

# Curriculum Vitae.

## Fiona Patch.

BDS, DPDS, PG Cert. Medical. Education, PGCert. Healthcare Law & Ethics, PGDip Dental Law & Ethics. Cert. Leadership Coaching & Mentoring.

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### Employment History:

❖ Dento - Legal Advisor at Densura June 2023 –currently

I support dentists responding to complaints, legal cases, and GDC cases including Rule 4 observations and responses.

❖ Associate Dentist at Bloxdent Ltd. Banbury, Oxon. February 2009 – currently

I was DCT trainer from 2020 – 2023 and an FD trainer for 6 years from September 2012 to August 2018. I have created a stable list of patients within this busy NHS practice.

❖ Head of Clinical Quality. Rodericks Dental Ltd. April 2018 – currently.

Within this role I triage all complaints, assisting Area and Practice Managers with the investigation and response to non-clinical complaints. I am responsible for developing the complaints process, along with coaching members of the dental team to have difficult conversations with patients and staff around complaints and complaints handling. I investigate and writing responses for non-clinical and general clinical complaints, liaising with solicitors and our indemnity providers. I support with complaints from LAT's, NHS England and The Ombudsman.

I have assisted NHS England with fraud investigations, worked to create a relationship with the GDC so we can have transparency with regards to any of our registrants that are being investigated.

I investigate and support any dentists in difficulty within the business and develop processes for this, ensuring we are aligned with GDC standards and expectations.

❖ Clinical Advisor for Rodericks Dental Ltd. April 2015 - April 2018.

Supporting 11 dental practices within the Thames Valley area, including appraising dentists, supporting dentists in difficulty and advising on complaints.

❖ Tutor for the PG Certificate in Medical Education, run by HETV. January 2014 - January 2017

Tutored 3 cohorts, including delivering small and large group teaching, feedback on draft assignments and marking assignments.

- ❖ Dental Appraiser for HEE especially within the Wessex area. 2014 – currently.
- ❖ Associate dentist at Busby House Dental Centre, Didcot. July 2004 – October 2008
- ❖ Out of Hours Dental Service in Kidlington and Oxford. 2002 – 2008
- ❖ Associate dentist at Peter Walker and Associates, Farrington. August 2001 – July 2004
- ❖ Various locum positions, August 2000 – August 2001

Australia, working with Royal Flying Doctor Service and practicing in rural and remote dental clinics. Orkney within the community dental service and Dumfries in General Practice. VT dentist at The Dental Practice, Cosham. August 1999 – July 2000

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#### Qualifications:

Currently studying for an MA in Dental Law & Ethics,

PGDip Dental Law & Ethics 2023 (University of Bedfordshire)

PGcert Healthcare Law and Ethics. 2022(Manchester University )

Level 7 Certificate in Leadership Coaching & Mentoring 2019 (CMI)

PG Cert Dental Law & Ethics 2017 ( University of Bedfordshire)

PG Cert Med Ed 2013 (Oxford Brookes)

DPDS 2010 (Bristol)

BDS 1999 (Glasgow)

