

# Dental nurse to practice manager

**Alex Payton** is a dental nurse and soon-to-be practice manager with {my}dentist, a member of the Association of Dental Groups (ADG). Here, Alex describes a normal day in the life...

I would start a typical day around 8.00am by getting changed into clinical clothing and then setting up my surgery, making sure I have all equipment, materials and lab work that I would be needing for that day. We have a standardised checklist in all practices within the group to help us with this, which ensures we don't forget anything that may be essential for the day ahead.

My responsibilities as a dental nurse throughout the day would involve supporting the dentist and helping to make sure everything runs smoothly. I would be there to reassure patients, making them feel more at ease and as comfortable as possible, knowing that the dental environment can be daunting for some. Perhaps the most rewarding aspect of my job is helping particularly anxious patients to relax. Knowing that my involvement has helped that patient overcome their fear in order to undergo the treatment they require and stop any pain they were in, is very gratifying.

## Teamwork

We see around 30 patients a day, with appointments varying from simple, routine check-ups to fillings, endodontics, crown preps and denture work. I also work closely with the oral surgeon at our practice where we do a lot of private implant work. In addition, I am part of the team responsible for ensuring the surgery is clean and tidy, meeting the best possible standards of infection control. Comparing my experience of working within the dental group to that of an independent practice, there does seem to be more paperwork within the corporate. However, this is essential paperwork that helps me with my day-to-day role as a dental nurse, including patient medical history, FP17 and FP17DC forms. There are also many benefits to working with the dental corporate, such as great career opportunities. The group acknowledges people that work hard and want to better their selves. For example, after working as a dental nurse for eight



years, I am now going into a practice manager's role working closely with UDA forecasts and budgets.

## Training opportunities

There are also fantastic training opportunities with the great Academy enabling all staff to complete their core CPD for free, as well as offering first aid and fire marshal training. The clinical and administrative support from the group is great and goes a long way to help ensure all members of the dental team can fulfill their roles to the very best of their abilities. Our practice managers inform us all monthly regarding any changes or updates that need to be implemented

within the practice. We also have our weekly bulletin and The Buzz newsletter, which provides information specific to the group and helps keeps us involved. While I understand moving from a dental nursing role into practice management is going to be completely different, I'm looking forward to the challenge. I hope to be the best practice manager I possibly can by working closely with the more experienced practice managers in my area to develop my skills and understanding.

For more information about the ADG visit [www.dentalgroups.co.uk](http://www.dentalgroups.co.uk)