage of your implant career. From starting your journey and getting the proverbial ball rolling, to upskilling and developing your skills and business. You'll learn hurdles to expect and how to navigate them so you can take years off training pathway.

Development outcomes B C D

Speaker(s)

Pav Khaira

12:00 - 12:45 **The influence of digital dentistry on daily practice**

- Aims**
- Illuminate the evolution of digital dentistry
 - Explore key digital technologies (e.g., CAD/CAM, CBCT) and highlight their impact on patient care and efficiency
 - Discuss the role of technology in enhancing patient communication
 - Delve into the future prospects, focusing on AI and robotics.
- Objectives**
- Learn digital dentistry's history, key technologies (CAD/CAM, digital radiography, CBCT, intraoral scanners, 3D printing) and their daily applications
 - Recognise benefits and challenges in integration for patient care and treatment accuracy
 - Comprehend its role in patient communication and satisfaction
 - Have an understanding of future prospects with AI, machine learning and robotics.

Learning content

This lecture delves into the the dramatic effects of digital dentistry on modern oral healthcare. Starting with an overview of digital dentistry, we explore the role of technology like CAD/CAM, digital radiography, CBCT, intraoral scanners and 3D printing in enhancing patient care and clinical efficiency.

Development outcomes C D

Speaker(s)

Adam Nulty

12:55 - 13:40 **Facially driven smile concepts in implantology**

- Aims**
- Provide an overview of how to effectively plan aesthetic implant treatment using digital dentistry tools.
- Objectives**
- Understand how to utilise digital dental tools for predictable aesthetic implant treatments.
- Learning content**
- This session will explore how to achieve predictable aesthic implant treatment by facially driven treatment planning.
- Development outcomes** C
- Chris Lefkaditis, Patrik Zachrisson

13:50 - 14:35 **Connecting the dots: Digital dental practice from the ground up**

- Aims**
- Provide an in depth examination of how to implement the current generation of intra-oral scanners and digital solutions in private practice
 - Demonstrate features of the iTero intraoral scanner in general dentistry, including timelapse, NIRI technology and restorative scanning.
- Objectives**
- Understand how implementation of a cohesive digital ecosystem including intra-oral scanners, patient management and treatment planning can benefit your practice
 - Understand how to tackle the learning curve associated with new technologies
 - Understand how to use the iTero intraoral scanner for preventive care.
- Learning content**
- As a practice owner building a squat practice, Dr Raj Juneja adopted digital tools across restorative, orthodontic and implant dentistry, and improved the standard of care. Join Dr Raj to hear his experience overcoming the challenges of implementation and optimising the use of iTero intraoral scanners across different disciplines to grow patient numbers.

Development outcomes A B C D

Speaker(s)

Rajvansh Juneja

14:45 - 15:30 **Non-surgical facial contouring using RF technology: Define by InMode**

- Aims**
- Discuss enhancing clinical practice by combining different treatments and medical device technology to achieve desirable age appropriate patient results.
- Objectives**
- Understand how to combine radio-frequency technology with other aesthetic treatments.
- Learning content**
- This session will provide delegates with the latest updates on facial definition using energy devices.
- Development outcomes** C
- Speaker(s)**
- Dil Kassam

15:40 - 16:25 **Marginal accuracy of single unit restorations using digital workflow vs analogue**

- Aims**
- Discuss the differences between digital and analogue impression techniques and design with respect to their impact on the final marginal adaptation of single unit fixed ceramic restorations.
- Objectives**
- Understand the differences between analogue and optical impressions
 - Understand the importance of good marginal adaptation
 - Understand computer assisted design and manufacturing process.
- Learning content**
- This session provides a closer look at marginal adaptation of crowns made in CEREC system with both research and clinical evidence against crowns made with traditional analogue workflow.
- Development outcomes** C
- Speaker(s)**
- Andreea Shavit

CLINICAL EXCELLENCE THEATRE

FRIDAY 6 OCTOBER

09:15 - 10:00 **WTF? What is the future? A brave new world driving behaviour change in oral healthcare teams**

- Aims**
- Understand why personalised dental medicine is the future for oral care and what it means
 - Appreciate the need to shift from managing periodontitis to gingivitis and why, from an oral and systemic health perspective
 - Understand the need to develop bi-directional working pathways with physicians and why it is important.
- Objectives**
- Understand why personalised dental medicine is the future for oral care and what it means
 - Appreciate the need to shift from managing periodontitis to gingivitis and why, from an oral and systemic health perspective
 - Understand the need to develop bi-directional working pathways with physicians and why it is important.

Learning content

This presentation will look at 21st century personalised dental medicine. It will start by examining challenges caused by periodontal diseases like gingivitis, and discuss how the patient must be at the centre of all we do. It will end by looking at multi-disciplinary teamwork between oral health professionals and medical colleagues, why it's important and how it can work in a bi-directional way.

Development outcomes A B C D

Speaker(s)

Iain Chapple

10:10 - 10:55 **WTF? What is the future? And where do I start?**

- Aims**
- Develop research critique skills
 - Understand the latest research on chemotherapeutic mouth rinses
 - Understand how research informs S3 guidelines.
- Objectives**
- Develop research critique skills
 - Understand the latest research on chemotherapeutic mouth rinses
 - Understand how research informs S3 guidelines.

Learning content

Provide an overview of the role of chemotherapeutics in biofilm prevention reviewing the latest mouth rinse evidence, why it's important for dental hygienists and therapists to review and critique research and how we can implement the results in our daily practice.

Development outcomes B C

Speaker(s)

Benjamin Tighe

11:05 - 11:50 **WTF? What is the future? Know your patient, change the outcome**

- Aims**
- Discuss human behaviour and personality types
 - Discuss the link between personality types and oral and systemic health
 - Present different approaches to OHI depending on personality type.
- Objectives**
- Understand human behaviour and personality types
 - Understand the link between personality types and oral and systemic health
 - Understand different approaches to OHI depending on personality type.
- Learning content**
- Inspiring behaviour change in patients can be challenging, but if we are to achieve the best oral health outcomes for them, we must persist in our efforts. This session will look at the four personality types, teaching you how to adapt your approach to each one. Delegates will learn three questions to ask every patient to establish their personality type and find out what makes them tick.
- Development outcomes** A C
- Speaker(s)**
- Laura Bailey

12:00 - 12:45 **Do beliefs and logic collide? Cognitive decline and periodontal diseases**

- Aims**
- Present the issues linking cognitive decline and the periodontal diseases.
- Objectives**
- Have an understanding of the evolving epidemiology of cognitive performance
 - Understand the evolving epidemiology of periodontal diseases
 - Recognise the difference between observed association and casual association
 - Help provide the basis for ensuring good patient care management.
- Learning content**
- This talk will examine the arguments for the relationship between cognitive performance and periodontal diseases
- Development outcomes** A C
- Speaker(s)** Paul Batchelor

14:00 - 14:45 **Early treatment and myofunctional orthodontics**

- Aims**
- Discuss practical aspects of the implementation of myofunctional treatment in your practice
 - Discuss the health implications of mouth breathing in children and adults
 - Identify the Myofunctional problems associated with malocclusion, TMJ and SDB
 - Discuss evaluation and diagnosis.
- Objectives**
- Learn how to diagnose breathing disorders, and how they influence occlusion development
 - Evaluate and implement initial treatment of soft tissue disorders associated with sleep breathing disorders, malocclusion and TMJ
 - Identify various dysfunctions and habits leading to breathing disorders.
- Learning content**
- This seminar aims to provide understanding of myofunctional evaluation of patients, which identifies breathing and myofunctional problems limiting facial growth resulting in malocclusion, as well as to provide the ability to treat myofunctional problems in children and adults.

Development outcomes C

Speaker(s) Niels van der Valk

15:00 - 15:45 **Excellence in record keeping: Clinical photography & intraoral scanning**

- Aims**
- Improve the quality of dental clinical photographs and intraoral scans in practice by sharing clinical tips
 - Provide an overview on national standards on photographic and digital records.
- Objectives**
- Gain further insight into orthodontic and dental photography
 - Understand how to achieve higher quality clinical photographs and intraoral scans
 - Learn more about the various intraoral scanners for orthodontic treatment and integration of digital scanning for orthodontic cases.
- Learning content**
- Clinical tips will be shared on how to produce high-quality photographs for orthodontic and restorative cases. An overview of standards and guidance in orthodontic photographic record keeping will be presented. Finally, an update on the use of intraoral scanning for orthodontic cases will be given.
- Development outcomes** A B C
- Speaker(s)** Meeral Makwana

16:00 - 16:45 **Guidelines and gums: Current concepts in the treatment of periodontitis**

- Aims**
- Provide an overview on the UK implementation of the European Federation of Periodontology S3 Level Guidelines for the Treatment of Periodontitis.
- Objectives**
- Understand the how the S3 Guidelines were formulated
 - Be able to implement the evidence-based steps involved in treating periodontitis
 - Understand when referral of periodontitis should be considered.
- Learning content**
- This session will look at the latest guidelines released for the treatment of periodontitis which have been adapted for use in the United Kingdom. It will provide the dental team with the key recommendations for taking a periodontitis patient through an appropriate clinical journey.
- Development outcomes** A C
- Speaker(s)** Devan S Raindi

CLINICAL EXCELLENCE THEATRE

SATURDAY 7 OCTOBER

09:15 - 10:00

Referral guidelines in orthodontics

Aims

- Discuss how various local dental factors can affect a patient's malocclusion
- Highlight the importance of referring at the appropriate time
- Discuss the treatment provided during various dental stages to address the patient's malocclusion.

Objectives

- Have an awareness of when to refer for various malocclusions
- Be able to make an appropriate and timely referral
- Have an awareness of the outcomes of late referrals

Learning content

To review the type of malocclusions which would warrant a referral to an orthodontist and discuss the ideal time to make referrals. This will include patients presenting with impacted canines, hypodontia, crossbites and severe skeletal discrepancies and those requiring interceptive treatment.

Development outcomes A B C D

Speaker(s)

Manpreet Gakhal

10:10 - 10:55

Endodontic retreatment: Decision-making and practical tips

Aims

- Present the indications of orthograde endodontic retreatment
- Discuss how to determine the case complexity
- Discuss practical challenges of safely regaining access
- Provide practical tips to systematically remove gutta-percha from the root canal system.

Objectives

- Be aware of indications of orthograde endodontic retreatment
- Know how to determine the case complexity
- Understand the practical challenges of safely regaining access
- Have practical tips to systematically remove gutta-percha from the root canal system.

Learning content

This session will initially cover the decision making around orthograde endodontic retreatment, more specifically indications and determining case complexity. This will then be followed by clinical tips on how to overcome the practical challenges of regaining access and removing gutta-percha.

Development outcomes C

Speaker(s)

Satnam Virdee

11:05 - 11:50

Class 3 malocclusions: Achieving great outcomes with the Invisalign system

Aims

- Describe the aims of orthodontic treatment in the management of adult patients presenting with class 3 malocclusions
- Demonstrate the use of 3D controls, occlusion tool and precision cuts in the planning process in ClinCheck Pro software
- Explain the challenges that are present in management of class 3 cases, and how dentist/patient expectations can be set from the first appointment.

Objectives

- Understand ideal treatment goals for finishing Class 3 malocclusions
- Understand how to translate the treatment goals for mild to moderate class 3 cases into the planning process with ClinCheck Pro software using 3D controls
- Understand how to select the correct elastics to reinforce anchorage in mild to moderate class 3 malocclusions.

Learning content

Dr Gina will demonstrate how to assess and treatment plan mild to moderate class 3 cases as a GDP to achieve functional and aesthetic outcomes. Learn the importance of diagnosis and understanding the severity of the malocclusion, and how to integrate intermaxillary elastics into class 3 treatments with the Invisalign System.

Development outcomes C

Speaker(s)

Gina Vega

12:00 - 12:45

Increase visibility, patients and profits with guided biofilm therapy

Aims

- Discuss how social media and digital presence can increase your visibility
- Discuss how to apply simple marketing strategies for patient growth
- Explore how direct access can be utilised.

Objectives

- Achieve social media mastery: dominate digital marketing and connect with your audience
- Know how to stand out from the crowd: Unlock easy marketing strategies for patient growth
- Know how to seize the opportunity and apply direct access for revenue growth and patient success.

Learning content

This presentation will focus on how you can grow your hygiene department using EMS - Guided Biofilm Therapy (GBT). Join Anna Middleton as she reveals her secrets to maximise your clinic visibility, market for growth at ZERO cost, and learn how profitable you can become.

Development outcomes A B D

Speaker(s)

Anna Middleton

14:00 - 14:45

Preventing the preventable: Daily interventions to help prevent caries in children

Aims

To provide an overview of childhood caries and strategies for daily caries prevention.

Objectives

- Understand the everyday caries challenge for children
- Review the dynamic process of dental caries
- Understand the 5 pillars of caries prevention.

Learning content

Join Dr Hurry as she discusses the reality of caries within the general population, the increasing risk of disease due to child oral health inequalities, and strategies for daily interventions to help prevent caries in children. This session explores five fundamental pillars of caries prevention and management.

Development outcomes C

Speaker(s)

Julia Hurry

CLINICAL EXCELLENCE THEATRE

SATURDAY 7 OCTOBER

15:00 - 15:45

Periodontitis vs lifestyle: The battle for periodontal supremacy

Aims

- Introduce the concept of lifestyle factors and its effect on periodontal diseases/ health
- Discuss the mechanisms between lifestyle factors and periodontal diseases/ health
- Discuss and demonstrate how tackling lifestyle factors can be incorporated into primary care.

Objectives

- Understand the biological mechanisms between lifestyle factors and periodontal diseases/ health
- Understand the current evidence base regarding lifestyle factors and their role in periodontal diseases/ health
- Gain insight into initiatives to tackle lifestyle factors in primary dental care.

Learning content

This talk provides an overview of key lifestyle factors identified as risk factors for periodontitis. By understanding the link between lifestyle factors and periodontitis, individuals can proactively adopt healthier habits. The talk highlights the pivotal role of dental professionals in promoting preventive measures and the significance of personalised treatment plans.

Development outcomes C D

Speaker(s)

Varkha Rattu

16:00 - 16:45

Crackin' On: The diagnosis and endodontic management of cracked teeth

Aims

Provide an overview of the assessment, diagnosis and endodontic management of vital and non-vital cracked and fractured teeth.

Objectives

- Understand the aetiology of cracks and identify the classification and types of cracks and fractures
- Enhance clinical and radiographic assessment to help diagnose cracks
- Understand the management options for vital and non-vital cracked teeth
- Manage patient expectations of prognosis.

Learning content

As we see a growing number of patients presenting with cracked and fractured teeth, the ability to save these teeth predictably has become more important. The presentation will discuss the assessment, diagnosis, endodontic management and patient management for vital and non-vital fractured teeth.

Development outcomes C

Speaker(s)

Risha Patel

DENTAL CARE PROFESSIONALS HUB

FRIDAY 6 OCTOBER

09:15 - 09:45 **Personalised care planning within the scope of practice of a dental hygienist or dental therapist**

Aims
Provide an update on the practicalities of personalised care planning within the scope of practice of a dental hygienist and dental therapist.

Objectives

- Understand the guidance relating to scope of practice
- Develop skills relating to formulating personalised care plans
- Be able to liaise with other members of the dental team to provide holistic care

Learning content
This presentation will discuss the role of dental hygienists and dental therapists in treatment planning within their scope of practice.

Development outcomes A B C

Speaker(s)
James Hyde

10:00 - 10:45 **STIs: Signs for the dental team to look out for**

Aims

- Familiarise dental professionals with the oral manifestations of various types of sexually transmitted diseases/infections
- Increase confidence in providing safer sex advice as part of oral health education.

Objectives

- Be able to recognise the most common STIs that manifest orally
- Be familiar with the different modes of STI transmission
- Be more confident in providing safer sex advice as part of oral health education.

Learning content
Rising rates of STIs and STDs globally demands a proactive approach to prevention and management. With millions of people visiting dental practices annually, dental professionals must be familiar with the oral signs of STIs and be able to offer guidance to patients about STIs and safer sex.

Development outcomes A C

Speaker(s)
Preetee Hylton

11:00 - 11:30 **Indemnity: What is it and why do I need it?**

Aims

- Explain the reasons why dental nurses need to hold adequate indemnity
- Provide examples of typical claims and common areas where dental nurses are vulnerable
- Outline the differences in types of cover available
- Give attendees the opportunity to ask questions about indemnity insurance.

Objectives

- Understand the importance of holding indemnity in order to practice as a dental nurse
- Have knowledge of common situations where dental nurses might need assistance from an indemnity provider
- Have a basic understanding of the types of indemnity arrangements available and the differences between them
- Be able to make a more informed choice about why and how dental nurses should look for indemnity.

Learning content
We will look at what indemnity is, why it is important for dental nurses to hold it, key elements of cover, examples of claims, and what indemnity options are available for dental nurses.

Development outcomes A D

Speaker(s)
Jo Clift

11:45 - 12:15 **Ethical challenges in dental nursing: Navigating complex situations with professional integrity**

Aims

- Examine ethical complexities in dental nursing
- Explore integrity preservation in intricate scenarios
- Highlight patient autonomy, confidentiality, and ethical decision-making importance for quality care.

Objectives

- Understand various ethical challenges encountered in dental nursing
- Acquire strategies to uphold professional integrity in complex situations
- Recognise the significance of patient autonomy, confidentiality, and ethical decision-making to ensure high-quality care.

Learning content
Addressing intricate ethical issues in dental nursing, focusing on upholding professionalism, patient rights, and autonomy, and navigating moral dilemmas with integrity.

Development outcomes A B D

Speaker(s)
Rebecca Silver

12:30 - 13:00 **Increase visibility, patients and profits with guided biofilm therapy**

Aims

- Discuss how social media and digital presence can increase your visibility
- Discuss how to apply simple marketing strategies for patient growth
- Explore how direct access can be utilised.

Objectives

- Achieve social media mastery: dominate digital marketing and connect with your audience
- Know how to stand out from the crowd: Unlock easy marketing strategies for patient growth
- Know how to seize the opportunity and apply direct access for revenue growth and patient success.

Learning content
This presentation will focus on how you can grow your hygiene department using EMS - Guided Biofilm Therapy (GBT). Join Anna Middleton as she reveals her secrets to maximise your clinic visibility, market for growth at ZERO cost, and learn how profitable you can become.

Development outcomes A B D

Speaker(s)
Anna Middleton

DENTAL CARE PROFESSIONALS HUB

FRIDAY 6 OCTOBER

13:15 - 13:45 **Implementing and utilising a clinical treatment coordinator**

Aims

- Discuss how implementing a clinical treatment coordinator can improve communication between patients and colleagues
- Discuss how a clinical treatment coordinator can work effectively within a team acting in the patient's best interest
- Discuss scope of practice
- Discuss ways of putting patients' interests first and maintaining professionalism and confidentiality.

Objectives

- Understand clear career progression pathways from dental nurse to clinical treatment coordinator
- Develop knowledge and skills to progress dental nursing career and optimise the scope of practice.

Learning content
This session will cover the benefits of successfully implementing a clinical treatment coordinator within the patient journey. It will provide an understanding of how dental nurses can progress into the role of a clinical treatment coordinator and fully utilise their scope of practice.

Development outcomes A B C D

Speaker(s)
Brittany Pittham

14:00 - 14:45 **Head and neck cancer and the importance of long term support**

Aims

- Provide an increased understanding of the importance of communication
- Provide an increased understanding of the difficulties for head and neck cancer patients before, during and after treatment
- Help dental professionals to feel supported with practical suggestions for managing long-term oral effects.

Objectives

- Have a better understanding of a head and neck cancer patient's journey
- Understand the dental team's role in the journey of a head and neck cancer patient
- Understand some of the long-term effects of treatment on the oral cavity.

Learning content
This presentation explores how mouth care is pivotal for the health of head and neck cancer patients. As diagnoses are increasing, we shall care for these patients more frequently. A collaboration of medical and dental professionals will enable patients to receive the best comprehensive care.

Development outcomes A B C

Speaker(s)
Jocelyn Harding

15:00 - 15:45 **Are you sitting comfortably? The importance of posture and why sitting chairside could end up being detrimental to your health**

Aims

- Provide insight into a specific area of human factors
- Discuss an area that is often overlooked, yet is vital in the safe practice of the dental team
- Make clear that a safer team is most likely to provide safer care and treatments.

Objectives

- Appraise the links between posture and workstations
- Prioritise healthy working and safer patient care
- Examine changes that could be implemented to support the dental team
- Correlate the field of human factors and the delivery of dental care.

Learning content
DCPs will often have aches and pains which generally come down to poor position and working in a compromised setting. Back, neck, shoulder, wrist and hand pain are prominent deciding factors in early retirement or changing jobs. This session will discuss how it can go wrong and how to pre-empt it.

Development outcomes A B D

Speaker(s)
Fiona Ellwood

16:00 - 16:30 **How will dental hygienists retain their dental nurse clinical support?**

Aims

- Outline the dental nurse workforce retention challenges within the UK
- Explain that the data focuses on dental hygienists, rather than dental hygienists and dental therapists
- Examine factors that dental nurses, who provide clinical support to dental hygienists, say affect DN workforce retention
- Explore factors, options and opportunities to positively encourage DN workforce retention in the future.

Objectives

- Gain awareness of the DN workforce retention challenges
- Acquire an appreciation of the factors that positively influence workforce retention for dental nurses providing clinical support to dental hygienists.
- Reflect on factors, options (and opportunities) available to dental hygienists (and dental therapists) wishing to retain dental nurse clinical support.

Learning content
The aim of this session is to raise awareness of the factors aiding in the retention of dental nurses (DN) who provide clinical support to dental hygienists within the UK.

Development outcomes B

Speaker(s)
Debbie Reed

DENTAL CARE PROFESSIONALS HUB

SATURDAY 7 OCTOBER

09:15 - 09:45 **Let's make every contact count! Effectively utilising chair time to improve patients' oral and general health**

- Aims**
- Provide the audience with an overview of some brief interventions to maximise the time spent with a patient during an appointment
 - Encourage broader thinking and conversation with the patient, considering their oral health alongside their general health
 - Utilise evidence-based knowledge to support these conversations.

- Objectives**
- Be confident in offering advice about smoking cessation and appropriate alcohol consumption
 - Be able to provide dietary advice, and discuss this in relation to oral and general health
 - Be competent in explaining links between oral and general health to patients in a holistic manner.

Learning content
By seeing patients regularly, we build good relationships with them; they seek our advice, and trust what we tell them. We are ideally placed to use this precious appointment time to broaden our discussions and link their oral health with their general health – let's make every contact count!

Development outcomes **A** **C** **D**

Speaker(s)
Miranda Steeples

10:00 - 10:30 **Teamwork makes a dream work: Establishing effective communication within the dental team**

- Aims**
- Discuss the importance of teamwork
 - Present examples of effective communication
 - Motivate, inspire and empower the dental team.

- Objectives**
- Understand the importance of teamwork
 - Learn methods for effective communication with other dental team members
 - Learn examples of team building activities.

Learning content
This session covers the importance of teamwork and effective communication within the dental team. Learn how to improve communication within the practice, and discover team building activities to strengthen the working relationships between team members.

Development outcomes **A** **B** **D**

Speaker(s)
Emilia Forrester

10:45 - 11:30 **Assessing the results of the Dental Nurse Retention Survey 2023**

- Aims**
Raise awareness of the factors aiding in the retention of the Dental Nurse (DN) within the dental workforce in the UK.
- Objectives**
- Understand the DN workforce retention challenges within the UK
 - Know the factors that dental nurses say affect DN workforce retention
 - Understand factors, options (and opportunities) to positively encourage DN workforce retention in the future.

Learning content
Between January and March 2023 over 3500 Dental Nurses responded to the comprehensive 'Dental Nurse Retention Survey'. The analysis of the data is due to be published in September 2023 as part of the Dental Nurse Retention Report 2023. Today Dr Debbie Reed will share some of the key findings.

Development outcomes **B** **D**

Speaker(s)
Debbie Reed

11:45 - 12:30 **Residual protein on surgical instruments and why is it so important to remove it**

- Aims**
- Educate the profession on the importance of disinfection and sterilisation
 - Present the benefits that disinfection and sterilisation brings to patient outcomes.

- Objectives**
- Understand the importance of disinfection and sterilisation
 - Understand the benefits that disinfection and sterilisation have on patient outcomes
 - Be able to identify some of the false claims made by suppliers.

Learning content
Residual protein left on surgical instruments after processing can lead to poor disinfection and sterilisation. This is widely recognised within the NHS as one of the primary causes of theatre-borne infection.

Development outcomes **C**

Speaker(s)
David Jones

12:45 - 13:30 **BrightBites: The critical role of volunteering in improving children's oral health**

- Aims**
- Discuss how outreach campaigns can be adapted to ensure that the hardest to reach and most under-served groups have the chance to access and benefit from oral health information sessions
 - Give DCPs the information and resources to deliver charitable oral health education programmes.

- Objectives**
- Have a better understanding of volunteering opportunities with DentaId the Dental Charity in the UK and around the world
 - Understand that volunteering is an effective way to deliver oral health messages.

Learning content
This session will address how volunteering for a charity can be an effective way to improve children's oral health in the UK and overseas.

Development outcomes **A**

Speaker(s)
Jill Harding

DENTAL CARE PROFESSIONALS HUB

SATURDAY 7 OCTOBER

13:45 - 14:30 **Coaching and mentoring for dental nurses**

- Aims**
- Introduce the concept of coaching
 - Introduce the concept of mentoring
 - Identify the key differences between coaching and mentoring
 - Evaluate the benefits of coaching and mentoring for teams and individuals.

- Objectives**
- Know how to embed a culture of coaching and mentoring in your workplace
 - Be able to identify the difference between coaching and mentoring
 - Understand how coaching and mentoring can enhance an individual and the whole dental nursing team.

Learning content
Coaching and mentoring are two approaches that can support individuals and teams to identify their goals and reach their full potential. We will explore the difference between coaching and mentoring, and identify the value that these development techniques bring, both personally and professionally.

Development outcomes **A** **B**

Speaker(s)
Sally Khawaja

14:45 - 15:30 **The future of treatment coordination**

- Aims**
- Understand the current and future use of the TCO role
 - Explain to delegates how they can grow their dental clinic and improve patient experience by using a treatment coordinator.

- Objectives**
- Learn how to maximise and fully utilise the treatment coordinator role in clinic
 - Understand the myths that surround the role
 - Understand how best to start out in the TCO role
 - Learn how to plan for the role to grow your dental business.

Learning content
This session will engage and excite the delegates as to how they can grow their dental clinic and patient experience by using a treatment coordinator. The session will also debunk myths about the role to allow everyone to fully understand the current and future use of the role successfully.

Development outcomes **A** **B**

Speaker(s)
Laura Horton

15:45 - 16:30 **Dysfunctional breathing and its effect on oral health**

- Aims**
- Introduce participants to common causes of nasal dysfunction
 - Discuss how nasal dysfunction can impact negatively on oral and systemic health.

- Objectives**
- Be able to describe the common causes of nasal dysfunction
 - Be able to interpret the impact of nasal dysfunction on the oral environment
 - Be able to analyse the use of functional foods to enhance oxygenation and biofilm disruption
 - Be able to give simple home care advice to improve nasal breathing and pathways for those needing extra support.

Learning content
With a growing interest in airway and sleep disordered breathing and its impact on dental and general health, this session will explain why breathing mechanics are so important to understand for DCPs, and how we can help support patients who present with dysfunction.

Development outcomes **A** **C**

Speaker(s)
Caroline Smith

DSO GROWTH WORKSHOP

FRIDAY 6 OCTOBER

09:30 - 10:15 A pain-free career, both physically and mentally... is it possible?

- Aims**
- Provide real world solutions, tips and hacks that you can begin adopting the same day
 - Demonstrate how to adopt a change of mindset, a change of attitude and enthusiasm for your career, long life and retirement ahead.

- Objectives**
- Understand how a long, healthy, pain-free career is possible
 - Understand the breath-emotion-brain connection
 - Understand why we are both winners and victims of our own brilliance and evolution.

Learning content
A high-energy, fast-paced presentation on the human condition. Why everyone working in the profession does not need to suffer mentally or physically if they adopt the right daily habits and behaviours. There is no point 'wanting' to change. You must 'decide' to change. John will show you how.

Development outcomes B

Speaker(s)
John Bennett

10:30 Reinventing leadership in dental organisations

- Aims**
- Stimulate thinking around what it takes to create high performance within a growing organisation, versus running a business
 - Provide insights as to the specific challenges of evolving a positive working environment when you don't have direct influence.

- Objectives**
- Know the most important area to invest in to provide your DSO with a competitive edge
 - Know the differences in leadership requirements and team engagement in a larger organisation
 - Know why successful DSO leadership is not a formula, system, or a methodology to be implemented
 - Know the difference between engaging to involve and sharing to direct.

Learning content
Creating success in one practice is often hands-on, where you can personally engage your team, excite them about the Vision and move toward success together. But what happens when you scale and you can't be everywhere at once? Lyn shares her experience of how to facilitate this so you can focus on strategy, rather than day-to-day troubleshooting.

Development outcomes A B

Speaker(s)
Lyn Paxman

11:30 - 12:15 Navigating the current debt funding market

- Aims**
- Provide an overview of corporate structure of dental groups
 - Provide an update on current rates and pricing structure of debt facility
 - Give an overview of the different finance structures available for practice owners looking to scale
 - Explain the pros and cons of organic vs. inorganic growth.

- Objectives**
- Have knowledge of acquisition structures
 - Be able to identify pitfalls which are common in dental acquisitions
 - Have an awareness of what a buyer needs to prepare in order to commence a buy and build strategy.

Learning content
Join this panel discussion which brings together financial experts, a solicitor, and a dental group CEO to shed light on the current debt funding market. Uncover valuable insights on available funding options and requirements to make informed financial decisions for your dental business' success.

Development outcomes B D

Speaker(s)
Andrew Casey, Gemma Mintram, James Morter, Dev Patel

12:30 - 13:15 What you need to know about company culture when buying a new practice

- Aims**
- Provide insight on what questions to ask when purchasing a practice
 - Discuss the core values and morale of the team
 - Discuss what processes to have in place when communicating with the team on the business goals/growth
 - Discuss how to promote strong company culture, collaboration of teamwork, and to highlight the significance of patient-first ethos.

- Objectives**
- Know what questions to ask the principal and PM on team morale and core values
 - Understand the importance of due diligence within the practice culture and how the practice delivers a patient-centric journey
 - Be able to promote open communication for the growth and success of the business.

Learning content
This session provides insight into the crucial aspects of practice culture, team morale, and the importance of core values. It emphasises the integral role that open communication plays in the growth and success of the business. It will also highlight the importance of a 'patient-first' ethos in DSOs.

Development outcomes A B D

Speaker(s)
Polly Bhambra

13:30 Customer service marketing for growth

- Aims**
- Discuss why hotels strive to provide a phenomenal customer service experience
 - Discuss the importance of brand standards and ensuring every team member provides a consistent 5-star service experience
 - Discuss how to elevate the way we interact with clients to create raving loyal fans.

- Objectives**
- Understand why hotels strive to provide a phenomenal customer service experience
 - Understand the importance of brand standards and ensuring every team member provides a consistent 5-star service experience
 - Know how to elevate the way we interact with clients to create raving loyal fans.

Learning content
Customer Service Clinic will teach your team secrets from the 5-star hotel industry. Learn to build your brand without spending more on marketing and develop important skills taught by a concierge to VIP's and celebrities. Most businesses deliver precisely what a client expects, leaving them feeling indifferent. Learn to exceed client expectations consistently and effortlessly every time.

Development outcomes B

Speaker(s)
Ramin Semsarilar

14:30 - 15:15 Dental practice sales: The inside tract – a panel discussion

- Aims**
- Provide an update on the latest goings on in the practice sales market, not just in terms of valuation but in terms of legal and taxation considerations
 - Give an overview of what life is like working for a dental consolidator: what changes and what doesn't
 - Provide an update on the latest benchmarking statistics in the running of dental practices and what forces are affecting these.

- Objectives**
- Understand how benchmarking influences practice valuations
 - Understand how tax plays a key part in the structuring of a dental practice transaction
 - Be able to demonstrate an understanding of the legal and diligence process undertaken in the sale of a dental practice.

Learning content
This discussion will cover the journey of selling a dental practice both to an independent purchaser and to a dental practice consolidator. The panel of experts will discuss the life cycle of planning a sale and advise on how potential hurdles can be recognised early and how to increase value.

Development outcomes B

Speaker(s)
Luke Moore, Nick Moore, Richard Keeler, Russell Abrahams, Maurice Sims

DSO GROWTH WORKSHOP

SATURDAY 7 OCTOBER

09:30 - 10:15 Setting clear goals for dental practice growth

- Aims**
- Discuss formulating plans around 90-day cycles
 - Demonstrate how to achieve marginal gains in each 90-day cycle.

- Objectives**
- Establish goals across 6 key areas of business and 6 key areas of your personal life
 - Create the financial, marketing, patient experience, operational and people systems that will facilitate the achievement of these goals
 - Be able to conduct a SWOT analysis of your current business to identify and prioritise your next steps.

Learning content
Are you ready to: Double your earnings over the next 3 years? Double your practice's goodwill value? Create a truly self-managing dental business? Become one of the best dental practices or groups in the UK? Join this session to find out how.

Development outcomes A B D

Speaker(s)
Christopher Barrow

10:30 - 11:15 Dental Implant essentials: What every general dentist needs to know

- Aims**
- Cover the basics of implant anatomy
 - Cover the basics of implant recalls and required maintenance
 - Discuss how to assess peri implant soft tissues
 - Discuss how to identify key issues with implant positioning.

- Objectives**
- Understand implant anatomy
 - Be able to implement implant recall appointments
 - Be able to identify periimplantitis and peri-implant mucositis
 - Have and understanding of optimal implant positioning.

Learning content
This lecture discusses essential information all general dentists need to deal with implants. Learn about maintaining the implant itself, recording essential information, the legal requirement for offering this as an option to patients, and training pathways for dentists, including the level 7 PG diploma and master's degree offered by the implant institute in Twyford.

Development outcomes C

Speaker(s)
Avik Dandapat

11:30 - 12:15 Stop surviving and start thriving: How to transform your practice with Invisalign

- Aims**
- Provide an understanding of the mindset needed and how leading Invisalign providers need to think to be successful
 - Highlight the importance of leadership to set a vision for the practice which everyone buys into and work towards.

- Objectives**
- Know how to implement simple strategies to increase Invisalign case volume
 - Understand the importance of leadership.

Learning content
Diamond Apex Provider and founder and CEO of three private dental brands, Dr Sandeep Kumar's session will delve into the simple pillars that underpin his successful Invisalign businesses. Easy to digest and implement, Sandeep will provide tactics, inspiration and encouragement to drive real results by focusing on a niche treatment.

Development outcomes B

Speaker(s)
Sandeep Kumar

12:30 - 13:15 Efficiency creating opportunity: How SAAS can help achieve growth ambitions for a DSO

- Aims**
- Discuss the relevance and transformative potential of Software as a Service (SaaS) in Dental Service Organisations (DSOs)
 - Explore how SaaS can streamline administrative processes, improve patient engagement, and enhance data utilisation within DSOs
 - Provide a roadmap for DSOs to effectively implement and integrate SaaS solutions into their operations for sustainable growth.

- Objectives**
- Be able to differentiate between traditional software models and SaaS, recognising the advantages of the latter in healthcare settings
 - Be able to identify areas within DSO operations where SaaS tools can be used for efficiency, improved patient interaction, and data-driven decision-making
 - Gain insight into best practices for selecting, implementing, and monitoring SaaS tools.

Learning content
In today's rapidly evolving digital landscape, the dental sector stands to gain immensely by embracing technological advancements. This lecture delves into the transformative power of Software as a Service (SaaS) for Dental Service Organisations (DSOs).

Development outcomes B

Speaker(s)
Jin Vaghela, Kish Patel

13:30 - 14:15 A pain-free career, both physically and mentally... is it possible?

- Aims**
- Provide real world solutions, tips and hacks that you can begin adopting the same day
 - Demonstrate how to adopt a change of mindset, a change of attitude and enthusiasm for your career, long life and retirement ahead.

- Objectives**
- Understand how a long, healthy, pain-free career is possible
 - Understand the breath-emotion-brain connection
 - Understand why we are both winners and victims of our own brilliance and evolution.

Learning content
A high-energy, fast-paced presentation on the human condition. Why everyone working in the profession does not need to suffer mentally or physically if they adopt the right daily habits and behaviours. There is no point 'wanting' to change. You must 'decide' to change. John will show you how.

Development outcomes B

Speaker(s)
John Bennett

ENHANCED CPD THEATRE

FRIDAY 6 OCTOBER

09:15 **Sustainability in dentistry**

10:00

Aims

- Provide attendees with an understanding of sustainability
- Discuss how the dental profession can contribute to the key issues involved in sustainability.

Objectives

- Have an understanding of what sustainability means
- Appreciate activities that have an impact in dental care delivery
- Recognise changes that the individual can make
- Be aware of sources of information.

Learning content

Sustainability is a term that refers to the ability of the environment, economy and society to meet the needs of the present without compromising the future. This session will address the challenges of meeting the care needs of the population, and explore how the dental profession can help.

Development outcomes  

Speaker(s)

Paul Batchelor

10:15 **Tooth wear: From treatment plan to plan of treatment**

11:00

Aims

- Discuss case assessment and setting objectives for the planned treatment
- Describe the development of treatment plans and sequencing of treatment in tooth wear cases in order to achieve the planned objectives.

Objectives

- Recognise the rationale for different treatment strategies in wear cases
- Improve your ability to plan and sequence treatment for tooth wear management, particularly in cases requiring multiple treatment modalities
- Understand the sequencing/staging of treatment, including provisionalisation where required.

Learning content

Discussion of the assessment and management of tooth wear cases, with reference throughout to worked clinical examples. Treatment planning strategies will be discussed, along with how to tailor and sequence the treatment plan according to the individual case objectives.

Development outcomes  

Speaker(s)

Hannah Beddis

11:15 **Infection control update: The importance of equipment servicing, maintenance and validation**

12:00

Aims

- Provide an update on all aspects of equipment servicing, maintenance, and validation.
- Provide an opportunity to hear from and ask questions of a manufacturer, a service provider, a practice compliance advisor, and an equipment user.

Objectives

- Understand what equipment servicing, maintenance and validation is required for compliance
- Understand why regular servicing, maintenance and validation will help ensure the reliability and longevity of equipment
- Understand the difference between HTM 01-05 and the manufacturer's instructions
- Be able to plan all necessary equipment servicing, maintenance and validation.

Learning content

Equipment servicing, maintenance, and validation are all essential for effective infection prevention and control. This session looks at how this will also ensure the reliability and longevity of your equipment, and give you peace of mind that you are compliant with regulatory requirements.

Development outcomes  

Speaker(s)

Patricia Langley

12:10 **Cancer and general practice**

12:55

Aims

- Present the common signs and symptoms of oral cancer
- Discuss managing patients' expectations and communication
- Discuss how a diagnosis might affect you as the clinician
- Discuss how to create an oral cancer strategy for the dental team.

Objectives

Be more confident about identifying oral cancer in the early stages and assessing patients at higher risk.

Learning content

This presentation prepares you for the day when you have that prickle down the back of your neck, when you find something which sets a patient down a truly life-changing path. Learn how to create an oral cancer strategy that allows you and your practice to manage high-risk patients and those going through their cancer journey.

Development outcomes    

Speaker(s)

Ben Atkins

13:05 **Record-keeping in the real world of general dental practice**

13:50

Aims

Provide an overview of the current guidance and best practice for dental record-keeping.

Objectives

- Understand what constitutes effective record-keeping in dentistry
- Understand the dento-legal issues that can arise when storing, sharing and disposing of patient records.

Learning content

This lecture will discuss the importance of comprehensive and accurate record-keeping, and why it is fundamental for good clinical practice and essential for delivering quality patient care.

Development outcomes  

Speaker(s)

Abhi Pal

14:00 **An update from CQC on our new regulatory framework**

14:45

Aims

- Explain what is changing at CQC and what it will mean for dentists
- Delve a little deeper into oral health assessments and what to prepare for
- Discuss the benefits of the new regulatory framework.

Objectives

- Have an enhanced understanding of the CQC's new Single Assessment Framework
- Understand what the new regulation will mean for dental practices
- Know what to expect when the new regulation is introduced.

Learning content

Join Rob Middlefell, National Professional Advisor for Dentistry, to hear about the latest developments at CQC. Participants will gain an understanding of CQC's new Single Assessment Framework, what it means for dental practices and what to expect from the new regulatory process.

Development outcomes  

Speaker(s)

Rob Middlefell

ENHANCED CPD THEATRE

FRIDAY 6 OCTOBER

14:55 **Safeguarding in dentistry**

15:40

Aims

- Raise awareness about the importance of safeguarding within the dental profession
- Educate dental professionals on identifying signs of abuse or neglect in patients.

Objectives

- Develop the ability to recognise and respond to potential signs of abuse or neglect in dental patients
- Acquire strategies for establishing effective communication and rapport with patients to create a safe and open environment
- Understand the importance of interdisciplinary collaboration and professional responsibility in safeguarding vulnerable individuals within the dental practice.

Learning content

This talk outlines the crucial role of dental professionals in ensuring the safety of their patients. The talk discusses identifying signs of abuse or neglect, establishing effective communication with patients and collaborating with other healthcare professionals to protect vulnerable individuals.

Development outcomes  

Speaker(s)

Rebecca Silver

15:50 **How to make your dental practice inclusive**

16:35

Aims

- Present management strategies for managing patients with additional needs in general practice
- Discuss the remit of special care dentistry and when to refer.

Objectives

- Understand which patient groups have additional needs
- Know how to adapt dental care for these patients in general dental practice
- Know what support is there for patients who cannot be managed in practice.

Learning content

People with additional needs often need adaptations to their dental care which is the responsibility of the entire dental team. This talk will cover top tips when managing patients with additional needs.

Development outcomes   

Speaker(s)

Natalie Bradley

ENHANCED CPD THEATRE

SATURDAY 7 OCTOBER

09:15 - 10:00 The mental health and wellbeing of dental staff

Aims

- Provide an overview of the published information on the wellbeing of the dental team, including the impact of stress and burnout
- Present evidence-based approaches to tackling the impact of stress and burnout on wellbeing.

Objectives

- Understand the impact of burnout and stress on wellbeing amongst members of the dental team
- Identify the common sources of stress identified in dental practice
- Describe techniques for alleviating work-related stress in dental settings
- Plan steps to alleviate personal stress.

Learning content

The practice of dentistry is challenging, and there is a body of evidence demonstrating high levels of stress-related burnout amongst dental practitioners. This talk explores some common sources of stress and will outline evidence-based approaches to managing the wellbeing of the dental team.

Development outcomes A B

Speaker(s)

Tim Newton

10:15 - 11:00 Keynote session: Addressing the latest developments affecting the dental profession

Aims

- Discuss the state of play of dentistry after the pandemic
- Discuss the role the BDA plays in influence regulation, education, workforce and public contracts
- Discuss where dentistry is heading in the future
- Provide guidance on how to stay ahead of developments, both professionally and for business.

Objectives

- Understand where dentistry is post pandemic
- Know how the BDA is involved in influence regulation, education, workforce and public contracts
- Understand where dentistry is heading and how you can affect change and be ahead of developments, both professionally and for your business.

Learning content

The BDA helping you understand the current landscape in dentistry across the UK and the structural and political changes that influence that.

Development outcomes A B D

Speaker(s)

Eddie Crouch

11:15 - 12:00 Behaviour change for the dental team

Aims

- Provide an overview of the importance of behaviour change in the maintenance of oral health
- Outline a model of behaviour change in dental practice
- Identify techniques for enhancing capability, opportunity and motivation for behaviour change
- Identify techniques to ensure the long-term maintenance of behaviour change.

Objectives

- Understand the importance of behaviour change in the maintenance of oral health
- Understand a model of behaviour change in dental practice
- Have techniques for enhancing capability, opportunity and motivation for behaviour change
- Have techniques to ensure the long-term maintenance of behaviour change.

Learning content

Behaviour of patients is central to the maintenance of good oral health. This session explores the importance of behaviour change in dental practice and outlines a model of how best to promote and maintain behaviour change. Finally, it will address how to ensure that behaviour change is maintained over the long term.

Development outcomes A C

Speaker(s)

Tim Newton

ENHANCED CPD THEATRE

SATURDAY 7 OCTOBER

12:10 - 12:55 An update on mouth cancer

Aims

- Present the risk factors and risk management
- Discuss how to take an effective history and oral cancer screening
- Discuss the importance of early detection and how to raise awareness of mouth cancer.

Objectives

- Revise the risk factors and risk management
- Know how to take an effective history and oral cancer screening
- Understand the importance of early detection and how to raise awareness of mouth cancer.

Learning content

This lecture will outline the facts and figures on mouth cancer, common risk factors and how to carry out an effective history and screening. It will also cover the role of the dental team, the role of the Mouth Cancer Foundation and how dental practices can build awareness around the disease.

Development outcomes C D

Speaker(s)

Tripat Mahajan

13:05 - 13:50 Can I give them the records?

Aims

Clarify some of the frequent dentolegal questions asked about the confidentiality aspects of disclosure of dental records.

Objectives

- Know how to confidently respond to requests for records by patients and third parties
- Know what questions may need to be asked before disclosing patients' records
- Know what is meant by 'in the public interest'.

Learning content

The session discusses the confidentiality aspects of disclosing dental records and will assist practices in effectively responding to requests from patients and third parties. It discusses how to ensure compliance with confidentiality regulations and explores the concept of 'in the public interest'.

Development outcomes A B C D

Speaker(s)

Susie Sanderson

14:00 - 14:45 Managing medical emergencies in the dental practice

Aims

- Enable the early recognition and management of deterioration in a patient that can become medically compromised during their dental treatment
- Discuss how to use a patient's mandatory drugs during a medical emergency.

Objectives

- Have an increased awareness and management of medical emergencies within dental practice
- Understand the mandatory audit processes for emergency drugs to use in medical emergencies
- Know how to deal with an unconscious patient
- Be able to recognise and manage suspected sepsis.

Learning content

This session will ensure that delegates have an up to date knowledge in order to sustain life in a real life medical emergency that are commonly experienced in a general dental practice

Development outcomes A B C D

Speaker(s)

Sukhvinder Atthi

14:55 - 15:55 Trauma informed dentistry workshop

Aims

- Share evidence-based learning on working with patients with trauma
- Explain how traumatic life events impact oral health across the lifespan
- Discuss the dental service needs of survivors of trauma
- Present trauma awareness skills that can be implemented immediately.

Objectives

- Know what trauma informed dentistry is
- Understand why it is needed, especially when working with inclusion health groups
- Be able to apply the trauma informed values and principles to dental care
- Know where to find resources and information to further trauma informed practice.

Learning content

Dentistry can be challenging for patients with traumatic life events. Many dental professionals feel ill-equipped to treat such patients. This session will introduce trauma informed dentistry and how dental teams can support some of the most vulnerable people in our society with their oral health.

Development outcomes A D

Speaker(s)

Nilufar Ahmed, Christina Worle, Sophie Olson

16:05 - 16:50 Complaints handling: A step-by-step approach

Aims

- Highlight the key stages of the complaint handling process by discussing worked examples
- Discuss how early intervention can help to avoid unnecessary escalation of a complaint
- Present the differing requirements for responding to verbal and written complaints
- Highlight the importance of self-care when in receipt of a complaint.

Objectives

- Know the key stages of the complaint handling process
- Understand how early intervention can help to avoid unnecessary escalation of a complaint
- Know the differing requirements for responding to verbal and written complaints
- Understand the importance of self-care when in receipt of a complaint.

Learning content

In collaboration with Dental Protection, this session uses real life examples to present a step-by-step approach to handling complaints. Covering verbal and written complaints, delegates will gain insight into how complaints can be effectively handled to facilitate early resolution.

Development outcomes A D

Speaker(s)

George Wright

PRACTICE OWNERS & BUSINESS MANAGEMENT THEATRE

FRIDAY 6 OCTOBER

10:10 **Dealing with the common challenges facing practice owners: Vicarious liability, non-delegable duty and understanding the effects of NHS top-up fees**

Aims

Discuss the challenges faced by practice owners in relation to vicarious liability and non-delegable duty and the possible implications of the GDC "top up fees" case.

Objectives

- Review how non-delegable duty affects dental practice owners
- Consider how practice owners might mitigate the risks of this
- Reflect on the origins of the "top up fees" issue
- Explore how dental practices might respond to this hybrid NHS payment model.

Learning content

In this session, we delve into the common challenges faced by practice owners, specifically vicarious liability, non-delegable duty, and the effects of NHS top-up fees. The session aims to equip practice owners with the valuable insights needed to navigate these challenges successfully.

Development outcomes **B** **D**

Speaker(s)

Len D'Cruz

11:15 **Money makes the world go round: Top tips**

11:45 **Aims**

Present top tips on dental practice values, practice and personal finance, tax, protection and increasing wealth.

Objectives

- Know more about the current dental sales market
- Learn top tips on ways to improve practice values
- Learn top tips about practice and personal finance
- Learn top tips regarding tax, protection and how to grow wealth.

Learning content

In this session, Chris Strevens will cover top tips on dental practice values; practice and personal finance; tax; protecting yourself; growing your wealth.

Development outcomes **C**

Speaker(s)

Chris Strevens

12:00 **Boost practice revenue with waiting room TV**

12:30 **Aims**

- Discuss how practice teams can effectively communicate to patients through digital media about oral healthcare and prevention, routine and cosmetic treatments and procedures and clinics offered at the practice
- Discuss how digital media can lead to increased patient knowledge, compliance and consent, and a potential increase in revenue.

Objectives

- Know how to communicate effectively to patients
- Know how to increase compliance and consent by building trust
- Develop management skills
- Develop a consolidated marketing approach amongst the practice team.

Learning content

Do you feel obliged to educate your clients? Would you like to upsell your offers, health plans, treatments and clinics? Increase compliance and consent? Waiting room TV can increase practice efficiencies, improve the client journey and increase practice revenue.

Development outcomes **A** **B**

Speaker(s)

Ben Shepherd

12:45 **Revolutionising dental marketing: A strategic funnel approach to engaging and growing your patient base**

Aims

- Discuss the modern challenges and opportunities in dental marketing
- Introduce the strategic marketing funnel as a solution to these challenges, guiding attendees through its stages and effectiveness
- Explore the use of advanced marketing strategies to convert potential leads into committed dental patients

Objectives

- Gain a comprehensive understanding of the modern dental marketing landscape and its inherent challenges
- Identify and implement the stages of a strategic marketing funnel in practice
- Have enhanced skills in tailoring marketing strategies, focusing on conversion from ad views to treatment commitments
- Have clearer insight into the intersection between marketing, strategy and technology.

Learning content

In today's rapidly evolving dental sector, traditional marketing no longer suffices. Join Ash, founder of Denteel Marketing and an Oxford, INSEAD, and MIT alumnus with background in AI and Data at KPMG, as he unveils a transformative approach to marketing bolstered by specific case studies and data.

Development outcomes **B**

Speaker(s)

Ash Sacha Golestani

13:30 **Charting your practice's future: How culture, strategy and software create success**

Aims

To share best business practice in order help principals and managers make lasting improvements that ultimately increase the bottom line and team engagement.

Objectives

- Reflect on leadership style and consider adjustments
- Reflect on culture and decide whether a change is needed in the practice
- Improve business practices through mission, vision and strategy creation
- Understand business efficiency creation and be comfortable exploring options for streamlining, outsourcing and automation

Learning content

Ask yourself: Would you work for your practice if you didn't manage or own it? Many practices do not operate as modern businesses, leading to disengaged teams and low performance. This presentation outlines proven methods to transform a practice into a competitive modern dental business.

Development outcomes **A** **B** **D**

Speaker(s)

Alex O'Neill

PRACTICE OWNERS & BUSINESS MANAGEMENT THEATRE

FRIDAY 6 OCTOBER

14:50 **Computer says no and patient says whoa: Exceeding patient expectations in your dental practice**

Aims

- Share practical advice on how to not only meet patient expectations but exceed them
- Explore exceeding patient expectations at different touch points throughout the patient journey and experience.

Objectives

- Learn how to communicate more confidently
- Understand patients' expectations regarding customer service
- Understand diary utilisation and how zoning can help you run more efficiently by managing patient enquiries, challenges and concerns the right way.

Learning content

How effective is your front of house team? What first impressions are your patients experiencing? So many times we can fall short with patient expectations without even realising. This session will help delegates understand not only how to meet patient expectations, but how to exceed them.

Development outcomes **A** **B** **D**

Speaker(s)

Lisa Bainham

15:30 **Scope of practice: Is it fit for purpose?**

16:00 **Aims**

- Explore and define the scope of practice
- Identify the challenges impeding direct access
- Examine the potential of skill mix integration to optimise efficiency.

Objectives

- Be able to dispel some of the myths surrounding scope of practice
- Understand the problems which prevent true direct access
- Understand how skill mix may be utilised to drive efficiency.

Learning content

The session dispels myths around scope of practice in dentistry. It highlights the barriers preventing true direct access and explores utilising skill mix to drive efficiency. By promoting skill mix integration, the session encourages a more comprehensive and patient-centred approach to dental care.

Development outcomes **B** **D**

Speaker(s)

Joseph Ingham

16:10 **The What, When and How of HR and employment in your dental practice**

Aims

- Present the basics of employment and HR law
- Present the current updates regarding employment law
- Discuss the consequences of getting it wrong.

Objectives

- Understand the basics of employment and HR law
- Know the current updates regarding employment law
- Understand the consequences of getting it wrong.

Learning content

Not knowing or understanding the current employment and HR law can have dire consequences. You can lose good team members, it can be time consuming and stressful, and you could find yourself in the employment tribunal. This session helps delegates navigate some of the employment and HR legislation.

Development outcomes **D**

Speaker(s)

Lisa Bainham, Sarah Buxton

PRACTICE OWNERS & BUSINESS MANAGEMENT THEATRE

SATURDAY 7 OCTOBER

10:00 The 12 golden strategies of great dental practices

- 10:30 Aims**
- Show dental practices how they can take a more strategic approach to growing and improving their practices
 - Help dental practice owners understand the 12 specific areas that will have the biggest impact on their future success and profitability.

Objectives

- Know how to develop a successful strategic plan for your practice
- Understand the nine key drivers of profit
- Understand how to implement a structured way to improve patient care and service, sales and marketing, people development, and financial control and tax saving.

Learning content

This session presents 12 key attributes of successful dental practices that will help owners increase profits and capital value, improve patient satisfaction, marketing, sales and financial control, and find tax saving opportunities. The session covers the business and financial side of dentistry.

Development outcomes   

Speaker(s)

Mark Rhodes, Andrew Rhodes

10:50 Practice finance with a specialist broker

- 11:20 Aims**
- Present the financial requirements to obtain a loan
 - Discuss the importance of using a broker
 - Discuss how to avoid the car crash and achieve plain sailing and a smooth landing on purchase.

Objectives

- Understand the importance of financial accounts
- Know how to service a debt
- Understand the importance of location
- Understand the impact of practice finance on patient care.

Learning content

We look at the importance of using a specialist broker to improve the dental team's ability to achieve plain sailing and have a smooth landing at the completion. Delegates will understand the need for financial information and what the banks look at thanks to decades of dental finance experience.

Development outcomes   

Speaker(s)

Bill Carr

11:30 The end of self-employment?

- 12:00 Aims**
- Discuss the present legal position on self-employed and worker status
 - Discuss the risks being taken by continuing to engage people on this basis
 - Present the pitfalls of IR35 and the CEST test.

Objectives

- Understand whether all associates and other self-employed persons in dental practices are really employees or not
- Have a better understanding of the thorny issue of worker status
- Understand IR35 and the CEST test.

Learning content

The self-employed status of associates is coming under increased scrutiny by HMRC, and in particular regarding IR35. Most associates, therapists and hygienists could well be employees. Continuing to engage them as self-employed is becoming riskier. Has the time come to start engaging them as employees?

Development outcomes  

Speaker(s)

John Grant

12:10 Dental practice sales: The inside tract – a panel discussion

- 12:40 Aims**
- Provide an update on the latest goings on in the practice sales market, not just in terms of valuation but in terms of legal and taxation considerations
 - Give an overview of what life is like working for a dental consolidator: what changes and what doesn't
 - Provide an update on the latest benchmarking statistics in the running of dental practices and what forces are affecting these.

Objectives

- Understand how benchmarking influences practice valuations
- Understand how tax plays a key part in the structuring of a dental practice transaction
- Be able to demonstrate an understanding of the legal and diligence process undertaken in the sale of a dental practice.

Learning content

This discussion will cover the journey of selling a dental practice both to an independent purchaser and to a dental practice consolidator. The panel of experts will discuss the life cycle of planning a sale and advise on how potential hurdles can be recognised early and how to increase value.

Development outcomes 

Speaker(s)

Russell Abrahams, Julie Randle, Anil Sokhi, Brett Garner, Nick Moore, Michael Bryan

PRACTICE OWNERS & BUSINESS MANAGEMENT THEATRE

SATURDAY 7 OCTOBER

12:50 Making sense of acquiring an NHS practice

- 13:20 Aims**
- Provide knowledge which challenges the current thinking in the media that all NHS practices should convert to private
 - Provide NHS practice principals with insights into how they can make their practice more attractive to buyers
 - Enable buyers to objectively assess NHS practice purchase opportunities.

Objectives

- Be able to objectively assess the future potential of an NHS dental practice
- Be able to rank a number of NHS Dental Practice opportunities
- Understand how the demographics of the area and patient base influences profitability
- Understand lenders' attitudes to funding NHS practices.

Learning content

Abi will discuss where the opportunities exist when buying an NHS dental practice. Abi will share what the positive indicators and red flags are.

Development outcomes 

Speaker(s)

Abi Greenhough

13:30 Supporting the move into retirement as a dentist

- 14:00 Aims**
- Provide a better understanding of effective retirement planning and the options available at retirement
 - Build awareness of tax efficiency to maximise pension payments
 - Highlight investment strategies
 - Support dentists and practice owners with their financial planning decisions.

Objectives

- Have a better understanding of retirement planning
- Have an increased awareness of the implications of tax on pensions
- Understand how to build the basics of an investment strategy (invested capital is at risk)
- Understand the effect of inflation on retirement planning.

Learning content

We cover the financial considerations of a robust retirement plan that will allow dentists to draw retirement income effectively and tax efficiently. With high inflation and interest rates, find out how best to manage pensions, investments, property and released equity from a practice sale.

Development outcomes 

Speaker(s)

Benedict Thomas

14:10 4 essential tax savings strategies for dentists

- 14:40 Aims**
- Make delegates aware of effective, valuable and favourable tax reliefs and planning strategies in order to sensibly mitigate taxes.

Objectives

- Understand the reliefs available for income tax, capital gains tax and inheritance tax
- Have tax planning strategies to help manage business and personal tax liabilities.

Learning content

This lecture will provide an outline of planning, reliefs, and strategies available to individuals and businesses in relation to income tax, capital gains tax and inheritance tax.

Development outcomes 

Speaker(s)

Shoaib Khan

14:50 Social media mastery: Supercharge your dental practice

- 15:20 Aims**
- Illuminate the role of social media in practice growth
 - Discuss how to streamline content planning through best practices
 - Discuss how to foster seamless collaboration within the dental team
 - Discuss how to empower the creation of an engaged online patient community.

Objectives

- Grasp the strategic value of social media for dental practices
- Create engaging, educational content to connect with patients
- Foster a robust online community for enhanced patient relationships
- Implement effective measurement and analysis of social media impact.

Learning content

Discover how to leverage social media's power for your dental practice's success! Learn how to effectively manage your social media with your dental team, engage patients, share educational content, and build a strong online presence.

Development outcomes  

Speaker(s)

Gemma Starkey

15:30 Computer says no and patient says whoa: Exceeding patient expectations in your dental practice

- 16:15 Aims**
- Share practical advice on how to not only meet patient expectations but exceed them
 - Explore exceeding patient expectations at different touch points throughout the patient journey and experience.

Objectives

- Learn how to communicate more confidently
- Understand patients' expectations regarding customer service
- Understand diary utilisation and how zoning can help you run more efficiently by managing patient enquiries, challenges and concerns the right way.

Learning content

How effective is your front of house team? What first impressions are your patients experiencing? So many times we can fall short with patient expectations without even realising. This session will help delegates understand not only how to meet patient expectations, but how to exceed them.

Development outcomes   

Speaker(s)

Lisa Bainham