

Certificate of Attendance

Delegate Name Kishan Mistry

GDC Number 277250

Course

Course Title DFT Whiston - Management and Leadership in clinical practice (NW190201FWHM)

Course Date 1 February 2019

Course Venue Whiston Education, Training & Conference Centre, Whiston

Development Outcomes D

Verifiable CPD Hours 3

Certificate Issued By HEE - North West

Certificate ID HEENW058583

Course Aims

Overview of management systems and concept of shared leadership in healthcare

Course Objectives

To alert FDs and nurses to the pitfalls when teamwork fails

We confirm that the activity has been quality assured by HEE and that it meets the GDC's educational criteria for verifiable ECPD. This record is full and accurate.

Course Learning outcomes

To be able to introduce concepts of lean healthcare when returning to practices, and in so doing improve efficiency, moral and patient care

Reflection

Reflection is an important part of CPD and should form part of your personal development plan (PDP). Please use this page to reflect on what you have learnt, your experience and how it applies to your role. In particular consider:

1. What did you learn (or confirm) from the activity that was helpful or relevant to your daily work and patients?
2. Did you identify any changes/updates needed in your daily work? If so please give details.
3. How will you make these changes and by when?
4. How can you demonstrate that you have implemented these changes as a result of the course?
5. If you didn't identify any changes needed, what did the activity confirm for you, that you may already know or be doing?
6. What was the benefit to your work and/or your patients in carrying out this activity?
7. Do you feel that the activity met the General Dental Council's ECPD development outcomes? If not, please explain why.
8. Any other comments, thoughts or feelings?

- Many inefficient things I am not aware of that will improve my efficiency, eg, Whilst a nurse is processing xrays, I could be getting signatures so no time is wasted.
- Many minor irritating things that I gloss over that in the long term will make practice more difficult, eg. keyboard at work, dodgy button > need new one.
- Proactively trying to work more efficiently with my nurse
- Identify things that can hinder my performance physically/mentally
- Learn from my nurse things that are inefficient that I do compared to other associates at the practice.
- Patient should be more confident in my efficiency
- Improve waiting times
- Reduce complaints

It is important that you keep this certificate for your records - the General Dental Council (GDC) may request details of the courses you have attended. Please complete the reflection questions to comply with the GDC verifiable requirements.