PROFESSIONAL DEVELOPMENT AWARD
IN
DENTAL AND MEDICAL RECEPTION SKILLS
COMMENCING OCTOBER 2014

Would you like to learn more about the role of the Administrator/Receptionist?

Would you appreciate having your knowledge and skills formally recognised?

Would you welcome the opportunity to network with colleagues from all over Scotland?

If the answer to any or all of the above is “yes”, consider enrolling in the Professional Development Award in Dental and Medical Reception Skills which:-

- is workbook based
- requires attendance at workshops
- includes assignments and case studies immediately applicable to the role
- is tutor supported
- provides networking opportunities

Receptionists/Administrators are required to complete four core units and one optional unit, requiring attendance at a total of five workshops.

The compulsory programme covers Health & Safety and Customer Care as well as a unit which uses reflective techniques to promote personal development.

Receptionists/Administrators working in a dental environment complete Dental Reception Skills, a unit which explains their role in relation to current National Dental Standards, identifies the importance of efficient appointment systems and discusses the processing of payments by patients.

In Medical Reception Skills, medical candidates consider the impact of the contractual and statutory requirements of the General Medical Services (GMS) contract on their role and level of responsibility; and procedures for ensuring repeat prescribing systems and procedures for test results handling are safely managed.

For the final unit, candidates are able to choose between “Supervise an Office Facility”, an introduction to the responsibilities of supervising staff, running a reception area etc. and “Developing Skills for Personal Effectiveness”, providing self awareness of personal skills, an understanding of effective approaches to stress management and the interpersonal skills required to effectively work with others.
Subject to demand, the programme will run in Perth, Inverness and Glasgow. Workshops take place approximately every two months.

There is a charge of £150.00 to cover the cost of all workshops and candidate registration with the Scottish Qualifications Authority (SQA).

Past candidates and their employers have said of the course:

“Informed by the course, some very relevant issues were addressed which have greatly streamlined our “front of house” functions. It is noticeable that there is an enhanced sense of common purpose and receptionists acknowledge that they now have a much greater awareness of the bigger picture and the responsibilities which practice owners have.” - General Dental Practitioner

“I have worked over 30 years firstly as a dental nurse before moving into the administration side of the job. The workshops have been very interesting and enjoyable. We have been encouraged to reflect on and develop our roles with valuable group discussions, inspiring us to give the best possible service to our patients. The Health & Safety workshop was very enlightening and has been a great benefit with the Combined Practice Inspection. I would highly recommend this course as a way of networking with fellow administrators and as an opportunity in gaining self confidence in your role in the workplace.” – Dental Receptionist

“I have really enjoyed attending the PDA courses. I became a dental receptionist just over a year ago and had no previous dental background. This course has really helped me. It has given me loads of new skills which I have been able to use in my workplace. I would thoroughly recommend this course.” – Dental Receptionist

“The course has provided tangible short-term benefit to Riverside Medical Practice, initially through stimulating debate, challenging existing norms and identifying areas for further investigation. The course is well targeted and thorough and we anticipate that the practice and the individuals on the course will also benefit in the longer term assisting us to provide high quality healthcare to our patients.” - Medical Practice Manager

“I am thoroughly enjoying the PDA in medical administration, although I have worked as a medical receptionist for five years I have still found the course interesting and of benefit to me. I have learned a lot so far and have been able to take what I have learned back to my workplace and help improve the service I provide for my patients.” - Medical Receptionist

Application forms will be available as of Monday 16th June.

To receive further information or to register an interest in receiving a pack, contact Kirstie MacKenzie, dental_practice_managers@nes.scot.nhs.uk, quoting the reference PDA2

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Closing date for receipt of completed forms 12 noon on Monday 30th June 2014

AN OPPORTUNITY NOT TO BE MISSED!!!!