

7th December 2016

Mrs S Jackson
PASS

I would like to thank my colleagues from PASS for their input today. I regret that I did not accept the earlier invitation to engage their support. I mistakenly believed the scheme intends to support isolated dentists who feel that they are without sufficient access to professional guidance or unable to cope.

At this time, I asked several people about the invitation to PASS and the responses were negative, that it was not necessary or applicable to me. Such a shame.

Having a complaint against me, I embraced intensive updated learning and I made personal changes and initiated many at my place of work. (Please see enclosures)

The time I would have dearly appreciated support was for earlier, in the darkest hours of the complaint process. Instead, I actively engaged practice colleagues to share from my experience, that they might pre-empt possible future problems. I also approached friends in specialist practice to mentor and advise me. Emotional support came from my friends (family never knew), limited reassurance came from colleagues. In future, I would recommend PASS and actively seek its external support.

This practice is now 'managed' and many discrepancies in administration have been or are being addressed. As a result of staff training, good protocols and job accountability, a scanner and digital radiography, I have greater confidence in our ability to evidence our compliance with current legislation and guidelines, document storage and claims procedures.

I shall continue to practice, with guidance, as complicitly as I am able.

Your sincerely