Call centre does it again... and again

Denplan is celebrating once again after out-performing national competition and achieving second place in both the CCF European Call Centre awards and the Top 50 Call Centres for Customer Service.

The Top 50 Call Centres for Customer Service is the biggest ever call centre benchmarking exercise, conducted by independent market research company Gfi Mystery Shopping. The study was commissioned by Call Centre Focus magazine and Denplan came in second place for the second year running, with a score of 94.78 per cent. First place went to F&C Investments with 94.95 per cent and third place went to last year’s winners, First Direct, with 91.73 per cent.

The CCF European Call Centre Awards formally recognise professional excellence right across Europe. Now in its 14th year, has become a firmly established annual event. It rewards individuals and companies that have made a real impact over the previous 12 months and Denplan were thrilled to be commended in the ‘Best People Practice’ category. Denplan was ranked as ‘Highly Commended’ at the awards and was pipped to the post only by Gable & Wireless.

Julia Dawson, Director of Customer Services at Denplan commented: “Both of these customer service accolades are testament to the hard work and dedication by the customer advisory and customer service teams here at Denplan. Everyone here is extremely proud of the team and we are always ready to meet the exciting challenges facing UK dentistry today. Dentists and patients nationwide also recognise how they can benefit from our winning team, making us the number one provider of dental payment plans.”

Simon Thorpe, Programme Director - Top 50 Call Centres for Customer Service added: “Customer service is becoming more important than ever as consumers are more careful about where and how they spend their money. Companies are realising that in order to retain customers during difficult financial periods customer service has to be first class. We would like to congratulate Denplan for their excellent performance. We hope this initiative will inspire other call centres to improve their levels of customer service to reach the standards set by our Top 50 members.”

Crisis Christmas call

Volunteers are urgently needed to offer dental services to homeless people in London over the festive season.

Crisis – the national charity for single homeless people which started 58 years ago - is looking for qualified dentists, dental nurses and hygienists to help run the dental service at Crisis Christmas this year. The charity wants to build on last year’s success when more than 200 patients received dental treatment over the Christmas period.

Shifts run from 8.30am to 6pm from Christmas Eve on Thursday, December 24 through to Tuesday, December 29, with volunteers expected to donate a minimum of two shifts. The service relies on qualified dental health professional volunteers to provide a range of routine dental treatments including checkups, scale and polish and fillings, as well as providing basic dental health advice and education.

Senior dental nurse and volunteer at Crisis Christmas 2008, Bianca Payne, said: “I was immediately affected by the warmth of the place. The dentistry was carried out in fully-equipped vans. There were people everywhere holding steaming hot cups of tea and coffee, engrossed in whole-some conversations and having a good laugh. We all worked hard, but had plenty of time to sit down, have a chat with the guests and share stories with the other volunteers. At the end of my three-day stint, I wished my day-to-day work was as much fun as this.”

Leslie Morphy, chief executive of Crisis, said: “Crisis Christmas would be impossible without the time and dedication shown year in and year out, by our thousands of volunteers. They provide invaluable companionship and services to some of society’s most vulnerable people, but also gain much from the experience in return.”

For more details, email: volunteering@crisis.org.uk or apply online at: www.crisis.org.uk/volunteering.

Fundraising march for mouth cancer

Dental team staff from a Kent practice went on a fundraising walk in order to raise greater awareness about the symptoms of mouth cancer.

Dr Laura Lynch along with two dental nurses from her surgery in Croydon Road, Beckenham, completed the 10km sponsored walk for the Mouth Cancer Foundation.

Money raised from the walk around Hyde Park in central London is going towards helping the charity improve its support for patients and carers.

Dr Lynch, 38, said: “We decided to do the walk as a team as it is relevant to our work, because early detection of mouth cancer is crucial.

“We think that the Mouth Cancer Foundation does a great job of raising awareness about the symptoms of the disease, so we want to support them in any way we can.”

Common symptoms of oral cancer include: unexplained bleeding in the mouth, loose teeth, or white or redish patchy areas inside the mouth or lips.

The Mouth Cancer Foundation was established in 2004 as a professional support organisation for people with mouth, throat and other head or neck cancer and their carers and health professionals. It also aims to relieve sickness and raise awareness of the illness among the public in general.

To sponsor Laura and her team visit justgiving.com/Laura-Lynch Association of Dental Implantology Apptinee

BADM staff addition

The British Association of Dental Nurses has appointed a new administration assistant, Katie Ball, from Thornton in Lancashire joins the team at the BADN head office in Thornton-Cleveleys. The other team members currently consist of chief executive Pam Swain, membership administrator, Shirley Wetherley and front office administrator, Christine Cass.

Katie will be responsible for the administration of the corporate affiliate scheme and the national education panel, as well as updating of the BADN website and assisting the chief executive in the organisation of the National Dental Nursing Conference.

Katie, who is currently completing her European Computer Driving Licence, has just signed up for an NVQ in business administration at Blackpool and Fylde College, as part of the business administration apprentice scheme.

Chief executive, Pam Swain, said: “We are delighted to welcome Katie to the BADN staff and are looking forward to introducing her to members, suppliers and dental companies at Showcase in November, following on from her attendance at the National Dental Nursing Conference in October.”

Katie will be responsible for website updates

Katie Ball, the new BADN admin assistant
Access figures rise

The recently published Scottish Dental Practice Board (SDPB) annual report for 2008-2009 highlights significant gains in access to NHS dental services in Scotland.

The report’s main findings show that the percentage of the Scottish population registered with an NHS General Dental Services (GDS) dentist was 80.1 per cent for children and 61.5 per cent for adults in March 2009. This is an increase from 77.4 per cent for children and 57.2 per cent for adults, at the same date the year before.

The report also reveals that the total expenditure on NHS GDS care and adult dental care for the year ending March 2009 was almost £220 million. This was an increase of 10.6 per cent - £21 million - from the previous year.

The average cost to the NHS GDS of treating a child during 2008/09 has increased by £4 from £58 to £62, with the average cost of treating an adult during 2008/09 up £1 from £42 to £43. Analysis of these figures shows that this increase is related to the associated costs of increased patient registration numbers, as well as increased volume of treatment.

SDPB chairman, Donald McNicol said: “Our annual report demonstrates that significant gains in access to NHS dental services were achieved throughout all NHS board areas in Scotland. This is due to the continued commitment of general dental practitioners and the continued support of the Scottish Government Health Directorates.

“These two components continue to deliver a high quality service to children and adults in Scotland and should be commended. In that regard we now have record levels of patients registered with an NHS dentist in Scotland.”

The number of tooth extractions carried out by NHS GDS dentists increased by 5.8 per cent, from 467,871 in the year ending March 51, 2008 to 485,098 in the year ending March 51, 2009.

There was an increase of four per cent in the number of ordinary fillings, seven per cent increase in the amount of root fillings and five per cent increase in crowns this year, compared to the previous year.

The number of principal dentists working in the GDS increased by five per cent, from 2,099 last year to 2,204 this year.

In 2008/09, 92 per cent of the post-treatment referrals which resulted in examinations, received a satisfactory treatment grading from the Scottish Dental Reference Service.

The SDPB is a statutory body accountable to Scottish ministers, which oversees the authorisation of payments to dentists by NHS national services Scotland practitioner services division. It contributes to clinical policy, monitors the GDS and advises on the quality of GDS treatment.

The reforms aim to protect patients specific criteria relating to their skills and expertise.

Health minister, Ann Keen, said: “Healthy dentists professionals work extremely hard to provide high standards of care that patients expect. Regulatory bodies play a vital role in maintaining these standards and ensuring that those few professionals who fall below them are dealt with fairly and firmly. The changes we have introduced will continue to raise professional standards in healthcare and encourage more transparency and high-quality services for patients and the public.”

The newly-appointed GDC consists of eight dentists, four dental care professionals, 12 lay members and a chairman drawn from the lay or professional membership. Its first meeting was set to take place on October 15.

The Council for Healthcare Regulatory Excellence (CHRE) recently described the GDC as displaying ‘excellence’ and ‘good practice’ in its initiatives. These include focusing on customer service and encouraging dental patients to expect higher standards.

Other regulatory bodies affected by the reforms include the General Medical Council and the Health Professions Council.