

## **Branches and Sections speaker interest list**

<https://www.bda.org/learning-and-development/bse-useful-information/speaker-and-corporate-partner-interest-lists/>

Below you will find details of individuals who have told us they would be happy to speak at events. The list details information about each person, topics that they can speak about, biographies, contact information and other useful information. This list is made available in alphabetical order by surname and each entry displays the date they enquired about speaking for the BDA.

If you would like to work with any of the speakers on this list for your future events, please contact them directly.

---

### **Hazel Adams**

#### **Title**

**Ten key steps to successful complaints handling**

#### **Aims**

- To gain effective strategies and skills in practical dental complaints handling that can be applied immediately
- To focus on the importance of the patient experience
- To identify what accelerates a tricky situation
- To learn and be able to apply the top tips that diffuse rather than escalate
- To reinforce the importance of resolution and the patient experience
- To reduce the stress of a complaint situation and help the practice achieve its business objectives.

#### **Learning objectives**

- How to avoid complaints in the first place
- The mistakes most team members make with a complaining patient
- The key communication skills that everyone must have
- To recognise the value of feedback
- How to transfer the learning and get immediate results.

#### **Learning content**

- What is a complaint?
- The main reasons for patient complaints
- Key communication skills
- Best practice complaints handling
- Reflection and next steps
- Elements of a good practice

Effective communication with patients, the dental team and other across dentistry, including when obtaining consent, dealing with complaints, and raising concerns when patients are at risk.

#### **Development outcome**

A

#### **Biography**

Hazel Adams is former Head of the Dental Complaints Service (DCS) and has extensive knowledge and experience of dealing with literally thousands of private dental complaints over the past 12 years.

Prior to working for the DCS, Hazel worked for Vodafone Ltd in various senior Customer Service and complaints handling roles.

As founder of the Dental Complaints Expert, a customer service and complaints handling consultancy for dental professionals, Hazel is committed to providing training for the whole dental team which will improve the service provided by the practice and also enhance their reputation.

## Photo



## Contact information

Tel: 07799 885 376 | [hazel@dentalcomplaintsexpert.com](mailto:hazel@dentalcomplaintsexpert.com) | [www.dentalcomplaintsexpert.com](http://www.dentalcomplaintsexpert.com)

Based in Beckenham, Kent

## Date added to list

24 February 2020

---

# Tom Bereznicki

## Title

**Avoiding occlusally related failure in the restorative dentistry**

## Aims

- To outline the limitations of dental articulators
- With the use of clinical photographs, to broaden the understanding of the five basic theoretical and clinical principles of occlusion
- When to treat confirmatively and when to re-organise the occlusion prior to treatment
- To show some of the clinical ramifications following a loss of occlusal harmony
- To outline how to prevent introducing changes to the occlusal scheme when providing definitive restorations.

## Development outcome

C

## CPD hours

2 hours

The above session was presented at the North Hertfordshire Section in June 2019 and the Milton Keynes Section in November 2019.

## Title

**Are there lessons to be learnt from longevity**

## Learning objectives

- Aspects of occlusally related failure in restorative dentistry, implants, adult orthodontics and root canal therapy
- Restorative materials – e-max v gold, crown materials to avoid fractures in heavy occlusions, avoiding failures with class II composites and luting cements
- A technique to avoid using posts in premolar and molar teeth
- Observations on digital dentistry
- The dangers of some new techniques being pushed by the dental industry
- A presentation of favourite materials and techniques of predictability.

## Development outcome

C

## CPD hours

2 hours

The above session was presented at the North Hertfordshire Section in January 2020.

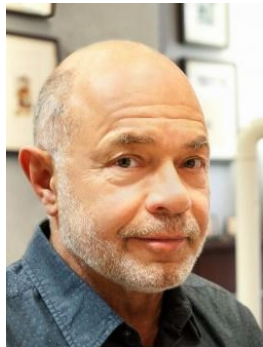
## Biography

Tom graduated from Edinburgh in 1976, moved to London and worked at Guy's and The Royal Dental Hospitals before entering general dental practice in 1978. His special interests lie in all aspects of Restorative Dentistry but in particular Occlusion and Emergence Profile.

Tom has had various teaching roles and been Regional speaker to the British Academy of Cosmetic Dentistry on the subject of occlusion and co-opted to The Advisory Board in Primary Dental Care at The Royal College of Surgeons Edinburgh. More recently he has been appointed as a Member of the Clinical Board of Toothwise, an independent technology Media Company delivering news and resource to people in dentistry.

In May 2018 Tom was awarded one of King's College London's prestigious Teaching Excellence Awards – Teaching Experience. The Awards are offered as part of the King's Learning and Teaching strategy funded by HEFCE and recipients are selected from those nominated by students for their excellent and engaging teaching.

#### Photo



#### Contact information

[tbereznicki@gmail.com](mailto:tbereznicki@gmail.com) | GDC: 49865

#### Date added to list

26 July 2019

---

## Phil Bowler

Head of Technical Support, Chase de Vere Dental

#### Topics

Sample titles:

**Opting in and out of the NHS Pension scheme**

**Managing your pension as a Dentist**

**Planning for retirement**

**Managing your personal finances**

**Financial planning essentials for foundation dentists**

Sample aims and objectives:

By the end of this lecture, delegates will be able to demonstrate knowledge and understanding of The NHS Pension Scheme and associated Pension Considerations, in the following subject areas:

- The mechanics of the NHS pension scheme
- The options available to you as a dentist at retirement
- How private pensions can help you plan for retirement
- A basic understanding of when to draw from each income source to minimise the tax implications
- How selling your practice might fit in with your retirement plans
- An overview of current pension taxation legislation.

#### Development outcome

B

#### Biography

Phil is Head of Technical Support at Chase de Vere and he has been working in Financial Services for over 30 years, providing Specialist Financial Advice to Dentist and Doctors since 2004. Phil is a level 4 qualified Financial Adviser and has a passion for providing a high level of service, technical knowledge and financial advice to the Dental and Medical Profession. After a career in Financial Advice and Management Phil joined Chase de Vere in early 2016 to specialise in providing presentations to Doctors and Dentists as well as training and technical support to Chase de Vere advisers in the Medical and Dental environment.

#### Distance

UK-wide

## Contact information

Claudine Bell, Business Development Consultant, Chase de Vere Medical  
Mobile: 07710 091 441 | claudine.bell@chasedevere.co.uk

## Date added to list

30 November 2021

---

## Harpal Chana

Harpal is a GDC registered specialist in Endodontics, Periodontic, Prosthodontics and Restorative Dentistry.

### Title

**Full arch dental implant rehabilitation. The rationale and limitations of implant-based dental reconstructions and how to avoid pitfalls.**

### Aims

To discuss the pros and cons of implant dentistry of full arch dental implant reconstructions using Fp1 to Rp5 designs.

### Learning objectives

- Understand diagnosis and treatment planning.
- Reading CBCT images,
- Treatment planning
- The use of Zygomatic and Pterygoid Dental Implants for full arch rehabilitation
- When to use FP1-FP3 and RP4,5 options.

### Learning content

- Diagnosis and treatment planning
- Digital planning Software.
- Surgical placement of Standard and Zygomatic/Pterygoid Implants,
- Prosthetic treatment options.

### Development outcome

C

### Format

Harpal has previously run hands-on Cadaver courses for NobelBiocare UK Ltd and lectured on implants for Sweden and Martina Implant brands. He has also run numerous evening lectures at his practice on endodontics, periodontics and implant dentistry, as well as lecturing at local BDA events in the past.

### Biography

Harpal is a part time NHS Consultant in Restorative Dentistry and Dental Implantology and a Specialist Practitioner in Restorative Dentistry at Kingston Hospital NHS Trust and at Elmfield House Dental Practice, Teddington in Richmond Upon Thames, London.

Harpal's interest are primarily in managing patients who require full arch reconstruction using zygomatic and pterygoid dental implants and has published outcomes of his 18-year study on zygomatic dental implants.

Harpal lecture is avoiding pitfalls in implant dentistry for full arch rehabilitations with a slant towards dealing with extreme bone loss and the failing dentition.

### Photo



### Distance

Harpal is local to the Richmond, Kingston and Middlesex regions and interested in getting involved in local lectures on a variety of dental subjects. He is able to travel approx. 90 mins from the M25, eg: Surrey, Essex, Kent, Oxfordshire and London.

### Contact information

Tel: 07956 370 261 | [harpalschana@gmail.com](mailto:harpalschana@gmail.com) | GDC: 64115

### Date added to list

8 June 2023

---

## Ulpee Darbar

Consultant in Restorative Dentistry; Director of Dental Education, Eastman Dental Hospital

### Topics

Ulpee's key areas of interest are periodontology, implantology, medicolegal and also human factors and other aspects of restorative dentistry including quality standards in healthcare. She also has a strong focus on leadership and management having held senior leadership positions.

### Distance

Ulpee is based in Middlesex and is available to speak at events across the UK, where travel and accommodation costs are covered.

### Contact information

Tel: 020 3456 1270 | [ulpee.darbar1@nhs.net](mailto:ulpee.darbar1@nhs.net) | GDC: 61207

### Date added to list

2 April 2020

---

## Peter Fine

Senior Clinical Teaching Fellow at UCL Eastman Dental

### Title

**The evolving role of the sports dentist**

### Aims

To introduce the audience to the concepts of Sports Dentistry, emphasise its evolving role as the specialty develops, demonstrate how we work with athletes, and illustrate how we are part of the Sports Medicine team.

### Learning objectives

- Describe what a Sports Dentist does
- Explain how to be a team member
- Analyse where the science is taking us
- Demonstrate how to handle some sporting trauma.

### Learning content

The lecture will introduce the idea of Sports Dentistry and show how the Sports Dentist plays a key role in the Sports Medicine team. It will also look at how to deal with common injuries whilst attending a sporting event and how the work of the Sports Dentist is evolving as science progresses.

### Development outcome

B, C, D

### Biography

Peter is currently Director of the master's degree in Sports Dentistry-Oral Health in Sports and Director of the Restorative Dental Practice MSc at UCL Eastman Dental Institute. After 40 years in general dental practice Peter entered the world of dental academia by running a successful CPD course on Sports Dentistry, which he later developed into an MSc. Peter was awarded his PhD at UCL in 2017, following a study looking at the role of confidence in general dental practitioners. Peter was awarded a Chair in Dental Education in 2024. Peter has presented lectures, seminars and practical sessions at local, national and international meetings, talking about Sports Dentistry and postgraduate dental educational topics e.g. confidence, feedback and reflection.

## Photo



## Distance

Peter is based in South Hertfordshire and is available to speak at events across the UK, where travel and accommodation costs are covered.

## Contact information

[peterfine43@gmail.com](mailto:peterfine43@gmail.com) GDC: 49061

## Date added to list

19 July 2024

---

## Mark Foster

Child Protection Company

## Title

**2020 Safeguarding update for dentists and practices**

## Learning aims

- Safeguarding requirements for dental surgeries
- Types of abuse for children and adults
- Dental specific signs
- What issues may cause concern within your clinical setting and what to do if you have a concern.

## Contact information

Sue Wale, Sales and Support Manager, Child Protection Company  
Tel: 01327 552 030 | [www.childprotectioncompany.com](http://www.childprotectioncompany.com)

There are a number of speakers / trainers based around the UK, Sue will put you in touch with the trainer nearest to you.

## Date added to list

05 December 2019

---

## Simon Gambold

## Title

**Leadership and team engagement skills**

## Development outcomes

A, B and D

## Biography

Simon's background is in sales, marketing and business management and he has spent the last 25 years in the dental industry, during which time he was managing director of Henry Schein UK, Vice President of HS Europe, president of the British Dental Industry Association, a trustee of the BDHF and received the BDA Roll of Distinction for Services to Dentistry.

Since leaving Henry Schein in 2018 he has set up his own business coaching dental practice owners in leadership and team engagement skills and now has a number of clients in the London area. He is a certified coach and a member of the Association of Coaches.

## Distance

Simon is available to speak at events in the South East and Greater London area, including the areas covered by the Southern Counties Branch, Metropolitan Branch, Essex Branch and Middlesex and Hertfordshire Branch.

## Contact information

Tel: 07702 111 070 | [simon@engagetheteam.co.uk](mailto:simon@engagetheteam.co.uk) | [www.engagetheteam.co.uk](http://www.engagetheteam.co.uk)

## Date added to list

21 February 2020

---

## Dr Richard Graham | BDA President, May 2024 to May 2025

### Suggested topics

The President is more than happy to open meetings with a short speech or welcome, chair sessions, give a pre-dinner speech, deliver a ½ hour lecture or propose/reply to toasts at dinners for example. Suggested topics could be 'My journey from Dental Student to BDA President'; career progression; my career and the lessons learnt from being an NHS Practitioner, Dental Adviser and involved with dental politics; Politics in/and dentistry.

### Biography

Dr Richard Graham  
BDS, DGD (UK)

Richard Graham qualified BDS from Queen's University Belfast School of Dentistry in 1984 and went on to earn the Diploma in General Dental Practice from the Royal College of Surgeons of England, in 1995.

He spent the whole of his career, in General Dental Practice, in the mission fields of West Tyrone in Northern Ireland first as a Vocational Trainee, then an Associate and finally as a principal of two predominantly Health Service Dental Practices.

During this time Richard was a Vocational Trainer as well as being a part-time Dental Practice Adviser for the Southern Health and Social Services Board. He was the first Clinical Audit Adviser for Northern Ireland helping to set up the process and the training pathway for Clinical Audit Facilitators and still sits on the Clinical Audit and Peer Review Assessment Panel in Northern Ireland, though he has now retired from Clinical Practice.

In the 1990s Richard sat for two terms as the elected member from Northern Ireland on the General Dental Council serving on Finance, Health, Conduct and Investigating Committees.

He was also elected Secretary of the Southern Area Local Dental Committee going on to represent his colleagues on the Northern Ireland Dental Practice Committee from the mid 1990s to the present day serving as Vice-Chair from 2012-2018 and Chair from 2018-2021.

Richard has always been an enthusiastic member of the BDA and in the mid 1990s was elected, by his colleagues from Northern Ireland, to the BDA Representative Board then the Representative Body and finally UK Council until 2020. During this time, he served on Pensions, General Dental Practice and Honours and Awards Committees as well as General Dental Practice Committee Executive. As part of his responsibilities, Richard gave evidence to the Northern Ireland Executive Health Committee as well as the Doctors and Dentists Review Body and gave many interviews to the written press, the radio and the TV.

Richard was President of his local Northern Ireland Branch in 2010 and during his term as National President he plans to focus on the role the BDA plays in supporting the profession. Throughout his whole career as a representative of the profession, but especially during Covid, Richard has seen first-hand the hard work of the BDA staff and the profession's Representatives. He has always known the importance of being a member of the BDA - an organisation that is both the profession's trade union as well as being its professional body.

Since retiring from Clinical Practice Richard has written a Centenary History of the Northern Ireland Branch of the BDA which was launched last year as part of the Branch's centenary celebrations at the Belfast City Hall.

All profits from the sale of the Branch History will go to the Benevolent Fund.

Richard is BDA President 2024/25

## Photo



## Contact information

Please contact Alison Magee at [alison.magee@bda.org](mailto:alison.magee@bda.org) to check Richard's availability

## Date added to list

21 May 2024

---

## Ellie Heidari

### Topics available

- Minimally invasive dentistry and dental anxiety / phobia
- Behavioural management / non-pharmacological
- Pharmacological interactions in dentistry.

### Title

**Clinical audit** (this lecture was delivered as a webinar for the Essex Branch in November 2022, other topics as above)

### Aim

By the end of this session delegates will be able to:

- Enhance patient care by optimising all aspects of the suggested quality improvement projects
- Be able to give definitions of clinical audit, service evaluation and clinical research using a case scenario
- Have awareness of tools used when conducting clinical audits.

### Learning objectives

By the end of this session delegates will be able to:

- To give definitions of clinical audit, service evaluation and clinical research
- To explore the importance of conducting clinical audit
- Use the suggested steps for conducting, analysing and implementing clinical audit.

### Learning content

This session will provide an overview of how to devise a clinical audit. The differences between clinical audits, service evaluation and proposing clinical research for oral healthcare team.

### Development outcome

C

### Biography

As a Dental Directorate Quality Improvement and Clinical Audit Lead for Guy's and St. Thomas' (GSTT) NHS Foundation Trust for many years, she was responsible for the continuing development and promotion of a proactive clinical effectiveness, audit and quality improvement culture and practice where she led educational, policy and service developments and efficient resources and information management. Her innovative contributions (such as clinical audit banks) was implemented through GSTT. Her contribution to education was recognised by the Higher Education Academy which awarded her with a senior fellowship. She was awarded the KCL Teaching Excellence Award for Inclusive Education in 2017. Ellie is a specialist in special care dentistry and is currently working at KCL, FoDOCS and the Department of Sedation and Special Care Dentistry at Guy's Hospital.

## Photo





### Distance

Ellie is based in Richmond, Surrey covered by the Southern Counties Branch areas.

### Contact information

Tel: 0749 325 696 | [drellieheidari@hotmail.com](mailto:drellieheidari@hotmail.com) | GDC: 76597

### Date added to list

28 February 2023

---

## Tim Ives

Dental Hygienist and Teacher

### Title

**Breathe better to live better**

### Aim

To gain a greater understanding of the general health and oral health benefits of nose versus mouth breathing in children and adults

### Learning objectives

- Understand physiological differences between nasal breathing and mouth breathing
- List the signs and symptoms of mouth breathing
- Recognise oral and facial changes associated with mouth breathing
- Describe the link between mouth breathing and ADHD
- Make the connection between mouth breathing, sleep, and human growth hormone
- Understand the connection between mouth breathing and airway.

### Learning content

Humans are designed to be nose breathers, but somewhere along the way, nose breathing can change to mouth breathing and reduced oxygen absorption. Adequate oxygen levels lead to regenerative sleep and the release of human growth hormone. Mouth breathing leads to lower oxygen absorption levels, poor sleep, and misdiagnosis of children with attention deficit hyperactivity disorder (ADHD). Normal nasal breathing involves the tongue being up, teeth apart, and lips together. In children, the tongue up during rest and swallowing provides the necessary stimulus for adequate palatal development. The tongue position associated with mouth breathing leads to compromised jaw development and a restricted airway. Mouth breathing is a predictor of sleep apnoea, long face syndrome, and other developmental and sleep-related problems.

### Development outcomes

A and C

### Title

**Pure, white and deadly**

### Aim

To gain a greater understanding of the different sugar groups and their microbiological effects in biofilm, inflammation and on oral and systemic health.

### Learning objectives

- Discuss the differences between the various sugar groups
- Discuss the microbiological effects of the various sugar groups in biofilm and the inflammatory process
- Discuss the oral and systemic effects of the various sugar groups
- Understand which, when and how to recommend the appropriate sugar polyols to their patients
- Understand how sugar polyols can be used to prevent and treat disease.

### Learning content

The power of the sugar industry is not to be taken lightly. Every year global sugar consumption increases more than the population and every year more and more people become unhealthier and many die as a result. Approximately 85% of the products sold in a supermarket contain sugar and the majority of people in the Western World are now addicted to this white powder. In this presentation I will tell the story of how this all started and how we got to this point in time. I will unravel the complexities of the different sugar groups and additionally I will explain how some sugars can be used to make us healthier and finally go on to discuss how to positively help change the behaviour of our friends, families and patients.

### Development outcomes

A and C

### Biography

Although still registered, Tim spends most of his time writing, teaching, consulting and speaking. He graduated as a dental hygienist in 1990 and then began a world tour for 22 years in the Royal Air Force before going into private practice. In 2012 Tim graduated as a teacher and in 2015 with a Master of Arts Degree in Medical Education. Tim is a co-founder of O'Hehir University, the world's first virtual international university for dental hygienists and therapists. In 2014 he became the first non-US based hygienist to be invited to join the American Academy of Dental Hygiene. He is also qualified in Buteyko Breathing, has successfully coached many patients and clients to breathe better and co-authored the book, LipZip: breathe better to live better which connects the dots between the oral cavity and the science of breathing. He developed an interest in sugar and sugar polyols through his own personal experience, his work at O'Hehir University and his friends in the US at Xlear.

### Photo



### Distance

Happy to travel across the UK

### Contact information

Tim Ives | [info@lifelongeducation.co.uk](mailto:info@lifelongeducation.co.uk) | <https://www.lifelongeducation.co.uk> | GDC: 3991

### Date added to list

7 July 2020

## Justin Leigh

### Title

**Patient Centred Solutions – Transforming communication with patients and practice teams**

### Aims

To improve communication with patients and team-members.

### Learning objectives

- Help practice leaders and senior team members learn a proven communication model
- Share best practice principles that can be applied in practice to communicate with patients and team members
- Learn simple and powerful principles to connect quickly and deeply with other people
- Understand a simple approach to offer truly 'Patient Centred Solutions'.

### Learning content

- Learn the principles and practices to better understand patient's and team member's needs
- Learn the communication structure that ensures more positive conversations
- Understand the key skills to connect and support patients and the practice team more effectively
- Commit to putting these principles into practice.

### Development outcomes

A, B and D

### Title

## Coaching Practice Leaders – Transforming your practice team leadership

### Aim

To develop a coaching leadership style and increase team engagement, motivation and performance.

### Learning objectives

- Help Practice Leaders and Senior Team members learn a Proven Leadership Coaching model.
- Share best practice principles that can be applied in practice to lead and coach team members.
- Learn a proven model to develop greater leadership confidence by taking a coaching approach

### Learning content

- Learn the principles and practices to better understand team member's needs.
- Learn the Communication Structure that ensures more positive conversations.
- Understand the key skills to connect and support the practice team more effectively.
- Commit to putting these principles into practice.

### Development outcomes

A, B and D

### Biography

Justin Leigh is the Managing Director and Founder of Focus4Growth A Sales and Leadership Training Company specialising in the dental market.

He's the bestselling Author of INSPIRE, INFLUENCE, SELL (Master the psychology, Skills and Systems of the world's best sales teams) and INSPIRE, CONSULT, SELL (Master the consultative communication skills of the best dental teams to deliver a world class patient experience).

Justin has trained thousands of business professionals in amazing companies like 3M, Align Technology, the MiSmile Network, My Dentist, Biohorizons and many more.

He's the British Dental Industry Association's preferred Sales Trainer and is invited to speak for many business organisations including the Association of Professional Sales and The Institute of Directors.

Justin works with some of the fastest growing businesses in the world. His Mission is to share world class best practice with his dental clients, so they can become the market leaders in their field and make a bigger impact in the world.

Learn more and connect with Justin here - <https://linktr.ee/JustinLeigh>

### Testimonials

"Justin is the epitome of a growth coach and even over Zoom, has a unique way of delivering content that resonates with our audience and kick-starts action and progress." *Ali Meredith, Programme Director, MiSmile Network*

"Your team will be energised, more consistent with their selling approach and their performance will improve. I'm looking forward to seeing how much extra growth this will deliver for EMS UK in the future." *Derek Hampton, Managing Director, EMS Dental UK*

"Justin has all the very best traits you could hope to see in a leader and a coach. He is highly skilled in a variety of sales and strategic processes and is world class in team-building, leadership with passion and accountability to change. The work he does delivers outstanding results." *Nav Kumar, Senior Commercial, Manager Europe, Align Technology*

Praise for INSPIRE, CONSULT, SELL:

"Justin has used his 25-year experience in leadership and sales to write a definitive practical guide to business skills development. This very well written, user-friendly publication is logically presented in chapters on preparation (including mindset), laying the foundations, practical systems guidance and planning for the future. The book provides a step-by-step training programme accessible for anyone wishing to excel in sales at any stage of their business career. It is an inspiring read and filled with practical tips designed to optimise outcomes in ethical sales techniques that will bring personal and professional rewards."

*Louis Mackenzie, Head Dental Officer at Denplan*

A must read for anyone who is responsible for running a dental practice and has a passion for growth. Great insights about leadership, consultative communication, building a high-performance team and creating best-in-class patient experiences."

*Sandeep Kumar, Founder and CEO at MiSmile Network*

“This book is a fantastic tool for those looking at how best to engage with patients and grow your list or practice through good communication. Justin covers a number of methods that we need to consider, that we are simply not taught at dental school.

However, these methods are not just to increase case acceptance but also can be used to reduce complaints and dento-legal issues as it’s all about communication. Justin correctly highlights that you should NOT pitch to your patient, instead he shows a really thorough walk through of aspects seasoned clinicians have found works best for them. Good insightful read and with the added workbook links, this is a must get for the aspiring clinician.”

*Dr Chris McConnell, Advanced Dental Surgeon and BACD President, 2021/22*

### Lecture length

1 -2 hours

### Distance

South Central UK (Home counties) including London

### Contact information

Tel: 07774 732 827 | [justinleigh@focus4growth.co.uk](mailto:justinleigh@focus4growth.co.uk)

### Date added to list

1 March 2022

---

## Jamshaid Mansoor

### Topics available

- Dental implants (An introduction to, successful single dental implants, dental implant planning, an introduction to digital dental implants)
- Bone augmentation in implant dentistry (An introduction to, bioscience and different uses, applications)
- Restorative Dentistry (Occlusion and use of face bows, An introduction to digital dentistry, an introduction to aesthetic smile design/workflow)
- Dental finances (How to manage and develop, Purchasing a dental practice)
- Career development in dentistry.

### Biography

Jamshaid qualified from Manchester Dental School in 2012, graduating with the highly reputable John Lowry Oral Surgery Award and having completed a dental elective in California, USA. He has undertaken further qualifications with both English and Scottish Royal College of Surgeons, as well as completed postgraduate certification in Implant Dentistry. He is also currently undertaking a Diploma (Dip) in Advanced Aesthetic and Restorative Dentistry, as well as certification in Higher Education. Accompanied with further training across multiple hospitals in the North West (Oral/Maxillofacial Surgery and Oral Surgery) and having attended numerous accredited postgraduate courses, Jamshaid has developed additional skills and interests across various fields in dentistry, but with particular enjoyment of oral surgery and dental implantology.

He has published a number of internationally recognised articles- including his own clinical guide series in the British Dental Journal (BDJ) and also teaches and lectures at Manchester Dental School. Jamshaid has also presented as a speaker at the British Dental Conference and Exhibition, and works closely with the BDA, as well also presented as a speak at the Association of Dental Implantology (ADI) Conference. He also currently spends time mentoring at the Institute of Clinical Excellence (ICE) Postgraduate Hospital, teaching prospective Master of Science (MSc) and Dip students.

Jamshaid purchased his own dental practice in the past year and has since refurbished the entire dental practice, launched a new website for the dental practice, and also undertaken a multitude of advanced restorative, oral surgery and restorative dentistry procedures. He is also an educational supervisor for newly qualified dental therapists, and is working to become the same for newly qualified dentists. Additional to these roles, he conducts further work for ICE, the BDA, ADI and also legal bodies.

## Photo



## Contact information

[jamshaid\\_manzoor@yahoo.co.uk](mailto:jamshaid_manzoor@yahoo.co.uk) | GDC: 228450

## Date added to list

January 2020

# Gordon Matheson CBE

## Title

**The GDC: Future strategy and a review of fitness practise outcomes**

This presentation was delivered to the West of Scotland Branch in September 2020.

## Aims

An update of GDC strategic priorities in Scotland including promotion of professionalism, education and complaint and feedback handling, revisions to strategy and the corporate plan plus fitness to practise outcomes and GDC performance.

## Learning objectives

Attendees will be able to:

- Effectively communicate the key priorities for the GDC and where to find out more.
- Access detailed information about GDC priorities online or through engagement.
- Share the results of the GDC fitness to practise process with the dental team.

## Learning content

Attendees will know and understand the strategic priorities of the GDC, why it is focused in these areas, and the results of its fitness to practise processes for the current year.

## Development outcome

A

## Biography

Gordon Matheson CBE was appointed Head of Scottish Affairs at the General Dental Council in January 2020. He has a background in public affairs and stakeholder management, and senior political leadership in local government. Gordon was Leader of Glasgow City Council during the acclaimed 2014 Commonwealth Games and in 2016 was appointed visiting professor at university of Strathclyde.

## Photo



## Distance

Available for lectures in Scotland.

## Contact information

Tel: 020 7167 6000 | [gmatheson@gdc-uk.org](mailto:gmatheson@gdc-uk.org)

Or complete the speaker request form on the GDC website

<https://www.gdc-uk.org/contact-us/request-a-gdc-speaker-or-presentation>

## Date added to list

19 May 2023

---

# Grant McAree

## Title

**Advertising and marketing tips for dentists by dentists**

## Learning objectives

- The Golden nuggets-to demonstrate simple ways to market and advertise your treatments
- To show mistakes made when advertising and how to avoid them
- A step-by-step Google and Facebook advert set up
- Reducing your monthly revenue to the marketing agencies by taking control of the easy stuff
- Advertising and marketing rules and regulations.

## Development outcome

B

## Biography

Grant qualified in 1997 and within a few years, had set up a number of squat practices. In 2015, Grant created SandM Leads, a bespoke firm that helps dentists start up squats and advertise on the social media platforms. In 2012 and 2013 Grant was the Sensodyne Dentist coining the phrase "when it's gone it's gone" Ranking 3rd on Ad-watch, as one of the most memorable adverts of the year. In 2018 Grant set up the Facebook group "Marketing and advertising tips for dentists by dentists" with nearly 4,000 members.

## Photo



## Testimonial

*"My thanks to Grant for taking the time to deliver a fantastic talk to the Dundee and Perth Section. The subject of "Advertising and Marketing Tips for Dentists" attracted many local practice owners and GDPs who were both educated and inspired by Grant's informative and entertaining delivery.*

*Grant has a wealth of experience in marketing for practices, bridging traditional methods to the latest techniques using social networks which he shared with his audience. Throughout and following the presentation he took the time to answer questions presented to him. Many of the GDPs – both practice owners and associates – felt that they benefited from the tactics and strategies described.*

*Grant is clearly extremely knowledgeable and passionate on his subject – it was a privilege to have had the opportunity to listen to him.*

*Riaz Usmani, (former) Chair, Dundee and Perth Section, BDA"*

## Distance

Based in Exeter

## Contact details

Grant McAree

[info@thewhytehouse.com](mailto:info@thewhytehouse.com) | 01392 877 494 | GDC: 73367

The Whyte House Dental Group, 89 Fore Street, Topsham, Exeter EX3 0HG

<https://thewhytehouse.com>

## Date added to list

23 February 2019

---

## John Milne MBE | BDA President, May 2023 to May 2024

### Suggested topics

“Wicked issues in dentistry” - what the BDA does for you

### Biography

John qualified as a dentist from Leeds in 1980 and has worked mostly in general dental practice throughout his career. He has been involved with the politics of dentistry at both local and national level serving as LDC secretary for many years and more recently as Chair. At national level John has been a member of the General Dental Practice Committee of the BDA and was Chair from 2009-2015. More recently he was appointed as the Senior National Dental Advisor to the CQC working across the whole organisation to raise the profile of oral health alongside the regulation of dentistry. John was awarded MBE in the Queen’s Birthday Honours in 2015 and will take up the role of BDA President in May 2023.

### Photo



### Contact

Please contact Alison Magee at [alison.magee@bda.org](mailto:alison.magee@bda.org) to check John’s availability.

### Date added to list

3 May 2023

---

## Kalpesh Nakeshree

### Title

**Anything to do with employment law and how that interacts with dentistry**

- Contracts and handbooks and what they should/shouldn't contain
- Employment status of dental professionals
- Dealing with a disciplinary
- Dealing with a grievance
- The employment law implications of acquiring or merging with another Practice - TUPE

### Aims

To enhance the legal understanding of business owners, Practice Managers and other managerial staff. Ensuring that the Practice is up-to-date with the latest employment law provisions.

### Learning objectives

To pass on legal knowledge to all members of the dental team.

### Development outcome

A, B and/or D – dependent on topic

### Lecture length

The presentations can be anything from 20 minutes to 1 hour depending on topic. Happy to consider longer if feasible eg: half day workshops which can be more practical.

### Biography

Kalpesh heads up the Employment law team at Ware and Kay. He has over 10 years' experience helping businesses and individuals with everything from the first call to obtaining Judgement at the Employment Tribunal if needed.



He has a particular interest in transactional work such as TUPE and collective redundancies as well as advising on disciplinarys, grievances and matters relating to discrimination.

#### Photo



#### Distance

Yorkshire and surrounding areas ideally, however we would consider national locations if viable.

#### Contact information

Kalpesh Nakeshree, Employment Solicitor, Ware and Kay Solicitors, Sentinel House, Peasholme Green, York YO1 700

Tel: 01904 716 050 | [kalpesh.nakeshree@warekay.co.uk](mailto:kalpesh.nakeshree@warekay.co.uk)

<https://www.warekay.co.uk/about-us>

<https://www.warekay.co.uk/our-services/employment-law>

#### Date added to list

30 May 2022

---

## Saif Nasser

#### Title

**Understanding modern ceramics; e.max and empess restorations**

#### Distance

Saif is willing to travel up to 90 mins from London

Availability – most Wednesdays, other days negotiable

Travel must be reimbursable

#### Biography

Saif Nasser qualified from the Royal London Hospital in 2003 and went on to take the membership of the Faculty of General Dental Practitioners (MFGDP) and the MJDF from the Royal College of Surgeons of England. He attained his masters in Restorative Dental Practice from the world-renowned Eastman Dental Institute (UCL) writing his thesis on modern glass-ceramic technology. He also holds a post graduate certificate in Implantology (PG Cert Implant).

He was an Honorary Clinical Tutor at Kings College Hospital and has been a Clinical Lecturer at the Royal London School of Medicine and Dentistry. He was an examiner for the Royal College of Surgeons England for both the LDS and the MJDF examinations. He is also involved in postgraduate CPD teaching at the Royal London and is a guest speaker for several CPD programmes.

He has a general interest in all aspects of dentistry especially restorative. He runs a CPD programme on aesthetic composite and ceramic materials. He has an artistic and clinical interest in cosmetic dentistry.

#### Photo



#### Contact information

Saif Nasser | [dr.snasser@yahoo.co.uk](mailto:dr.snasser@yahoo.co.uk) | GDC: 82278

Gypsy Lane Advanced Dental Care, 5a Gypsy Lane, Earley, Reading RG6 7HF



## Date added to list

05 February 2019

---

# Hina Patel

## Title

**Stress management and well-being for a healthy dental team**

## Learning objectives

- Recognise the early signs of stress
- Realise the importance of managing this stress on a daily basis and to limit it becoming chronic
- Learn techniques to manage this stress; in the surgery, during the working day and after work
- Realise the importance of self-care, setting realistic expectations and problem-sharing.

## Development outcome

B

## Biography

Hina has worked as a dentist for over 25 years and has experience in many areas of dentistry having worked as a GDP and the Community and Special Care Dental Services. She studied Nutritional Therapy at the College of Naturopathic Medicine in London and is now a qualified Nutritional Therapist and stress management coach.

## Photo



## Distance and format

Although this topic can be covered in a lecture-based format, it also works well as a workshop providing an opportunity for attendees to practise practical management strategies. Hina can adapt and tailor a course/lecture as required. She is London-based but willing to travel.

## Contact information

Hina Patel, Dentist, Nutritional Therapist and Stress management coach  
[hina.sp@googlemail.com](mailto:hina.sp@googlemail.com) | [hina.sp@gmail.com](mailto:hina.sp@gmail.com) | GDC: 66208

## Date added to list

21 January 2020

---

# Penny Priddy

## Topic areas

Xerostomia, Denture Care, Denture Stomatitis, Angular Cheilitis, Aspiration pneumonia, OHC assessments, Cholinergic Burden, M.H/DH, Confidentiality and information handling, Safeguarding adults at risk.

## Titles

**Provisions and experiences of oral healthcare (OHC) in care homes**

**Provisions of dementia / elderly-friendly dental practices**

**Prevention is better than cure and we all have a right to it**

## Aims

- To highlight the essential need for General Dental Practitioners to provide OHC to dementia / elderly sufferers, within their dental practices
- To obtain the recommended pathways to provide a dementia / elderly-friendly dental practice
- To highlight the advantages of providing a dementia / elderly-friendly practice, and so lift the profile of the practice
- To recognise the responsibilities of the General Dental Practitioner to provide OHC to the dementia / elderly patients within their dental practice
- To highlight the knowledge of the effects of OHC for dementia / elderly patients prior to admission to care homes.

### Learning objectives

- To provide the necessary toolkit to set up dementia / elderly-friendly practices
- To provide the attendees with confidence to offer adequate OHC within their dementia-friendly practice
- To provide facilities for a dementia / elderly-friendly practice
- To provide adequate OHC sundries within the dental practice, for appropriate use for dementia / elderly patients.

### Learning content

Slide presentations

- \*Effects of our O.H.C in relationship to our general well-being.
- \*Effects of lack of O.H.C provided by GDP, on dementia / elderly patients, prior to admission to care homes.
- Pathways, tool kits to set up dementia / elderly-friendly practices.
- Provisions and demonstration of OHC aids for dementia sufferers and those with special needs.

Practical

- OHC aids, Q & A, interaction.

### Development outcomes

A, B, C and D

### Biography

Penny is RDH, with over 30 years' experience, having enjoyed working in general practice and focusing on prevention and treatment of periodontal disease. She has spent her latter years in delivering oral healthcare (OHC) training to staff at care homes. She also provides OHC assessments on residents with follow up regular support visits, along with supplying OHC sundry boxes for staff use.

Penny provides presentations to family and friends of residents in Care Homes, this is to promote the importance of maintaining OHC and its relevance to our general well-being.

She provides reports to CQC on OHC services provided by Care Homes.

Presentations have included BSDHT regional meetings. She is a member of the three nations DWG and BSG.

She is very passionate in her work and strives to encourage and support general dental practices in providing OHC to their elderly and Dementia sufferers and those with special needs.

### Format

Approximately 45 mins slide presentation / 45 mins practical, plus Q and A, interaction.

### Distance

Hampshire, Surrey Borders, Dorset, East Devon.

### Contact information

Penny Priddy, Dental Hygienist

Tel: 07951 932 533 | [penny.priddy@icloud.com](mailto:penny.priddy@icloud.com) | GDC: 1950

### Date added to list

8 June 2023

## David Rahman

David Rahman is a Mind Coach based in the UK and is the creator of the 'let it go' programme. Through his workshops, online courses and one-to-one sessions he specialises in assisting individuals and groups to overcome confidence, anxiety and low mood issues. David's work has been featured on BBC news and ITV. This two-hour workshop will cover the interaction between dentists, their patients and their staff.

### Title

**Let it go: Attitude is everything!**

### Aims

- That to a patient the dental experience relies a great deal on the psychological attitude of the dentist and the practice staff
- The attitude of the dentist and the staff are key to regular attendance and treatment at the practice
- The attitude of the staff of a dental practice is proportional to the experience a patient has during the visit,

## Learning objectives

- How to spot the three modalities of human communication in patients and staff
- How to communicate more effectively with any patient
- How to understand a patient's fears and calm them immediately
- How to change their own attitude during adversity in the practice
- How to improve staff and dentist relationships to allow smoother running of the practice
- The Blueprint Process and how it affects both dentists, their staff and patients' thinking
- Strategies and techniques on how to let go of stress and anxiety in the workday which could be affecting personal attitude.

## Biography

David is a dad, mind coach and explorer of life, working in London and South Wales in the UK. His passion is working with people who are looking to 'let go' of the habits and thoughts which are stopping them live the life they really want.

David graduated from Cardiff University in 1991 with a BSc in Biochemistry, before training to be an optometrist, graduating from Cardiff University Optometry School in 1995. Following working as an optometrist, David went on to develop his mind coach business, helping people to improve confidence, and overcome anxiety and low mood. During this two-hour workshop, delegates will learn the psychological, science and neuroscience of 'attitude' and will practice related tools and strategies. At the end of the workshop, delegates will be presented with a toolkit to take away, to practice from and refer to in the future.

## Photo



The above session was previously delivered at a South Wales Branch meeting in September 2018.

## Contact information

David Rahman, Mind Coach, Speaker and Trainer, 61 Penlan Crescent, Swansea SA2 0RL  
07811 957 216 / [hello@mind.coach](mailto:hello@mind.coach)

## Date added to list

06 December 2019

## Basmal Ria

Basmal is a GDC registered specialist in Oral Surgery and a Consultant in Oral Surgery.

## Topics available

- Medication-related osteonecrosis of the jaw (MRONJ)
- Osteoradionecrosis of the jaw (ONJ) often following a dental extraction
- Complications of oral surgery
- Apical surgery
- Update on SDCEP guidance: anti platelets and anticoagulants
- Infective endocarditis and oral surgery.

Her session would be primarily for primary care practitioners (both dentists and DCP's) to increase awareness of medication-related osteonecrosis of the jaw, as well as anticoagulant and anti-platelet therapy and to highlight instances where referrals would be appropriate. To empower primary care practitioners and give them the confidence to manage suitable cases in primary care and know when to refer to secondary care.

## Location

Basmal is based in Middlesex, and would be available to speak at webinars or local events.

## Contact information

### Date added to list

31 January 2023

---

## Dan Shaffer

### Topics available

Digital Dentistry, Intraoral scanners, 3D software, 3D printing, same day crown workflows, cerec dentistry, clear aligners clinical/technical aspects, troubleshooting, impression taking, IPR, Composite attachments, the business case in modern practise.

### Title

**Digital dentistry - a guide for the perplexed**

### Aim

To gain an insight into how the digital revolution in dentistry has changed the dental landscape forever. Whether you have dabbled in dentistry or not, the evening promises to clarify how evolving technologies can help make our dentistry make more sense.

### Learning objectives

- Give an insight into contemporary digital technology
- Highlight the dental practice workflow issues
- Present successful everyday examples of applying digital dentistry to a contemporary general dental practice.

### Learning content

- Recognise the importance of digital integration in contemporary dental practices
- Identify cost, risk and benefit integration
- Evaluate and assess how digital technology could benefit your practice.

### Development outcome

C

### Title

**Troubleshooting for clear aligners - solving problems and improving outcomes**

### Aim

Delegates will gain an understanding of the key problems that can impact success when taking on clear aligner treatment. Dan will discuss his top issues and offer perspective on problem solving. He will offer straightforward advice and demonstrate some sophisticated assessment techniques.

### Learning objectives

- The importance of case selection
- Why case selection is linked to outcome
- Managing patient expectations and responsibilities including retention
- Maximising the value of the treatment plan.
  
- Issues impacting treatment success
- Techniques to avoid problems with attachments
- Getting IPR right from the outset
- Regular monitoring to track tooth movement
- Responding when teeth have not tracked as planned.

### Learning content

Delegates will gain an understanding of the key problems that can impact success when taking on clear aligner treatment. We will discuss our top three issues and offer our perspective on problem solving. We will offer straightforward advice and demonstrate some sophisticated assessment techniques designed to deliver a positive outcome.

### Development outcomes

A, B, C

### Biography

Dan is an experienced dentist who has a passion and flair for all things digital. His dental practice, a private digital restorative practice in Hertfordshire, is well respected in the area by patients and dental professionals alike.

He utilises digital technology to enable high quality, efficient restorative techniques to take place in a workflow that makes practical sense. He manufactures the vast majority of dental restorations in-house and also runs a full service dental laboratory.

Being a registered technician as well as a practising dentist gives Dan a unique insight into technically demanding cases both from the laboratory and clinical points of view.

Over the past decade he has been training dentists and other professionals on behalf of Dental Protection Ltd, delivering countless workshops and in-house training programmes in the UK and abroad. Subjects include Medicolegal risk, Management of adverse outcomes, Difficult interactions in dental practice, Consent/ Shared decision making and Clinical record keeping. He is passionate about encouraging the safer practising of dentistry in the UK.

### Distance

Dan is happy to travel with notice to anywhere in the UK.

### Lecture length

- 1- or 2-hour evening talk
- Half day or full day including hands-on workshops.

### Photo



### Contact information

Dr Dan Shaffer BDS RDT PGCertDentLaw, Assistant Dean, City of London Dental School, Clinical Director Active Aligners UK

[yourfuturesmiles@gmail.com](mailto:yourfuturesmiles@gmail.com) | 07974 680 323 | GDC: 75967

### Date added to list

31 March 2023

---

## Harry Shiers

Harry talks on the restorative aspects of implant dentistry.

### Title

**An introduction to implant dentistry for the GDP**

### Learning objectives

- To give an overall picture of the place in dentistry for this discipline and when not to use it.
- To encourage the GDP to understand the restorative aspects of implant dentistry
- To enable the GDP to understand how to determine which patients are suitable for implant dentistry
- To enable the GDP to restore a dental implant/s.

Harry can also present a session on the 'pros and cons of end versus implants' which he presents with an endodontist if of interest.

### Biography

In 1989 Harry spent a year with The American Society of Occlusion studying the tempo-mandibular joint (jaw joint) bite abnormalities and their management. In 1990 he started The Harley Street Cosmetic Dental Centre as principal after a succession of European and American courses, lectures and training in aesthetic dentistry and in the same year underwent initial dental implant training with The Institute Straumann. From 1990 to 1996 he was in continuous post

graduate education in Aesthetic, Implant and Reconstructive Dentistry. Membership to Academy of Aesthetic Dentistry. In 1996 he attained his membership in General Dental Surgery to The Royal College of Surgeons of England and started lecturing restorative dentistry to undergraduates at The London Hospital Dental School. In 1997 Harry spent a year on attachment to The Eastman Dental Institute studying Implant Dentistry before a further two years studying Implant Dentistry at Guys Hospital London where he was awarded a Master of Science Degree in Implant Dentistry. He set up Harry Shiers Dental clinic in the same year. In 2000, he attained his MFDS examination and entry to The Royal College of Surgeons and Physicians of Glasgow and was awarded Master of Science in Implant Dentistry from the University of London Guy's Hospital.

Harry currently sits on the editorial and advisory board of several professional publications and Daily newspapers and lectures extensively Nationally and Internationally and is the current President of the Dental Society of London

#### Photo



#### Contact information

Harry Shiers, Practice Owner, Harry Shiers Dentistry | [harryshiers@gmail.com](mailto:harryshiers@gmail.com) | GDC: 63100

#### Date added to list

30 January 2020

---

## Richard Talwar

#### Topics

Periodontics and Interface subjects, Patient Assessment, Pathway-based care

#### Biography

Richard qualified from Liverpool University in 1990 and spent nearly six years in general practice which included managing patients with a spectrum of periodontal diseases. This practice post was pivotal in his decision to embark on a 2 year part-time MSc in Periodontology at The Royal London in 1996.

He combined the course with running a practice in Finchley, London and subsequently obtained the Fellowship diplomas from both England (Restorative, 1999) and Edinburgh (Periodontics/Paedodontics, 2000). He has gained vast experience in the various posts he has held in the community, practice and hospital sectors.

Richard presently works as an associate specialist within the CDS (London North West Hospital Trust), a specialist practitioner (Hertfordshire), a specialist clinical teacher in periodontics for undergraduates (Guy's, London) and teaching at Peninsula Dental School on the Periodontology MSc programme.

#### Photo



#### Distance

Richard available to speak at events in the Greater London area, including the areas covered by the Metropolitan Branch, Essex Branch, and Middlesex and Hertfordshire Branch.

#### Contact information

### Date added to list

9 November 2022

---

## Neha Thakerar

### Title

**A recap on diagnosing and managing Orofacial Pain in practice**

### Aims

By the end of this webinar, participants should:

- Be able to describe how to take an orofacial pain history
- Recognise and describe symptomology of:
  - Oral Dysaesthesia (Burning Mouth Syndrome)
  - Persistent Idiopathic Orofacial Pain (Atypical Facial Pain / Atypical Odontalgia)
  - Trigeminal Neuralgia
- Describe likely clinical findings (or absence of clinical findings) following examination
- Describe possible investigations in a primary care setting
- Recognise the importance of excluding dental causes of pain, as an important first step
- Synthesise available history and clinical findings to formulate a differential diagnosis
- Identify initial management strategies and if appropriate, consider specialist referral
- Review possible investigations and management strategies undertaken in secondary care.

### Additional topics

Craniofacial Microsomia, Cleft Lip and Palate, Paediatric Maxillofacial Surgery.

### Biography

Specialty Doctor Oral Medicine / Oral and Maxillofacial Surgery  
West House Dental Practice in Pinner  
Royal Free NHS Hospitals Trust

Dr Thakerar has pursued further training in Oral Medicine, Oral Surgery and Maxillofacial Surgery in various secondary and tertiary units across the country since graduating from Barts and The London. She did her dental foundation training in a practice in the North Central London deanery, then went on to work as a dental core trainee in Oral Surgery and Oral Medicine, followed by Maxillofacial Surgery.

Dr Thakerar has worked as a Specialty Doctor in Maxillofacial Surgery at Great Ormond Street Hospital, and has lectured on Cleft Lip and Palate, Craniofacial Microsomia, and many other topics relevant to Paediatric Maxillofacial Surgery. She has also worked as a Specialty Doctor in Oral Medicine and has delivered regional study day lectures to GDPs on Orofacial Pain.

She now works in London as a Maxillofacial Specialty Doctor and practices Oral Surgery at various dental practices.

### Photo



### Distance

Dr Thakerar is available for webinars and travel in Middlesex and surrounding areas.

### Contact information

Neha Thakerar | [neha@westhousedental.com](mailto:neha@westhousedental.com) | 07515 546 861 | GDC: 272192  
<https://westhousedental.com/team/neha-thakerar> | <https://www.brocklehurstdental.com>

### Date added to list

29 December 2022



---

## BDA's Indemnity team

### Team biographies



**Len D'Cruz**  
**GDP, London and Head of Indemnity, BDA**

Len is a general dental practitioner, running a seven surgery mixed NHS and private practice in North East London. He is an experienced vocational trainer for the London Deanery. He is a dento-legal advisor for the BDA and a dental tutor for Health Education East of England. He has published "Legal aspects of general dental practice" and writes and presents regularly about legal and ethical issues as well as NHS contractual issues particularly in relation to the NHS contract prototypes. He is also an ORE examiner for the Royal College of Surgeons exam and is lead lecturer for the MA in Dental law and Ethics at the University of Bedfordshire.



**Lorna Ead**  
**Dento-legal Advisor, BDA**

Lorna has 19 years of experience working as a dentist. She has worked primarily as a general dental practitioner and also has experience working as a community dental officer and as a hospital dentist.

In recent years, Lorna has worked as a dento-legal advisor for one of the large mutual defence organisations. She is dedicated to supporting her dentist colleagues through a range of cases such as complaints, claims and regulatory issues.

Lorna's dental qualifications include: BDS and MFDS RCS (Ed)



**Joseph Ingham**  
**Dento-legal Advisor, BDA**

Joe spent 28 years in general practice and for eight of those was the dental practice advisor for Berkshire. He tutored at the Eastman Dental Hospital's School of Hygiene and Therapy for 17 years and spent a decade as a dento-legal advisor with one of the large mutual defence organisations.

Joe has a particular interest in the legal aspects of prescribing within the dental setting and was recently made an honorary member of the BADT.

- BDS
- LLM
- FFFLM





**Clare Lawrence**  
**Dento-legal Advisor**

Clare has 20 years of experience as a dentist, working in both primary and secondary care. She became a member of the Royal College of Surgeons and gained her diploma in Conscious Sedation from Guys before joining the Oral Surgery specialist list in 2008.

Having worked in the dento-legal field for the last six years, she has continued her interest in the law and recently became a member of the Faculty of Forensic and Legal Medicine, going on to complete the diploma in forensic medical science. Clare is committed to pursuing proper and fair outcomes for her dental colleagues in all manner of dental complaints, claims, regulatory and disciplinary processes and advice cases.

- BDS
- MFDS RCS(Eng)
- Dip D Sed
- MFFLM
- DipFMS



**Shreeti Patel**  
**Dento-legal Advisor, BDA**

Shreeti completed her master's in Medical law and Ethics in 2018 where she focused her dissertation on consent and regulation of endodontic treatment.

Since completing her master's in Endodontics at Guys in 1999, Shreeti practices in Oxfordshire where she is a principal dentist and provides endodontic services at two other practices in Berkshire.

With her legal and clinical expertise, Shreeti will be able to assist members with complex endodontic medico legal issues amongst other complaints, claims and regulatory cases.

- BDS
- LLM
- MSc (Endodontics)
- DGDP(UK)



**Susie Sanderson OBE**  
**Dento-Legal Advisor**

Susie was a general dental practitioner for 36 years and a practice owner for most of that time. She is a BDA Past President and chaired the BDA's Executive Board and the UK Conference of LDCs. She is currently the Speaker of the General Assembly of the FDI World Dental Federation.

Susie has a master's degree in Medical Law (LLM) from Cardiff University and is a fellow of the Faculty of Forensic Law and Medicine. She worked for nine years as a dentolegal adviser for one of the large mutual defence organisations and, although she developed a particular interest in assisting and supporting dentists who are challenged to provide evidence of professional development, she has all round experience in helping dental colleagues with complaints, regulatory, disciplinary, advice and claims cases.

- BDS
- LLM
- FFFLM
- FDSRCS (Eng)
- FFGDP (UK)
- FICD

**Contact information**

Please contact the Local Services team at [branchsectionevents@bda.org](mailto:branchsectionevents@bda.org) or 020 7563 4590 (Mon-Fri 09:00-17:00) if you would like to book the BDA's Indemnity team for any meetings.

---

**Topics which can be covered by the BDA's Indemnity team:**

**Title**  
**NHS rules and regulations**

## **Aim**

To provide an overview of important aspects of the NHS contract in England and Wales.

## **Learning objectives**

- Provide an overview of the important clauses in the NHS Contract and how they should be interpreted
- Consider how GDC guidance impacts on the NHS contract
- Review how the NHS contract may change in the future.

## **Learning content**

- Recognise the important NHS contract clauses and rules that commonly cause problems for dentists
- Explain how GDC guidance reflects NHS dental rules and regulations
- Understand how commissioners contract manage practices.

**Development outcomes:** A and D

**Target audience:** Dentists / Practice Managers

**Duration:** 2 hours; Half a day; or Whole interactive day

## **Speaker**

Len D'Cruz

## **Title**

**Can we really avoid complaints?**

## **Aim**

To provide an overview of complaints management in practice.

## **Learning objectives**

- Provide an overview of the complaints system and what triggers them in general practice
- Provide a framework to manage and respond to complaints
- Understand how human factors and communication skills control complaints.

## **Learning content**

- Identify the cause of complaints in practice
- Describe a system of managing and auditing complaints in practice
- Utilise communication skills in preventing and managing complaints.

**Development outcomes:** A and B

**Target audience:** Dentists

**Duration:** 2 hours; Half a day; or Whole interactive day

## **Speaker/s**

Len D'Cruz  
Lorna Ead  
Shreeti Patel  
Clare Lawrence  
Joe Ingham

## **Title**

**Consent - did they say yes?**

## **Aim**

To provide an update on consent in practice.

## **Learning objectives**

- Describe the building blocks to obtaining valid consent from patients
- Review the situations where obtaining consent may be more challenging
- Provide practical examples of how consent operates in a dental context.

## **Learning content**

- Describe the steps in obtaining consent

- Identify different categories of patients whose consent requirements are different
- Produce appropriate clinical records reflecting the consent process.

**Development outcomes:** TBC

**Target audience:** TBC

**Duration:** 2 hours; Half a day

**Speaker/s**

Len D’Cruz  
Lorna Ead  
Clare Lawrence  
Joe Ingham

**Title**

**It’s a risky world**

**Aim**

To provide an overview of current dento-legal issues.

**Learning objectives**

- Outline the key areas of dento-legal risks in practice
- Provide practical solutions for those risks
- Illustrate the challenges faced in practice using cases and scenarios.

**Learning content**

- Appreciate the multi-factorial range of risks faced in clinical practice
- Review the methods to mitigate the risks of specific clinical issues
- Implement systems to improve safe clinical care.

**Development outcomes:** A, B and D

**Target audience:** Dentists / Practice Managers

**Duration:** 2 hours; Half a day; Whole interactive day

**Speaker/s**

Len D’Cruz  
Lorna Ead  
Clare Lawrence  
Joe Ingham

**Title**

**Off the record**

**Aim**

To provide guidance on good record keeping.

**Learning objectives**

- Outline the reasons for keeping clinical records
- Outline the legal and clinical standards applied to record keeping
- Case based scenarios emphasising the importance of accurate record keeping for consent and in different clinical disciplines, eg: perio, endo.

**Learning content**

- Produce appropriate clinical records
- Reflect on the standards required for record keeping
- Practically apply a system to produce consistent, accurate and defensible records.

**Development outcomes:** A, B and D

**Target audience:** Dentists / Dental Care Professionals

**Duration:** 2 hours; Half a day

### Speaker/s

Len D'Cruz  
Lorna Ead  
Clare Lawrence  
Joe Ingham

### Title

**Should we be that worried about being sued?**

### Aim

To provide an overview of clinical negligence and putting the risks into context.

### Learning objectives

- Provide an overview of the legal concepts around the tort of negligence
- Identify the key clinical situations which attract the most litigation
- Provide systems and processes to manage your risks.

### Learning content

- Consider the clinical negligence risks in dental practice
- Establish systems and protocols to reduce the risk of being successfully sued
- Understand the role of record keeping and consent in reducing the likelihood of clinical negligence claims be made.

**Development outcome:** D

**Target audience:** Dentists

**Duration:** 2 hours; Half a day

### Speaker/s

Len D'Cruz  
Lorna Ead  
Clare Lawrence  
Joe Ingham

### Title

**BDA Indemnity - what's the big deal?**

### Aim

To provide an overview of BDA Indemnity.

### Learning objectives

- Provide an overview of what to look for when buying your indemnity
- Outline the differences between the different types of indemnity cover
- Provide an overview of BDA Indemnity and what it covers.

### Learning content

- Understand the indemnity market more clearly and to make a choice based on that information
- Review the different products on the market and compare them
- Understand the terms of the BDA Indemnity policy.

**Development outcome:** D

**Target audience:** Dentists

**Duration:** 1 hour

### Speaker/s

Len D'Cruz  
Lorna Ead

### Title

**Pulp fiction**

### Aim

An overview of the dento-legal risks in endodontic treatment.

### Learning objectives

- Review the stages in endodontic treatment that give rise to claims
- Provide risk management guidance in controlling the specific issues that arise from the delivery of endodontic care
- Provide systems and processes to help with consent and communication.

### Learning content

- Appreciate the areas of risk in providing endodontic treatment
- Put into place systems and procedures to mitigate these risks
- Reflect on their record keeping and make appropriate changes.

**Development outcomes:** A and C

**Target audience:** Dentists

**Duration:** 2 hours

### Speaker/s

Len D'Cruz  
Lorna Ead  
Shreeti Patel

### Title

**Managing the dento-legal risks of periodontal disease in practice**

### Aim

An overview of the dento-legal risks in periodontal disease management in practice.

### Learning objectives

- Review the areas where there are increased dento-legal risks
- Provide risk management guidance in controlling the specific issues that arise in managing patients with periodontal disease
- Discuss the delivery of preventive care working with DCPs.

### Learning content

- Understand where the risks are when delivering periodontal care
- Implement systems to mitigate risks
- Refer and work with team members within the current legal and professional standards.

**Development outcomes:** A and C

**Target audience:** Dentists

**Duration:** 2 hours

### Speaker/s

Len D'Cruz  
Lorna Ead

---

Last updated 19 July 2024