

A day in the life: lead dental nurse

Kelly Latter explores what it is like to work for a dental corporate and explains a day in her working life

I have been a part of Bupa for three years, previously working in the Holborn branch and have now been in Moorgate for the last year. Prior to joining the corporate, I worked for six years in an NHS dental practice.

Varied duties

My lead nurse role is split between clinical and admin days. On the admin days I help out with the practice audits and checklists, nurse appraisals and completing any ordering, or anything else that the practice manager might need assistance with. On the clinical days the work is normally all based around nursing in the surgery and assisting the dentist.

An average day starts at 8:15am, with the first patients arriving for 8:30am. Normally we'll see between 14-15 patients per day.

Structured system

We undertake a variety of procedures, with general dentists providing general treatment, as well as hygienists

who mainly complete professional cleaning during half-hour sessions. We also have specialists that work with us, offering orthodontic and endodontic treatments, as well as a periodontist and implant dentist who both also practice one day a week.

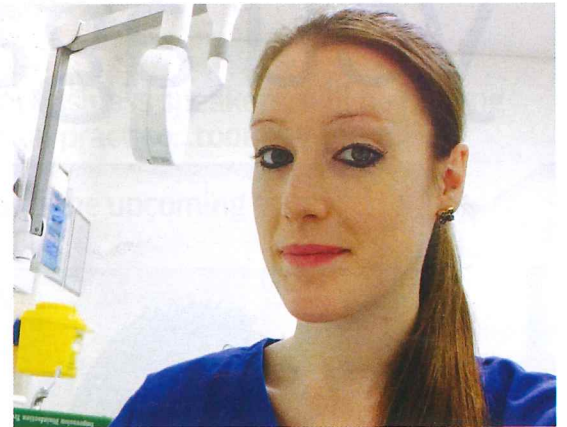
The management system in the practice means that everyone has someone specific that they report to. The receptionists report to the lead receptionist, the nurses report to me (as lead nurse), and the practice manager reports to a line manager at a different Bupa site. This really helps to have a structured reporting system to make sure any problems are dealt with efficiently and by the right person.

Best practice

I joined Bupa when the practice where I was employed in Holborn was acquired. I liked the ethos of the company and how it intended to run the practice and I decided to stay.

The transition from independent to corporate was a bit bumpy. There were a lot of changes that needed to be implemented and there were many things that needed to be addressed. In such a transition, there will always be some strain on the practice, but the company and centre managers did as much as they could to help out and offer support.

Working for corporate companies provides great



development opportunities for people looking to further their career. The lead nurse role was something that was completely new to me, as the previous practice was a lot smaller. So I was keen to take on the extra responsibility and begin leading the team. The Moorgate practice was also going through the same transition that I had already experienced in Holborn and I thought it was a great opportunity to share my experience and help make the transition and integration as smooth as possible. **D**

Kelly Latter is lead dental nurse at Bupa Dental Centre in Moorgate, a member of the Association of Dental Groups.

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