

BDA Good Practice

A framework for continuous improvement



WHY YOU SHOULD JOIN

Increasing regulation combined with the challenges of a very competitive marketplace makes BDA Good Practice membership more valuable than ever before.

BDA Good Practice is a framework for continuous improvement that helps you build seamless systems and develop a confident and professional dental team. Our three key principles describe the fundamentals of BDA Good Practice:

Systems

Develop systems to enhance the efficiency of your practice.

Team working

Build an enthusiastic, motivated and engaged team and improve practice communications.

Patient experience

Create a loyal patient base and drive personal recommendation.

“I would strongly commend membership of BDA Good Practice to all GDPs, certainly as an aid to CQC compliance but most importantly as a means to ensuring that their practice is seen to be demonstrating a commitment to nationally recognised standards and developing a quality service for patients.”



East Street Dental Practice, Andover

BDA Good Practice helps to position your practice for meeting the expectations of dental regulators. Working through the BDA Good Practice self-assessment will help you ensure that you have robust policies and procedures in place and that you are able to provide a consistent quality of service for patients.

MEMBERSHIP: GETTING STARTED

Please visit BDA Good Practice at www.bda.org/goodpractice to access the resources and application forms.

1. Download and print the BDA Good Practice self-assessment to guide you and your team through the requirements.
2. Appoint a lead person to co-ordinate the project. The lead person should set goals and monitor progress to ensure all the requirements have been met.
3. Plan monthly staff meetings for at least an hour to track your progress. Structure your meetings with an agenda and action notes, so everyone knows who is doing what and by when. Always start the meeting with the action notes from the last meeting – this way you will make sure that tasks are completed.
4. At the first staff meeting, circulate copies of the BDA Good Practice Commitment to ensure that all team members are willing to work to adopt the statements. Explain what BDA Good Practice is about and what will be involved in working through the practice self-assessment. This will help you to keep your practice up to date with professional standards, as well as provide recognition for your commitment to quality care.
5. Set goals and think positively. Agree a target month for completing the practice self-assessment, allowing four to six months to work through all the requirements. If you give yourself too long, the team will become disheartened and progression through the self-assessment may become too much of a challenge for team members.
6. Assign roles and responsibilities to each member of the team. Delegating allows you to improve efficiency as you work through the requirements and gives everyone a share in achieving membership of BDA Good Practice. Allocate responsibilities to people who are skilled in those areas – for example:
 - Receptionists might lead on patient communication
 - Dental nurses might lead on health and safety and infection control
 - Dentists and the practice manager might lead on recruitment and training.
7. Create a system that works for you. As you work through the practice self-assessment and develop or refine your policies and protocols, create a filing system that makes sense to your team. Ensure that all team members have easy access to your policies and protocols.
8. When you have met all the requirements submit your application. Download, complete and return the application form to the BDA together with the application and membership fees. The application assessment usually involves an on-site assessment by a BDA Assessor.
9. Reward your team for their efforts in working through the practice self-assessment and getting you to a position where you are ready to apply for membership. That's quite an achievement.

HOW TO JOIN

Call the BDA Good Practice team on:

020 7563 4598 or email: goodpractice@bda.org to register your interest.

We can offer email and telephone support to help you work through the BDA Good Practice self-assessment.

- The BDA Good Practice self-assessment is available to download for all BDA members at www.bda.org/goodpractice
- **Make an application**
When your team has completed the practice self-assessment, download, complete and return the application form together with the fees.

Application fee: £450

BDA Good Practice membership: £320 (per year)

The application assessment usually involves an on-site assessment by a BDA Assessor. An on-site assessment is a valuable and collaborative experience to help you develop your practice. A summary report is provided.

- **Celebrate your team's achievement!**
On successful application, practices will receive a membership pack including the exclusive BDA Good Practice membership plaque and member logo to help advertise the team's commitment to working to the BDA Good Practice standard. Member practices are listed on www.bdasmile.org/gps