

TAPTONVILLE HOUSE DENTAL

Dental Foundation 1 Training post 2012-13

1 Taptonville Road, Broomhill, Sheffield, S10 5BQ

10 mins/4.8 km from Postgraduate centre

DF1 Trainers

Nigel Mallon BDS MA (Theology)

Neil Sheehan MGDGP (UK) BDS

Tim Cudmore BDS



A bold move.

Taptonville House is situated in the leafy suburbs of Sheffield in a large 18th century Georgian building overlooking the Broomhill community.



In 2000 Nigel Mallon took a Private dental clinic and converted it to NHS. It started with one surgery, 150 patients and a vision to develop a great practice. Ten years later it serves over 15,000 patients, has nine surgeries, a staff of over 30 and a vast range of quality services to ensure patients' comfort.

With previous experience with Investors in People and BDA

Good practice he did not wish to just achieve an inspection tick list and waited until the version 4 reflected the team qualities and values.

The BDA Good Practice Scheme is now the internal DNA which reflects our outward practice.

Meeting Needs.

Local needs: Initially in 2000 gave free checkups to the over 65's and established a dental service for university students.

City needs: working with the PCT Taptonville merged in a local single handed practitioner and committed to providing care t a drug rehabilitation centre.

National needs: Pilot for the PDS contract.

Educational needs: With the Charles Clifford Dental School developed the first Outreach Program¹ based in general practice which commenced in 2004.

DF1 Training Practice since 2008



Bringing dignity and confidence through healthy beautiful smiles.



Taptonville is 85% NHS and 15% Private allowing for a full range of patient treatment choice.

Last November we completed our 100,000 th course of NHS treatment since electronic transmission started in 2004.

Though patient feedback is very positive, the strong indicator of our success is that we turn away over 100 patients a month who would prefer dental care at Taptonville.

Distinguishing Services

Care for the vulnerable and Elderly

Residential Oral Care in Sheffield (ROC)² providing care to many Sheffield Nursing Homes since 2008. This scheme has been heralded by the dental profession and was cited by the BDA's Oral Health Inequalities paper as an example of best practice when it was published last year³.



Education of the next generation



Three BDS and Therapist undergraduates have placements throughout the year providing care to the public. This model has now been extended to six other local practices. The Taptonville clinicians and staff team have created a quality educational environment to facilitate learning. Having identified some of our own PDP needs two of us now have post graduate certificates in Clinical Education.

Dental Urgent Care Services (DUCS) Sheffield

Taptonville was successful in winning the tender to provide Emergency Dental Care for the 500,000 population of the city. About 100 patients are seen each week providing for those in need and unable to receive regular dental care. This service works in synergy with our ROCS service to provide urgent care for the housebound.



Outstanding Team which is supported and released by Taptonville

It is difficult to single out individuals when so many of my team go the extra mile to help patients feel comfortable and provide a quality level of care.

Mary Farnell BDS has a tireless compassion for her patients and provides the ROCS service. She now takes undergraduate Outreach students on sessions to help extend their skills and experience. Mary is also responsible for the running and management of Crisis at Christmas- the dental emergency service to the homeless, which is run from multiple sites in London.

Tim Cudmore BDS An excellent clinical tutor who provides a hospital standard of Oral Surgery in a primary care setting, and is also a member of the Private Complaints Body.

Neil Sheehan BDS MGD (UK) An experienced university tutor takes the Clinical lead with the DF1 and is a post graduate examiner for LDS.

The annual completion of the 7 Key Skills FGDP UK, audits and inspections by PCT, Dental School and Post graduate departments demonstrate good clinical governance.

The Manager Angela Wraith provide administrative and staff support to a large team. They have been amazing in being able to deal with the plethora of problems a large practice throws up ranging from quality of performance to equipment failure, financial worries, and unhappy patients. Angela has a degree in Dental Management and has used her complete finisher skills to ensure CQC, audits and all Health and Safety protocols are adhered to. Clinical excellence starts from her well kept central sterilisation room and continues in identify individual and team training needs and plan practice training.



Sue Mallon BDS An important part of the day to day running and pastoral care of the team. In 2008 she had a year of chemotherapy and treatment for breast cancer. The reality of this has made us aware for the need for effective soft tissue screening for all patients. In 2012 she will lead a Taptonville Team on a 400km charity cycle ride across Kenya for Breast Cancer Charities.

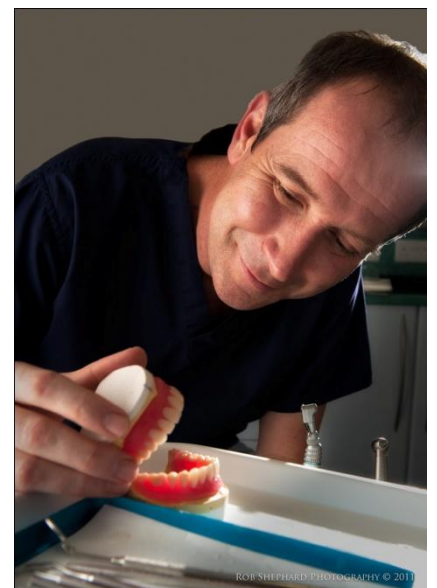
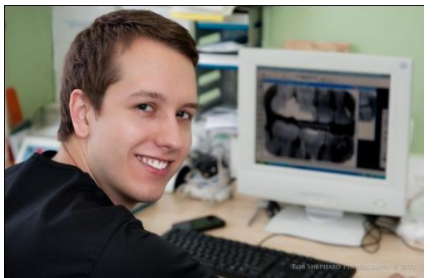
Nigel Mallon BDS MA (Theology) As an entrepreneur he has successfully worked within the NHS to deliver a high quality range of services to a wide audience. The design and structure of his working systems allowed him in 2004 to take a three year sabbatical to Phoenix, Arizona. Since 2007 he has frequently been on Dental Mission trips supported by Taptonville. This year he returned to Ecuador with BDS students and his DF1 to help run a large clinic with a US undergraduate team. Other trips have included Burundi, Rwandan Genocide prisons and rural Mozambique⁴.



Good to Great

At Taptonville we are not perfect and we honestly desire to be better than we are. The team have consistently displayed courage to do the right things and humility in serving others.

We are looking forward to receive our next DF1 placement to help develop their character, competency and team chemistry.



References

¹The Sheffield Outreach Teaching Programme *British Dental Journal* 209, 513 - 520 (2010)
Published online: 27 November 2010 | doi:10.1038/sj.bdj.2010.1038

²Care Home Health. *British Dental Journal* **207**, 95 (2009)
Published online: 8 August 2009 | doi:10.1038/sj.bdj.2009.671

³Oral health of disadvantaged groups. *British Dental Journal* 208, 151 (2010)
Published online: 27 February 2010 | doi:10.1038/sj.bdj.2010.172

⁴I agree whole heartily with the observations of C. Holmgren & H. Benzian their areas of concern outlined in Dental volunteering – a time for reflection and a time for change: *British Dental Journal* 210, 513 - 516 (2011) Published online: 10 June 2011 | doi:10.1038/sj.bdj.2011.426

