

Verifiable CPD - COMPLAINTS HANDLING: RESPONSIBILITIES AND REDUCING THE RISK USING THE SIX CORE PRINCIPLES

Please select one answer for each question	
1	In dental practice, a complaint is:
	<p>a) Only justified if the patient is over 18 years of age <input type="radio"/></p> <p>b) Only justified if the dental team agree with the complaint <input type="radio"/></p> <p>c) An expression of dissatisfaction about an act, omission or decision of the provider, either spoken or written, and whether justified or not, which requires a response <input type="radio"/></p> <p>d) Only justified if it is put in writing to the GDC <input type="radio"/></p>
2	What are the 6 Core principles of complaints handling?
	<p>a) New requirements and procedures in complaints handling that have to be followed <input type="radio"/></p> <p>b) A best practice guide to handling complaints in the dental practice <input type="radio"/></p> <p>c) A signposting service to the Dental Complaints Service <input type="radio"/></p> <p>d) None of the above <input type="radio"/></p>
3	Which of the following statements are true?
	<p>a) The dental care professional does not need to know how to deal with complaints as they are not professionally responsible <input type="radio"/></p> <p>b) The dental care professional should only be aware of the complaints procedure if they have had a complaint directed at them <input type="radio"/></p> <p>c) It is a professional responsibility of all registered dental professionals, to deal properly and professionally with complaints <input type="radio"/></p> <p>d) It is only the practice manager's responsibility to be aware of the complaints procedure <input type="radio"/></p>
4	The GDC state that the complaints procedure should be:
	<p>a) Simple and somewhere patients can see it <input type="radio"/></p>

- b) Hidden so that patients are not given the idea to complain
- c) Complicated so that patients do not think it is worth putting in a complaint
- d) Not displayed but placed in a folder that can be easily accessed

5 If an NHS patient complains about a dental treatment and it cannot be resolved within the practice, where should they be referred to for the second stage of the process?

- a) The relevant NHS Ombudsman
- b) The Dental Complaints Service
- c) The CQC
- d) The GDC

6 If a private patient complains about a dental treatment and it cannot be resolved within the practice, where should they be referred to for the second stage of the process?

- a) The relevant NHS Ombudsman
- b) The Dental Complaints Service
- c) The CQC
- d) The GDC

7 After the first National lockdown in 2020, which of the following was a complaint received by the Dental Complaints Service?

- a) Not being informed in advance of charges for private Personal Protection Equipment
- b) Having to wear a mask into the practice
- c) Having to be triaged before the appointment
- d) A & C

8 Which of the following would the GDC consider to be a fitness to practise issue?

- a) Serious or repeated mistakes in clinical care
- b) A serious criminal offence
- c) Serious breaches of patient confidentiality

	d) All of the above	<input type="radio"/>
9	Between 2018 and 2020, what were the highest number of complaints about?	
	a) Implants	<input type="radio"/>
	b) Removable orthodontic appliances, including retainers	<input type="radio"/>
	c) Crowns	<input type="radio"/>
	d) Periodontal treatment	<input type="radio"/>
10	How can the risk of complaints be reduced?	
	a) Establish good communication and building rapport with your patients	<input type="radio"/>
	b) Ensure that you gain consent for treatment, are trained and competent to carry out the work and make thorough clinical notes	<input type="radio"/>
	c) Invite feedback from patients	<input type="radio"/>
	d) All of the above	<input type="radio"/>
Feedback Form		
	I found this CPD course easy to understand	
	Strongly Agree	<input type="radio"/>
	Agree	<input type="radio"/>
	Disagree	<input type="radio"/>
	Strongly Disagree	<input type="radio"/>
	The CPD course Aims and Objectives were met	
	Strongly Agree	<input type="radio"/>
	Agree	<input type="radio"/>
	Disagree	<input type="radio"/>
	Strongly Disagree	<input type="radio"/>
	I can apply this CPD course to my professional practice	
	Strongly Agree	<input type="radio"/>

- Agree
- Disagree
- Strongly Disagree

The CPD course links to my learning needs and PDP

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

This verifiable CPD is accurately timed at 1 hour verifiable CPD

- Agree
- Very close to one hour
- Much more than one hour
- Much less than one hour

Submit