The CASPER campaign began in June 2012 with a meeting of 12 interested parties at Aston University Business School. The aim of the meeting was to form a Steering Group to highlight the need for clear guidance on the standards of professional education required to enable dental professionals to meet regulatory standards for quality of care and patient safety.

With the enactment of the Health and Social Care Act 2008 and the creation of the regulatory bodies appointed to ensure compliance with its regulations we have been approached by an ever increasing number of practice teams struggling with the requirements. It is clear to us that many of the employers—Registered Providers do not have the training required to make the regulations into an effective tool for ensuring consistent standards of patient-focused care. Frequently, they employ a practice manager who does not have the required skills either.

The CASPER working group is made up of managers, communicators and trainers who understand the skills required at each level of practice management. Whether your management role is at the strategic level where managers are often Registered Providers and are responsible for business planning, or at the operational level at which managers are responsible for designing practical procedures, or the supervisory level at which managers supervise the work of colleagues, having the appropriate knowledge, skills and understanding of management principles is advisable, especially during adverse economic times.

**Registering your interest**

We are inviting interested dental professionals to register their interest in the CASPER project by completing the questionnaire below, you can do this on paper and post your response with your name and postal or email address to: 24 Farnworth Grove, Castle Bromwich, Birmingham B36 9JA or email us asking for an electronic version for the questionnaire at casper.campaign@gmail.com

**About the author**

Glenys Bridges is an experienced management trainer and assessor with 20 years experience of working with General Dental Practitioners and their teams. In addition, she has expertise and qualifications in Counselling and Life Coaching. Her first book Dental Practice Management and Reception was published in 2006 her second book Dental Management in Practice was published during 2012.

**Climbing the skills ladder**

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