

Dental
Protection



MORE THAN DEFENCE



Your guide to
member benefits

Welcome to your guide to member benefits

You are part of more than just a defence organisation. Your membership gives you access to over 125 years of experience and expertise assisting healthcare professionals, and with Dental Protection, you receive so much more than defence.

We can help you develop your professional skills in communication and risk management. Workshops, online learning and masterclasses are free for you as a member, and give you the opportunity to tackle issues before they arise.

Expert guidance is always at hand with our range of advice resources, including our dentolegal advice line, available around the clock in an emergency, as well as numerous online booklets and publications.

This guide outlines your benefits as a member of Dental Protection. From our robust defence service to the support and advice which can help you stop complaints and claims from escalating; this is your guide to how your membership can give you a lifetime of protection.

DEFENCE

to protect you when you're facing a claim

- ✓ The right to request indemnity for claims arising from your clinical practice (including NHS-contracted and private work).
- ✓ Protection for Good Samaritan acts worldwide.
- ✓ An expert, dedicated legal team for your case.

to protect your professional reputation

The right to request:

- ✓ Advice and legal representation:
 - for GDC procedures
 - in relation to disciplinary matters
 - at inquests/Fatal Accident Inquiries
- ✓ Support with criminal investigations and allegations arising from your clinical practice.
- ✓ Assistance in responding to and resolving complaints.
- ✓ Help with unwanted media attention.

[Find out more on page 4](#)

SUPPORT

for your professional development

- ✓ Free communication skills and risk management workshops.
- ✓ Free online learning modules.
- ✓ Free specialist masterclass.
- ✓ CPD available.
- ✓ Events around the country.
- ✓ Dentolegal talks and conferences.

[See a full overview on page 10](#)

ADVICE

whenever you need it

- ✓ Free dentolegal advice line.
- ✓ Emergency advice available 24/7.
- ✓ Online case studies.
- ✓ Dentolegal advice booklets on common concerns.
- ✓ Leading journal *Riskwise*.

[More information on page 18](#)

Your benefits
at a glance



World-leading defence that goes further to protect you

Sometimes things go wrong. Claims, investigations and inquiries are a distressing part of being a dentist. As a member of Dental Protection you have access to some of the best dentolegal experts in the world, dedicated to protecting you and your reputation.

World-class defence from the experts

Even as a highly-trained clinician, at some point you might find yourself the subject of a complaint or claim for clinical negligence. This can be a challenging and stressful experience; but we are here to help.

You are part of a member-owned, not-for-profit organisation, whose sole focus is on supporting and protecting members throughout their careers.

UNPARALLELED DEFENCE FOR:

Claims of clinical negligence

When we take on a claim, we can manage it from first notification to conclusion, and can take care of all the legal costs and compensation payments for members.

Disciplinary proceedings relating to your clinical practice

We can provide advice and representation if you face allegations arising from the provision of clinical care to patients, concerning your professional conduct, competence and performance, or in relation to health problems that are having a significant effect on your clinical performance.

GDC hearings

We can provide advice and legal representation for regulatory council inquiries arising from health, performance, and professional conduct. We can help you from the outset, whether it be drafting a letter in response to a GDC inquiry or providing world-class legal representation at a full hearing.

Complaints procedures

We can help you formulate a response to a complaint, and assist and support you through to its resolution. We can work with you to look at why complaints arise and how to minimise the risks of recurrence.

Inquests and inquiries

We can help you prepare a report for the coroner (or procurator fiscal in Scotland) and advise you on how to conduct yourself at the inquest or fatal accident inquiry. If necessary, we can arrange for legal representation on your behalf.

If you need assistance, contact us.

GET DENTOLEGAL ADVICE



Our advice line
0800 561 9090

With emergency advice available 24/7

Our office hours are 08.30 to 17.30 on weekdays. Outside these hours, we can still put you in touch with a dentolegal adviser in an emergency.



Here for you

PUTTING MEMBERS FIRST

As a mutual society, the needs of members are central to everything we do. When we assist with a case, we can take care of all of the legal costs and compensation payments, relieving you of the pressure of a claim from the day we are notified. Working with your co-operation, we always strive for the best possible outcome.



I cannot speak highly enough of the superb service I have received and the excellent communication, encouragement and support I continue to receive

Source: Open Cases Survey (2016)

The team

When your claim is supported we provide a dedicated team, including:

- ✓ a dentolegal claims adviser
- ✓ a claims manager with expertise in clinical negligence claims
- ✓ a professional support team to ensure that claims are managed as efficiently as possible
- ✓ a specialist solicitor for legal representation.

The same team manages your claim from first notification to conclusion, only acting with your agreement.



Handling unwanted media attention

Unwanted media attention can put your personal and professional reputation at risk and can be very worrying. You can always contact the press office and we can help you, responding to the media on your behalf and giving expert assistance throughout.

You have us on hand to:

- ✓ provide experienced and expert advice on handling all aspects of unwanted media attention
- ✓ communicate with journalists on your behalf
- ✓ assist and advise practice staff and teams
- ✓ prepare statements for the media
- ✓ monitor coverage and assist with any follow-up action.



CONTACT US



Please contact the team by
phone **0800 561 9090** or email
press.office@dentalprotection.org

Defence in action

A PATIENT DEATH



Dr Y needed to provide local anaesthesia to a patient she was treating. The patient had chronic heart failure but had successfully tolerated local anaesthetic without adrenaline on several previous occasions. Dr Y administered an inferior dental nerve block and the treatment was completed uneventfully.

Eight hours later the patient collapsed and was taken to A&E. The examining physician diagnosed major coronary artery blockage, which he maintained was aggravated by the use of adrenaline normally found in local anaesthetic solution. Sadly the patient died later that evening.

A few days later Dr Y received a letter from the patient's son complaining that the local anaesthetic had been responsible for his father's death and threatening legal action. She contacted Dental Protection.

Because Dr Y's clinical records were full and accurate we were able to vigorously defend her actions, obtaining an expert opinion which stated that the choice of local anaesthetic was appropriate in the circumstances and could not have contributed to the patient's death. Some weeks later, the dentist received an apologetic letter from the patient's son and all action was dropped.



Unparalleled professional support

Prevention is better than a cure, and having the knowledge to combat issues before they escalate is the best way to stay protected.

Over 125 years of experience means we have a unique insight into why things go wrong, and why complaints and claims arise. You have access to a range of courses which are built around this, helping you to identify and address issues, manage risks, and deliver better patient outcomes through improved communication.

No other defence organisation offers such a wide range of expert, practical support. Join the 30,000 members worldwide who have already taken part in this world-class risk management programme.



Master the tools to practise safely

WORKSHOPS

Convenient. Practical. Peer-to-peer.

Page 12

Covering a variety of topics relevant to your practice, delivered by specially trained dental professionals.

MASTERCLASS

Tailored. Comprehensive. Specialised.

Page 15

Interactive and practical training which takes an intensive look at the challenges facing dentists.

ONLINE LEARNING

Anytime. Anywhere.

Page 16

Top up your skills with our online learning modules and webinars.

Visit dentalprotection.org/prism for more information.


Workshops

You have access to a host of acclaimed half-day workshops, all for free.

Designed to enhance your skills in communication and risk management, they target the areas which are most likely to expose you to complaints and claims.

You can find a full list of workshops at dentalprotection.org





Many courses are available, including:

MASTERING YOUR RISK

An excellent first course to attend. Grasp the fundamentals of risk management and communication that are crucial for avoiding complaints and claims.

MASTERING ADVERSE OUTCOMES

When an adverse incident occurs during a patient's care, communication is key. Gain the knowledge and skills you need to take control of a situation if things go wrong.

MASTERING DIFFICULT INTERACTIONS WITH PATIENTS

Patient interactions can be challenging, and the need to preserve the professional relationship is paramount. Refine your skills to handle tough situations and reach the best possible outcome.

Many courses are available, including:

MASTERING CONSENT AND SHARED DECISION MAKING

Giving patients a more informed choice about their dental care decisions helps reduce the chance of dissatisfaction and complaints. Find out the best ways to protect yourself from risk and strengthen the dentist-patient relationship.

DENTAL RECORDS FOR GENERAL DENTAL PRACTITIONERS

Complete and well organised dental records can be the difference between successfully defending a claim and facing an unwelcome verdict. Take control with practical tools and guidance.



**EARN
CPD**

FIND OUT MORE



To see a full list of our workshops, to book, or to view upcoming dates, visit dentalprotection.org

You can also contact education@dentalprotection.org

0113 241 0696

Masterclass

For a complete and in-depth look at risk and communication in your daily practice, the masterclass is designed to navigate the changing landscape of risk and litigation in dentistry.

Tailored to your needs as a dentist, and free for members, the full-day course specifically aims to be practical and interactive, giving you the opportunity to rehearse skills and enhance your understanding alongside fellow dentists.

Masterclass outcomes include:

- understanding the link between communication and litigation
- improving the skills required for shared decision making and gaining consent
- understanding patient motivation for complaints and claims
- mastering challenging situations, with the communication of regret and empathy
- applying models for communicating with patients about adverse outcomes
- learning skills to help reduce your exposure to complaints and claims.



EARN
CPD

FIND OUT MORE



To find out more, book a masterclass or view upcoming dates please visit dentalprotection.org

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0113 241 0696

Online learning

As a busy dentist, finding time to fit in training and development can be a challenge.

That is where our online learning can help. As a member, you have access to a range of free modules, with courses available to complete whenever you want, wherever you are.

Develop your knowledge and skills when it suits you, including courses on:

- dentolegal issues
- professionalism and ethics
- communication and interpersonal skills
- systems and processes
- clinical risk management.

Our online learning platform allows you to complete modules and earn certified CPD. Your progress and certificates are saved automatically, and can be viewed and downloaded at any time.

FIND OUT MORE



See the full list of courses at dentalprotection.org/prism

When you first access online learning, you will need your Dental Protection membership number.

Support in action

CONFUSION WITH A PRESCRIPTION



A patient attended Dr S's dental surgery for a full assessment before she was due to return for further treatment. Dr S prescribed an antibiotic to be taken one hour prior to the dental treatment. The patient was allergic to penicillin so a prescription was given for erythromycin as an oral suspension.

The next day the pharmacist called Dr S's practice, asking to change the prescription to amoxicillin as they didn't stock the required dose of erythromycin. Dr S was away from the premises but another member of staff spoke to the pharmacist.

Fortunately, Dr S had recently attended one of our workshops on the importance of healthcare records and good communication. The workshop had allowed him to ensure a robust system of accurate record-keeping, encouraging the team to improve their communication. As a result, the member of staff was able to check the practice records and see that the patient was specifically prescribed erythromycin because of her allergy to penicillin, passing on the information to the pharmacist.



Advice and guidance from fellow professionals

It is important to have someone to speak to, and to have easily accessible advice available whenever you need it.

Managing a situation effectively is crucial to stopping an adverse incident from escalating, and receiving advice from a fellow professional can provide reassurance and comfort when deciding on the next steps to take.

When you are facing a problem or a dilemma, or have worries or questions, our confidential advice line is here for you. There are also resources, covering a range of topics, available online for instant help. These guides are written by dentists and dentolegal professionals and give expert, accessible advice.



Prompt and tailored advice. Very comprehensive and thorough advice professionally and courteously given.

Source: Open Cases Survey 2016

Professional expertise when you need it

GET EXPERT GUIDANCE ON:

- ✓ Complaints
- ✓ Claims
- ✓ Investigations
- ✓ Disciplinary proceedings
- ✓ Whistle-blowing
- ✓ Ethical dilemmas
- ✓ Records and reports
- ✓ Prescribing
- ✓ Consent
- ✓ Confidentiality
- ✓ Patient capacity
- ✓ Unwanted media attention



Your dentolegal advice line

YOU CAN ALWAYS CALL ON US

Dedicated dentolegal advisers make up our on-call team. We know that no two situations are exactly the same, so the advice you receive is always tailored to whatever circumstances you might find yourself in.

Everyone benefits from reassuring, personal advice from time to time. As part of your membership, you have access to over a century's worth of combined expertise and guidance, just a phone call away.

GET DENTOLEGAL ADVICE



Our advice line
0800 561 9090

With emergency advice available 24/7

Our office hours are 08.30 to 17.30 on weekdays. Outside these hours, we can still put you in touch with a dentolegal adviser in an emergency.

Online resources here when you need them

Whether you need an answer to a specific query, or want to know more about a range of issues, our online dentolegal resources are always available.





ADVICE BOOKLETS

Compiled by dentolegal experts, advice booklets provide detailed information which you can access at any time, answering many of the major questions which affect dental professionals.

CASE STUDIES

Calling on the first-hand experience of members, these anonymised case studies highlight the difficulties that others have unfortunately encountered. Each case is chosen to provide clear learning points to guide how you practise, and give guidance on handling similar situations that you might face.

RISKWISE

Our leading journal *Riskwise* is full of topical articles and features on dental and dentolegal developments. Drawing on our knowledge and expertise, *Riskwise* gives you relevant and compelling insights into the present and future of the dental profession.

FIND OUT MORE



Visit dentalprotection.org
to access these resources

Advice in action



UNSUCCESSFUL SURGERY

Dr A, a practice principal, was on leave. While she was away one of her patients had seen a locum dentist for an extraction, but they soon returned and were treated for a dry socket.

Shortly after the locum left to travel abroad, the patient returned to the practice complaining of pain. Dr A, now back from leave, examined the patient and found an oroantral fistula at the extraction site. Dr A felt able to treat the fistula and made an appointment to carry out the surgical treatment.

Unfortunately, the surgery was not successful. Dr A contacted Dental Protection for advice on whether or not to attempt to resolve the matter with further surgery. After hearing the details of the situation, and Dr A's concerns, we advised that she should refer the patient to a specialist surgeon as the best course of action.

Your membership

Your membership provides you with the right to request indemnity in a wide range of circumstances, but there can be situations when we would not normally be able to help (for example, matters which do not relate to your professional practice, criminal activities, or where you are protected by other insurance or indemnity arrangements). There is further information about this under 'Helpful Membership Information' at **dentalprotection.org**. Our website also contains information about 'Claims under US and Canadian law' and 'Vicarious liability'.

All the benefits of membership of MPS are discretionary as set out in the Memorandum and Articles of Association. You can also find a copy of the Memorandum and Articles of Association on our website.





Your questions answered

What assistance is provided on your telephone advice line?

You can speak to us about any queries and concerns that are related to your practice. Check the advice section of this guide for some common topics, but we encourage members to speak to us about any concerns they might have.

Advice line: **0800 561 1010**

Does my membership apply to Good Samaritan acts?

Yes. In the unlikely event that you are sued as a result of a Good Samaritan act, you can apply for assistance from Dental Protection, no matter where in the world the action is brought.

Am I protected for voluntary work overseas?

We can offer professional protection for volunteer doctors working for a recognised charity or humanitarian organisation.

Professional protection for humanitarian work can be requested for up to six months in any twelve month membership period. You will need to have been in membership for a minimum of six months before you volunteer, and you must contact us beforehand if you intend to work in this capacity.

Call **0113 243 6436** or email international@dentalprotection.org

Are other members of practice staff included in my Dental Protection membership?

Certain members of practice staff don't require individual membership, including administrative staff, healthcare assistants, phlebotomists and dispensers.

If a claim is made in relation to these members of staff, your membership entitles you to request assistance, provided they were:

- acting under appropriately delegated authority
- adequately trained and supervised
- working to practice protocols
- not making standalone clinical judgements.

Does my membership subscription renew automatically?

Yes, if you pay by Direct Debit. That is one of the advantages of paying by Direct Debit – you are not at risk of any unintended gaps in your membership. However, you must contact us as soon as possible if your professional or personal circumstances or your contact details change.

If you do not pay by Direct Debit, you will automatically receive your renewal information, and we will send you your membership certificate once we receive your payment. To set up a Direct Debit, please contact one of our membership advisers on **0800 561 9000**, or email member.help@dentalprotection.org

Can I join a group scheme?

We offer a group scheme – Dental Protection Xtra – which provides many additional benefits including free membership for nurses, discounts on membership for the dental team and free training for the practice staff.

Find out how your practice can join Dental Protection Xtra by contacting us. Visit dentalprotection.org or email xtra@dentalprotection.org or call the membership team on **0800 561 9000**.

How do I access online learning?

Our online learning platform is available through our website at dentalprotection.org/prism

If it is your first time accessing online learning you will need your membership number to activate your account. Next time you log in you will just need your username and password.

How do I book a workshop?

You can easily book a workshop place online at dentalprotection.org. You can also email education@dentalprotection.org or call **0113 241 0624**.

There are limited spaces available for each workshop and they can fill within a very short time, so we encourage members to book on as soon as they can.

Where do your workshops take place?

We know your time is precious, so we want to make it as easy as possible for you to attend our workshops. They take place in cities all over the country, including London, Birmingham, Manchester, Belfast and Southampton.

FIND OUT MORE

If you have any further questions please call **0800 561 9000**

Lines are open 08.00 – 18.30
Monday to Friday.

Contact us

MEMBERSHIP ENQUIRIES

0800 561 9000

08.00 – 18.30, Monday to Friday

member.help@dentalprotection.org

ADVICE LINE

0800 561 9090

08.30 – 17.30, Monday to Friday

Emergency advice available 24/7

enquiries@dentalprotection.org

GENERAL ENQUIRIES

0800 136 759

08.30 – 17.30, Monday to Friday

info@dentalprotection.org

WORKSHOPS AND MASTERCLASS

0113 241 0696

08.30 – 17.30, Monday to Friday

education@dentalprotection.org

DENTAL PROTECTION

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Dental Protection Limited is registered in England (No. 2374160) and is a wholly owned subsidiary of The Medical Protection Society Limited (MPS) which is registered in England (No. 36142). Both companies use 'Dental Protection' as a trading name and have their registered office at Level 19, The Shard, 32 London Bridge Street, London, SE1 9SG.

Dental Protection Limited serves and supports the dental members of MPS with access to the full range of benefits of membership, which are all discretionary, and set out in MPS's Memorandum and Articles of Association. MPS is not an insurance company. Dental Protection® is a registered trademark of MPS.

TOP 50 companies
for customer service