



2019 Events & Training





We look forward to seeing you during 2019.

Please keep checking the website as we add to our programme of events and training throughout the year.

We'd love to hear from you

Events

 events@denplan.co.uk

 01962 828026

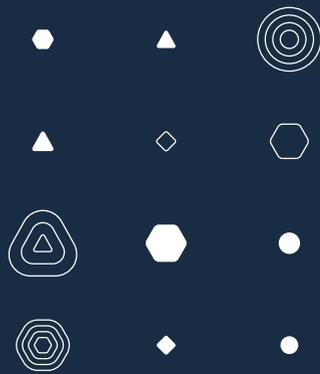
Tailor-made training

 tmt@denplan.co.uk

 01962 827802

 denplan.co.uk/events

For our full terms and conditions for all of our events visit denplan.co.uk/terms



Coming together is a **beginning**

Keeping together is **progress**

Working together is **success**

To book your place on one of our events please visit www.denplan.co.uk/events

CPD Essentials

This course is a must attend event for all the practice team and promises to be interactive, dynamic and most importantly, educational! 100% of attendees said the course assisted with their development and more than 97% of attendees thought the course was good or excellent during 2018.

During the day you'll cover the following core subjects;

- Self Defence for Dental Teams (Legal and Ethical Issues)
- The Systematic approach to Medical Emergencies in Dental Practice (incl CPR)
- Safeguarding Children and Adults Update and Refresher
- Infection Prevention and Control

Prices:

Denplan patients at practice		Cost
0 - 99		£200
100 - 499	25% discount	£150
500 +	50% discount	£100

Prices exclude VAT.

When and where:

January

Tuesday 29th | Hilton at the Ageas Bowl, Southampton

February

Tuesday 12th | Aztec Hotel, Bristol

Tuesday 26th | Village Hotel Leeds South, Leeds

March

Tuesday 5th | Bedford Lodge, Newmarket

Tuesday 12th | Park Royal, Manchester

Tuesday 19th | Crowne Plaza, Solihull

Tuesday 26th | La Mon, Belfast

May

Wednesday 22nd | Village Hotel, Edinburgh



“**Fantastic day.**
Challenging topics delivered in an entertaining way!

To find out more and to book visit denplan.co.uk/events call **01962 828026** or email events@denplan.co.uk





For 2019 we are introducing a new format for our Simplyhealth Professionals Forums, one day, two forums. Two conferences running parallel on one day, tailored especially for either practice managers or dentists.

Both will receive our business and professional updates from the Simplyhealth Professionals leadership team followed by two masterclass lectures designed completely for them.



Dentist Programme

These are a must-attend event, providing a unique opportunity to meet with our leadership team and learn about our business and also to influence our business plans for the coming years. You will receive a business and professional update from the Simplyhealth Professionals leadership team followed by two clinical masterclass lectures. After the lectures you will have the opportunity to grab a drink before taking part in our open forum where you will have the chance to ask your questions directly to our leadership team.

Following the conference, dentists are invited to join us for a business dinner followed by complimentary overnight accommodation.

 CPD: **5 hours**
 Times: **9.15am - overnight**
 Price: **Complimentary**



Practice Manager Programme

These events are designed to support you, refresh your knowledge and allow you to network with your peers. You will receive our business and professional updates from the Simplyhealth Professionals leadership team giving you all the legislation updates as well as providing you with information on how we can support you in your role within your practice.

There will be two masterclass lectures tailored to your role. These interactive sessions will ensure you come away enthused about your job.

During the day you will be given plenty of opportunity to mix with your peers, ask questions and of course meet the Simplyhealth Professionals team.

The Simplyhealth Forums for practice managers are open to every practice manager and bookings for 2019 will open shortly.

 CPD: **4.5 hours**
 Times: **9.15am - 4.00pm**
 Price: **£35 + VAT**



The Forums are proudly supported by the following fantastic range of sponsors who will be exhibiting at the events:

Oral B
GCUK
Orascopic
Lily Head
MIAB

When and where:

September

Thursday 19th | Dalmahoy Hotel & Country Club, Edinburgh
Thursday 26th | Titanic Hotel, Belfast

October

Thursday 3rd | Park Royal, Warrington
Thursday 10th | Hilton Ageas Bowl, Southampton
Thursday 31st | Marriott Tudor Park, Maidstone

November

Thursday 7th | Doubletree by Hilton, Cambridge
Thursday 14th | Marriott Leicester, Leicester
Thursday 21st | De Vere Tortworth Court, Bristol
Thursday 28th | The Majestic Hotel, Harrogate

Clinical Training

Our successful Clinical Training events are back for 2019, with a range of new lectures.

This series offers four different lectures by speakers who are leading experts in their fields.

Complete Composites – Dr Louis Mackenzie

A theoretical update and practical training on the latest materials, equipment and evidence-based clinical techniques for the restoration of posterior and anterior teeth with direct composite restorations.

An Introduction to Facial Aesthetics – Dr Sunny Lathar

This course is aimed at practitioners who want to further their interest in the growing discipline of Facial Aesthetics. The course is an intensive full-day program and features video demonstrations of patient treatment.

 CPD: **6 hours**
Times: **9.30am to 5.00pm**

Prices:

Dental patients registered at the practice	Cost
0-99	£100
100-499	£75
500+	£50

Prices exclude VAT.

Root 2 Crown Solutions – Dr Mahul Patel, Dr Luca Moranzoni and Dr Jon Cowie

The program is designed to help delegates optimise advanced endodontic treatment and the restoration of endodontically treated teeth. The three specialist speakers will describe the connections between every clinical stage, from treatment planning, through root canal therapy to the final restoration of function and aesthetics, providing step-by-step solutions using the latest materials, equipment and clinical techniques.

Digital Workflows in Modern Cosmetic Dentistry – Dr Simon Chard

Dr Chard will give an illustration on how incorporating digital technology into your clinical practice can revolutionise the way you look after your patients. He will cover the uses of digital intra-oral scanning and chairside milling in restorative, orthodontic and implant dentistry using CEREC Primescan and Omnicam. Delegates will have the opportunity to get hands-on with designing and milling their own chairside ceramic restorations.

When and where:

May

Friday 17th	Root 2 Crown Solutions Cadbury House, Bristol
Friday 24th	An Introduction to Facial Aesthetics Marriott Tudor Park, Maidstone

June

Friday 7th	Complete Composites Marriott St Pierre Hotel, Chepstow
Friday 28th	Root 2 Crown Solutions Hotel Football, Manchester

July

Friday 5th	Complete Composites De Vere Wokefield Estate, Reading
Friday 12th	Complete Composites Village Hotel Leeds South, Leeds

September

Friday 20th	An Introduction to Facial Aesthetics Cadbury House, Bristol
Friday 27th	Root 2 Crown Solutions Macdonald Houstoun House, Livingston

October

Thursday 23rd	Root 2 Crown Solutions Stormont Hotel, Belfast
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November

Saturday 23rd	Digital Workflows in Modern Cosmetic Dentistry Dentsply Sirona, Weybridge
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To find out more and to book visit denplan.co.uk/events
call **01962 828026** or email events@denplan.co.uk

To book: www.denplan.co.uk/clinical

Cycle Conference

Zafiro Palace Hotel, Alcudia, Majorca

Monday 29th April – Friday 3rd May

Event full

The Cycle Conference is back by overwhelming demand for 2019. If you missed it in 2018, make sure you get the date in your diary as you missed a fantastic event. 100% of all delegates who attended want to return for the next conference!

The event has been extended to 5 days, with 3 full days of cycling with the incredible guides from Mallorca Cycling lead by Adam Moore; 2018 winner of the Mallorca 167.

We will be returning to the fabulous 5 star Zafiro Palace Hotel in Alcudia located on the north of the island. This hotel is perfectly located with great cycle routes on the doorstep, beautiful beaches and Alcudia old town to explore. The hotel itself has over 12 swimming pools, spa and fantastic dining.

This year we are offering people the option to join one of 3 cycle groups, allowing cyclists of all abilities the chance to get on a bike. You are welcome to bring your own bike or hire a bike locally. You will be supported during the day by the Events Team who will be on hand to offer you refreshments and encouragement along the way. We will briefly take you off the road to attend our excellent clinical conference and earn CPD.

If you would like to bring a partner who does not want to cycle, they are very welcome to come and enjoy the beautiful hotel, amazing surroundings and fantastic hospitality from the Simplyhealth Professionals team.

Book now so you don't miss out!
www.denplan.co.uk/cycleconference

Costs per person:

Prices exclude VAT.

Cyclists and non-cyclists sharing a double or twin room	£650
Two cyclists sharing a double or twin room	£700
One cyclist in a double room	£875

All rates include 4 nights' bed and breakfast accommodation, all food and drinks from Monday evening to Friday breakfast inclusive, 3 full days of cycling with expert cycle guides and the conference with 2.5 hours CPD.



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The best conference I have ever been on and one of the best weeks I have had in my life

To find out more and to book visit denplan.co.uk/events
call 01962 828026 or email events@denplan.co.uk



Golf Conference

PGA Catalunya Resort, Girona, Spain

Wednesday 12th June – Friday 14th June

Following another very successful Golf Conference in 2018, we are returning to the home of the Spanish Open and the number 1 golf course in Spain; the spectacular PGA Catalunya Resort in Girona. Join us for a fantastic chance to mix outstanding golf with enlightening clinical sessions over 3 days.

Just over an hour from Barcelona Airport and 5 minutes from Girona-Costa Brava Airport, PGA Catalunya Resort makes for the perfect Spanish golf getaway. There are two exceptional golf courses at

PGA Catalunya Resort; The Stadium Course, ranked the No.1 course in Spain, No.3 in Continental Europe and No. 92 in the World, and the Tour Course, which provides constant challenges and spectacular holes to delight players of all levels.

Accommodation will be at the fabulous 5* Hotel Camiral which is conveniently located on site.

We welcome golfers to bring their partners. There will be a programme designed especially for them whilst the golf and conference take place.

Costs per room*:

Prices exclude VAT.

Denplan patients at practice	Golfer in a single room	Golfer and non-golfer sharing a room	Two golfers sharing a room
0 - 99	£499.00	£649.00	£799.00
100 - 499	£449.00	£599.00	£699.00
500 +	£399.00	£549.00	£599.00

All rates include; 2 nights' accommodation, all meals, 2 rounds of golf on Wednesday and Thursday, conference programme and partner/spouse programme. Flights are not included.

*Prices are calculated by totalling all Denplan registered patients at your practice

To book: www.denplan.co.uk/golf

To find out more and to book visit denplan.co.uk/events
call 01962 828026 or email events@denplan.co.uk



“ Absolutely had a fantastic week, even better than last year. The whole team made life so easy and were a pleasure to spend time with. Thank you!



Hiking Conference

Scotland

Wednesday 11th – Saturday 14th September

Join us to enjoy the breath taking scenery of the stunning Scottish mountain ranges, mixed with informative clinical sessions.

We'll be staying in the luxurious Forest Hills Macdonald Hotel and Spa, where you'll be able to relax each evening after a busy day hiking. Each day we will tackle stunning trails, challenging climbs and enjoy the changing scenery as we come into autumn. You'll have the chance to enjoy the tranquillity and mountain fresh air, plus time to refresh and enhance your clinical knowledge with 2 hours of verifiable CPD available.

Walkers will be welcomed to arrive Wednesday afternoon and a welcome dinner will follow. Thursday and Friday will see us hike The Cobbler and Ben Lomond respectively, followed by a CPD session and dinner. Everyone will depart at leisure Saturday morning.

The hotel is around a 50 minute drive from Glasgow airport and 30 minutes from the city of Stirling. Glasgow is served by a variety of airlines.

Rates will include:

- 3 night's bed and breakfast at the Forest Hills Macdonald Hotel and Spa
- 2 guided hikes
- Lunch on Thursday and Friday
- Dinner on Wednesday, Thursday and Friday
- Conference (inc 2 hours verifiable CPD) on Thursday and Friday.

To book your place on this event, please visit www.denplan.co.uk/hiking

Costs for this event are as follows and per room:

Walker and non-walker sharing a room	£400
2 walkers sharing twin	£450
2 walkers sharing double	£450
1 walker in double	£375

Please note associated travel costs, transfers and travel insurance is not included.

To find out more and to book visit denplan.co.uk/events call 01962 828026 or email events@denplan.co.uk

Charity

In 2019 we are supporting the Alzheimers Society with three exciting challenges.

The Alzheimers Society is the only UK charity investing in research into dementia care, cause, cure and prevention. These events are a great opportunity for dentists, practice staff and friends and family to get involved whilst raising funds to help improve the lives of people affected by dementia.

All we ask is that you pay your registration fee to cover your costs and aim to fundraise as much as possible. The events team will provide all the support you need including arranging your accommodation and meals.

Wales End to End (256 miles)

Friday 21st June - Sunday 23rd June

We have conquered John O'Groats to Lands' End and Ireland Top to Bottom - now join us in completing the set with Wales End to End Cycle Challenge!

We'll start from the most northern point of Wales down to the vibrant capital of Cardiff. We'll cycle through beautiful landscapes of majestic woodlands, rural lanes and distinct mountain ranges from start to finish.

This is a very tough challenge, but with the events team supplying you with drinks, snacks and plenty of encouragement, the miles will fly by.

Lake District Three Peaks (20 miles)

Saturday 29th June

Our ever popular three peak series continues with three of the highest peaks in England - Skiddaw, Helvellyn and Scafell Pike.

Our start point will be Scafell Pike, the highest mountain in England standing at 3,209 feet, followed by Helvellyn which stands at 3,114 feet. Finally we summit Skiddaw and our final climb of 3,054 feet before we return to our accommodation to celebrate our achievement!

We'll aim to complete all three within 12 hours, whilst we enjoy the stunning scenery the Lake District has to offer. This event will challenge you but promises to be hugely rewarding.

To book on to one of these events, please visit www.denplan.co.uk/charity

London Marathon Walk (26 miles)

Saturday 20th July

For those who are not runners but dream of taking part in a marathon, then our London Marathon Walk could be the perfect alternative! We will take a 26 mile trek through our amazing capital city, taking in iconic landmarks and less visited corners. This is an enormous challenge for walkers but with so much to see, the miles will fly by

Starting at the London Eye, we will set off along the South Bank towards the City, crossing many iconic bridges and heading northeast passing old docks, markets and on to canal towpaths towards the lively borough of Camden. The second half will take us through the vibrant area of Notting Hill and the affluent districts of South Kensington and Chelsea. Our final miles see us passing Buckingham Palace, Westminster Abbey and the iconic Houses of Parliament.

Slieve Donard Challenge

Saturday 28th September

Challenge yourself to climb the highest mountain in Northern Ireland. You will be starting at sea level and climbing all 850m to the top where you will (hopefully) see spectacular views over Newcastle, the coast and beyond!



To find out more and to book visit denplan.co.uk/events
call 01962 828026 or email events@denplan.co.uk

The Simplyhealth Great Run Series

We're proud to be title partner of the Simplyhealth Great Run Series.

Each year over 230,000 runners and 600,000 spectators get involved with our 36 events across 12 cities, including the iconic Simplyhealth Great North Run and Simplyhealth Great South Run. We have been delighted to support our practices, and help improve health, by providing VIP runner places and hospitality.

Over 5 million people watched our Simplyhealth Great Run events on TV in 2018, and 230,000 runners regularly received a Simplyhealth Great Run email, so it's a great opportunity to reach out to a huge number of our customers.

Want to get involved?

If you would like to run in any Simplyhealth Great Run event during 2019 as our VIP guest you can register your interest at greatrun@denplan.co.uk

Visit our stand

As always this is a great opportunity to meet the team and enjoy our on stand hospitality.

British Dental Conference and Dentistry Show

17 - 18 May 2019

NEC Birmingham

The UK's largest free to attend, education and trade event for the dental profession.



Tailor-made training

The perfect opportunity to bring your whole team together for an exciting day of training and team building in a fun and informative way.

Every practice team's needs and aims are different. We can create a personalised training package that's just right for your practice team and business aims. With over 40 modules to choose from, whether you need to complete core CPD or address in house business processes, our highly skilled Academy trainers will organise and write a course specifically for you.

On the next few pages is just a flavour of the range of training we can provide. Tailor-made training is exactly what it says, training that is tailor-made to meet your unique requirements.

We offer discounts to our member dentists and some practices are entitled to free training.

To find out more about the cost of our training please visit denplan.co.uk/tmts

How to book your day:

- Pick the topics you would like to cover
- Contact a member of the Academy team to arrange a date
- Email: tmt@denplan.co.uk
- Before the day, one of our trainers will call you to discuss your requirements, making sure your day is tailored to you and your practice team's needs
- Receive a verifiable CPD Certificate after your training



To find out more and to book visit denplan.co.uk/tmts
call 01962 827802 or email tmt@denplan.co.uk



Quality Assurance

British Dental Industry Association

Our courses are compliant with the BDIA Code of Practice for Dental CPD and full details of this can be found on our website:

denplan.co.uk/mycpd



General Dental Council (GDC) Requirements

We are committed to ensuring the CPD we deliver to you meets the highest standards and follows the requirements of the GDC. The GDC requires that all verifiable CPD has:

- Concise aims and objectives
- Anticipated learning outcomes
- Quality controls

Furthermore, the GDC has set four development outcomes whereby your CPD activity must link to at least one of these.

Our quality assurance is detailed in our 'Quality Assurance' document which can be found on our website: denplan.co.uk/mycpd, as well as a list of the aims, objectives and anticipated outcomes of all our courses with links to how they fit with the GDC's four development outcomes.





Choosing modules for your training day

Please visit

denplan.co.uk/tmts

where you can find out more about each of the modules' learning objectives or contact us to discuss your training needs and develop a training plan for you and your practice team.

Business Processes

Training in business planning, change management and appraisals can assist in getting your practice and team to your ideal destination, whilst courses in appointment book planning and reception processes can help fine tune your procedures.

- Managing your appointment book
- Appraisals
- Denplan product knowledge
- Reception processes
- Managing change in the practice
- Practice health check
- Future proofing your practice
- Denplan supplementary insurance
- Practice pit stop

Customer Care

This ever evolving area needs constant reflection and innovation to exceed patients' expectations. Here are some of the training topics we can cover for you in this vast subject area.

- Profitable customer care
- Refining the private patient experience
- Customer care for your younger patients
- Creating an award winning practice
- Customer care matters
- New** Relationship between lifestyle and oral health
- New** Dentistry and patients with additional needs

To find out more and to book visit **denplan.co.uk/tmts**
call **01962 827802** or email **tmt@denplan.co.uk**

Sales

From learning ethical sales techniques to keep your skills fresh to implementing the roles of a Care Co-ordinator and a Denplan Champion, change the way you think about sales so the whole team is focused on growing and meeting your practice goals.

- Ethical sales skills
- Increasing treatment acceptance
- Utilising a care co-ordinator
- Breathe life into your Denplan offer
- Denplan Champion
- Retention
- Getting confident with sales



Marketing

In an increasingly competitive market place we can give training in this area and explore the many free marketing tools available to our members. From digital communication through to planning campaigns, there will be plenty of opportunity to create marketing ideas to get your patients' attention.

- Creating a strong brand
- Creating effective campaigns and utilising PR
- Getting the most from your website
- Introduction to social media
- Marketing to attract patients
- Marketing to retain patients

Communication

Take advantage of how you can improve whether it's going back to basics of body language tone and word through to personal communication styles and managing conflict situation. With a wealth of training resources in team and patient communication techniques we can provide training solutions for your needs.

- Improving communication skills
- Managing difficult conversations
- Telephone tactics
- Refining communication within the practice
- Supporting people in behaviour change
- Communicating health – creating value
- Receiving and giving feedback
- Autism and the dental team
- New** Making your practice mental health friendly



Team

Learning about your team motivations and preferences through specific profiling tools such as Strength Deployment Inventory to stress management, we can find a training solution for you. Gaining greater team engagement and planning for the years ahead to build and enhance your team.

- Team planning
- Increasing team engagement
- Stress management
- Improving team relationships through SDI®
- Achieving your practice potential
- Team audit
- Introduction to clinical hypnosis
- Stress management techniques with mindfulness



Recommended CPD and Legislative Subjects

It's imperative to be aware of the industry's guidelines and laws relevant to your practice and with these continually changing, it can be a challenge to keep up to date. Our legislative courses have been designed with the whole team in mind, to ensure everyone is engaged and aware of their responsibilities.

- Legal and ethical issues including the GDC standards
- Complaints handling
- New - Confidentiality and data protection with GDPR
- Oral cancer a team approach
- Safeguarding children and vulnerable adults – level 1
- Safeguarding children and vulnerable adults – level 2
- Equality and diversity
- Smoking cessation
- Preparing for your CQC inspection (England only)
- Preparing for your HIW inspection (Wales only)
- Caring for patients with dementia
- Health and safety
- Patient consent
- Record keeping
- Conflict resolution training
- Enhanced CPD and reflective learning
- New** Health and safety with ergonomics

To find out more and to book visit denplan.co.uk/tmts call 01962 827802 or email tmt@denplan.co.uk

Frequently Asked Questions

How long do I need to close the practice?

A typical training day runs from 10:00 - 16:00 or 09:00 - 15:00, the trainer will need half an hour before and after the training session to set up and pack down. This will include lunch and coffee breaks, you will cover 5 hours of CPD in this time. Speak to your trainer about timings we always try to be flexible and accommodate time for you to see emergency patients.

How many modules do I pick?

We recommend you choose two to three modules from our list for a full day's training. Speak to a member of the Academy team for advice on the length and content of our modules, we can ensure you maximise the potential of your training day.

How many people can attend?

A training day with the academy is an opportunity for the whole team. If you intend to have over 20 delegates attending please let the Academy team know in plenty of time for us to arrange extra support for you.

How far in advance do I need to book?

Training is typically carried out on a Tuesday – Friday. We try to accommodate all requests for a training day. The Academy training is popular so book as early as possible to avoid disappointment.

“ Our Academy training days are always a must in our yearly diary, we all look forward to them. All the Trainers are dynamic, they make learning such fun! The Academy never runs out of subjects for us to do and are always happy to personalise them for our Practice needs. They inspire the whole team!

Dr Bill Powell,
Paddock Dental Practice

