

FGDP(UK) Certificate in Dental Health Service Management and Leadership

Syllabus and Learning Outcomes

The module will place particular emphasis on the skills and techniques of management underpinned by relevant theory.

- Unit 1 Personal management
Constructing a personal development plan
Lifelong learning and continuing professional development
Assessing and analysing information – including critical reading
Critical analysis of self, including strengths and weaknesses
Effective learning styles and study skills including report writing
Managing time and projects
Presentation skills
Handling the media
- Unit 2 Managing your business
Principles of marketing and business planning
Customer care and service
Financial planning and budgetary control
Targets – pricing, efficiency and cost effectiveness
Negotiation skills
- Unit 3 The practice in the wider management context
Providing and managing welfare systems
The NHS – statutory framework, organisation and structure
Public protection and regulation of the professions – the role of government, statutory bodies, professional organisations and users
Delivery and incentive systems
- Unit 4 Risk management, law and ethics
Dental practice – the legislative framework
Ethics – principles into practice
Clinical risk management
Preventing and managing complaints
- Unit 5 Quality management and effectiveness
Describing and defining quality
The quality framework
Evidence based practice and clinical effectiveness
Clinical governance in general dental practice
- Unit 6 The management of personnel and resources
Workforce planning
Recruitment, selection and retention
Managing performance
Employment legislation
Managing meetings

Learning outcomes

On successful completion of the units participants will:

Unit 1 Personal Management

- Understand the structure and regulation of the FGDP(UK) programme
- Appreciate the political and professional contexts of UK dentistry
- Describe the concepts of Life Long Learning and Continuing Professional Development as applied to dentistry
- Be able to access and critically analyse information
- Have analysed their role and identified their development needs
- Have constructed a Personal Development Plan

Unit 2 Managing your Business

- Understand how the concept of marketing applies to UK Dentistry
- Critically evaluate options for needs assessment and the commissioning of dental services for local communities
- Analyse the role and functions of commissioners and providers
- Identify the key elements and characteristics of a contract
- Describe the principles of financial planning and budgetary control
- Have prepared a (marketing or financial) plan or contract or critically analysed a related case history

Unit 3 The practice in the wider management context

- Understand the broad dimension of social policy
- Critically discuss the provision and management of welfare systems
- Describe the principles, organisation and structure of the NHS
- Debate the role of government, the profession, users and other stakeholders in 'public protection'
- Analyse the implications of current health and social care policy for dental practice

Unit 4 Risk management law and ethics

- Understand a range of ethical perspectives and their implications for clinical practice
- Describe and critically discuss the principal legislation that relates to the provision and delivery of dental services
- Critically discuss health as a high risk enterprise
- Describe current policy imperatives aimed at identifying and managing clinical risk
- Critically debate the prevention and management of complaints and litigation.

Unit 5 Quality management

- Describe and critically evaluate the Department of Health's strategy for improving the quality of health care
- Discuss the policy and regulatory framework for managing quality in dentistry
- Compare and contrast the 'quality' imperatives and initiatives of a range of stakeholders

- Examine and debate the concept of 'quality' as applied to dental practice
- Apply the general principles of quality to their managerial and clinical practice

Unit 6 Personnel and Resources

- Describe and critically evaluate the Department of Health's strategy for workforce planning
- Discuss and apply the principles for recruitment, selection and retention of staff
- Describe and understand the main statutory provisions and regulations relating to employment
- Appreciate and apply the principles of consultation and negotiating