

Fiona Patch

Curriculum Vitae

Development Adviser

PROFILE

A senior dental professional with over *20 years* broad clinical and leadership experience. Fully compliant and up to date with Continuing Professional Development requirements. Considerable experience in delivering educational programmes across a wide range of topics in a creative and interactive manner. A deep knowledge of quality assurance, verification and governance systems. An effective and experienced development adviser for remediation, personal development and career development who has supported a number of colleagues.

GDC registration number: 76413

Employment History:

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

DCT trainer for 3 years until August 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 Independent NHS practice. I am a deanery appraiser for dentist within the Wessex area.

- Dento Legal Advisor at Densura May 2023 – currently.

Within this role, I support dentist with all aspects of complaints from advice to GDC and legal cases. Writing response letters and planning remediation. Liaising with dentists, the insurers and legal team.

- Head of Clinical Quality Rodericks Dental Partners 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 also 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.

I review clinical quality and support with responses to NHS England and NHS BSA.

- 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.

- Dental Appraiser for HEE especially within the Wessex area. 2014 – currently.

- 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.

- 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, Faringdon. 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

Education History:

Under Graduate:

BDS 1999 (Glasgow)

Post Graduate:

PGDip Dental Law & Ethics 2023 (university of Bedfordshire)

PGCert Healthcare Law & Ethics 2022 (University of Manchester)

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

PG Cert Med Ed 2013 (Oxford Brookes)

DPDS 2010 (Bristol)

Professional:

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

Specific to Development Adviser:

Development of Personal Development Plans and mapping CPD.

My appraiser role is based around helping appraisees to develop their PDP and map their CPD I have a good knowledge of GDC CPD requirements, and where and how to access a range of courses. Having been an ES for FD's and DCT's I am experienced in signposting to CPD to develop clinical and non-clinical skills.

Knowledge of development tools to increase insight and self-awareness.

Having completed a Postgraduate Certificate in Medical Education and been a course tutor for the Postgraduate course in Medical Education run by HETV, I have a good knowledge of educational tools that can be utilised to increase insight and self-awareness.

Knowledge of relevant workplace-based assessments, e.g.audit, case-based discussion.

I have used work placed based assessments in my ES role for DCT's and have used them extensively as an FD trainer. I routinely used Random Case Analysis (RCA), develop and use audits and reviews in my role as Head of Clinical Quality.

Knowledge of current standards and guidelines in dentistry.

My role as Head of Clinical Quality at Rodericks Dental Partners, I follow and educate others on these standards and guidelines routinely. I understand the need for standards and guidance and how they are applied to the clinical setting. I also work on cases that NHS England have raised and look at how the standards and guidelines can be applied to these and any dentists in difficulty within the business.

Knowledge of the GDC fitness to practice process

I have developed the remediation process within Rodericks Dental, and supported dentists within the business who have GDC investigations and those undergoing fitness to practice proceedings. I am the initial point of contact for the GDC with regards to any DCP within Rodericks dental who has been flagged for investigation. The GDC are happy with our remediation process. I worked on an agreement with the GDC whereby we have transparency about dentists within the business and how the investigation and fitness to practice process is proceeding, this means we are better able to support our dentists. I attended a Supporting Dental Professionals in Difficulty course in March 2021. My Diploma in Dental Law & Ethics course covered the regulatory process. I had personal experience of the GDC fitness to practice process in 2022.

Report writing skills.

Part of my role at Rodericks Dental Partners involves responding to non-clinical complaints, this requires attention to detail. I also write reports for any Random Case Analysis due to concerns about clinical skills and or record keeping. I also look at acquisition practices clinical data and report on this. My appraiser role also requires report writing. My dento- legal role has developed these skills further.

Equality, diversity and inclusion policies.

I am up to date with equality and diversity training and have recently worked on grievance cases that have arisen because of issues related to equality and diversity. These issues have also been studied within the Dental Law and Ethics MA I am currently completing.

I am up to date with my CPD in this area.

Effective communications skills.

I work hard to communicate well with people. My FD and DCT training roles and Rodericks Dental Partners role all depend on communication skills and the ability to communicate with a wide range of people. My coach mentoring qualification has also helped me develop my communication skills. I have also facilitated mediation meetings. I have created and delivered educational content to a variety of healthcare professionals.

Motivating and developing others.

All my nonclinical roles are based around this, and I have worked hard to upskill myself in this area so I can be the best I can at helping others develop themselves. I have recently been working with a young dentist within the practice who had been struggling, via coaching and mentoring issues have been resolved and they are feeling more positive about a career in dentistry. I really enjoy watching people become motivated and develop themselves because of coach mentoring. I have recently undergone sessions with a coach mentor and found huge value and motivation from this.

I have recently completed an Ethical Mentoring course.

Good interpersonal skills.

I have worked in the same practice since 2009 and built strong relationships with staff and my patients. My ES and FD training roles also show that I have good interpersonal skills, alongside my role at Rodericks Dental Partners which involves liaising and supporting across the business, including practice managers, area managers and our indemnity providers, along with dentists and patients. These skills are also utilized in my dento-legal advisor role.

