

# **ADG Dental Nurse Skills Development Programme**

**Competency Framework  
&  
Performance Indicators**

**CCF3 Communication  
Patient and Colleague Interaction  
Self-Assessment Tool**



## Competency Framework

The ADG Dental Nurse Competency Framework is a formative assessment tool, which is part of the ADG Skills Development Programme. It has been developed to help dental nurses(DNs) work in a manner that brings service excellence within Antwerp Dental Group (ADG) to improve ADG customer satisfaction and retention. Each competency is made up of various performance indicators (PI).

This programme specifically supports the development of:

- knowledge
- skills and
- behaviours

that are important to ADG to become a recognised and invaluable asset to ADG, and ultimately create greater satisfied patients, maintain and promote an outstanding reputation and ultimately generate profits for the whole practice community. The programme also supports the personal development of dental nurse registrants which is a requirement.

### Competencies

Some competencies relate to General Dental Council (GDC)/National Health Service (NHS) standards. Other competencies are related to nursing duties/standards that are specific to Antwerp Dental Group (ADG).

Some competencies relate to skills included in the primary dental nursing qualification. Registered dental nurses who have held their qualification for over 5 years MUST demonstrate current knowledge. Evidence can be met by using CPD certificates and appropriate reflective practice to demonstrate knowledge and competence against each performance indicator. The evidence you reference may meet a number of PI.

By working through the competency framework with the support of a mentor. Dental nurses (DNs) new to the group will be better placed to quickly assimilate ADG protocols and expectations while using the competency framework to identify knowledge or skills that are specific to the ADG/not covered by the primary dental nursing qualification.



## **Skill Stages**

There are **4 stages** within the ADG dental Nurse Competency Framework. Each stage must be completed prior to moving on to the next.

**Induction Competencies (ILC): What an ADG DN must know to complete their induction period.**

**Skill Stage 1: Core Competency Framework (CCF): What an ADG DN must meet in order to demonstrate they can work in a manner that brings service excellence to clients of ADG.**

**Skill Stage 2: Intermediate Competency (ICF): What an ADG DN must meet to achieve intermediate level within ADG.**

**Skill Stage 3: Complex Competency Framework (XCF): What an ADG DN must meet to achieve Senior/Specialist Dental Nurse level within ADG.**

The skill stage level and specific competency/skills attainment will determine the seniority level and pay grade level which is published on our Academy Site ([www.antwerpdentalacademy.co.uk](http://www.antwerpdentalacademy.co.uk)).

Dental nurses who have completed levels of the ADG Competency Framework, can support their DN colleagues who are working through any ADG Framework at the same skill stage, or lower to what they have achieved.

Performance indicators (PI) can be signed off by work-based mentors and various members of the ADG clinical team who work closely with the dental nurse. They must first be identified by an Antwerp Dental Academy (ADA) mentor as competent to do so.

All competencies **MUST** be finally signed off by an ADA Mentor.



**Guidance**

As part of your work towards the ADG competency frameworks, you **MUST** use the self-assessment tool prior to meeting with the ADA mentor. This ensures your Personal Development Plan (PDP) is tailored to you and based on the self-assessment that you undertook. This also supports the identification of additional training needs.

Each of the performance indicators is listed with a check list to allow you to rate your own knowledge and skills against the following scale:

- Good:** You have a good standard of skills and knowledge. You use these skills and knowledge on a regular basis and feel confident in your ability. No refresher required
- Adequate:** Your standard of skills and/or knowledge meets the standard required. You may only use the skills and knowledge from time to time or you may not feel confident in your ability. You and your mentor may agree that you need to refresh specific knowledge or skills.
- Needs refreshing:** You previously had this standard of skills and/or knowledge, but it is no longer current, or you have not used it in your work recently/regularly. You therefore no longer have the skills and /or knowledge to meet the standard
- New to me:** Either you have never worked as a dental nurse previously or you haven't covered this topic. Training/development is required.

Once you have rated yourself against each performance indicator/standard you will need to have a professional discussion/review with an ADA mentor. This is to support you in setting an action plan so that you can refresh or develop new knowledge and skills.

The checklist is just a tool, it is not evidence that you are competent against the ADG Dental Nurse Competency Framework. The decision whether you meet the competencies will be made by your mentor using the self-assessment and other appropriate/supporting evidence.

*Checklist taken from the HEE/Skills for Health Care Cert. self-assessment tool*

Version	Date	Author(s)	Replaces	Comment
V1.0	May 2018	R Wadhvani A Heilmann		



## ADG/CCF3 Communication/Patient and colleague interaction

Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
1.  Effective communication	1.1 Describe how communication affects relationships at work. a) colleagues b) service users Communication may take place: <ul style="list-style-type: none"> <li>• Face to Face</li> <li>• By telephone or text</li> <li>• By email, internet or social networks</li> <li>• By written reports or letters.</li> </ul> <b>How would you rate your current ability?</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> New to me</li> <li><input type="checkbox"/> Needs refresh</li> <li><input type="checkbox"/> Adequate</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Can demonstrate</li> </ul>	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	1.2 Explain why it is important to observe and be receptive to an individual's reactions when communicating with them. <b>How would you rate your current ability?</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> New to me</li> <li><input type="checkbox"/> Needs refresh</li> <li><input type="checkbox"/> Adequate</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Can demonstrate</li> </ul>	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	1.3 Use appropriate verbal communication that demonstrates professionalism and explain the importance of this. a) Tone b) Volume c) Sincerity d) Courtesy  <b>How would you rate your current ability?</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> New to me</li> <li><input type="checkbox"/> Needs refresh</li> <li><input type="checkbox"/> Adequate</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Can demonstrate</li> </ul>	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
<p>1. Effective communication</p>	<p>1.4 Use appropriate non-verbal communication that demonstrates professionalism and explain the importance of this.</p> <p>a) Position/proximity                      b) Eye contact                      c) Body language                      d) Touch</p> <p><b>How would you rate your current ability?</b>  <input type="checkbox"/> New to me  <input type="checkbox"/> Needs refresh  <input type="checkbox"/> Adequate  <input type="checkbox"/> Good  <input type="checkbox"/> Can demonstrate</p>	<p>Reference evidence of knowledge and skills:</p> <p>Action Plan:                      1.                      2.                      3.</p>
<p>2. Rapport building</p>	<p>2.1 Demonstrate effective communication and rapport building with service users and visitors making it a pleasure to do business with ADG.</p> <p>a) patients/customers, carers and escorts                      b) Professional assessors (e.g. CQC or those observing student dental nurses)                      c) Servicing personnel e.g. Equipment service &amp; maintenance</p> <p><b>How would you rate your current ability?</b>  <input type="checkbox"/> New to me  <input type="checkbox"/> Needs refresh  <input type="checkbox"/> Adequate  <input type="checkbox"/> Good  <input type="checkbox"/> Can demonstrate</p>	<p>Reference evidence of knowledge and skills:</p> <p>Action Plan:                      1.                      2.                      3.</p>



ADG/CC3 Communication/Patient and colleague interaction - cont'd /-		
Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
2.  Rapport building	2.2 Demonstrate effective communication and rapport building with Antwerp Dental Group colleagues  a) Reception staff b) Dental nurse colleagues across ADG (including agency nurses working within ADG) c) Clinical supervisor/work-based mentor d) Practice Manager e) Antwerp Academy Mentor f) Director of Education g) Director of Operations h) Clinical Director  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	2.3 Demonstrate that I communicate well with my colleagues and in doing so, contribute to the smooth running of the surgery/practice team.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
2.  Rapport building	2.4 Successfully control patient flow and appointment control, when working independently, and with dual nursing.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
3.  Maintaining Communication	3.1 Maintain effective communications to the team and patients when surgery is running late.  Explain why this is crucial to customer care.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	3.2 Describe the patient journey and my individual contribution to the different stages: <ul style="list-style-type: none"> <li>• Service user contract</li> <li>• Appointment booking for NHS and Private Care</li> <li>• Referral arrangements</li> <li>• Dental Appointment arrangements</li> <li>• Treatment Coordinator</li> <li>• Post-operative care follow-up</li> </ul> <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.





Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
3. Maintaining Communication	3.4 Describe treatment sequencing, enabling me to explain general dental treatment plans to patients  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	3.5 Describe the various products/sundries available from Antwerp Dental Group, providing informed choices for patients.  a) Oral health maintenance sundries e.g. toothbrushes, interdental cleaning aids, mouthwashes b) Dental/orthodontic procedures c) Professional whitening products and procedures d) Facial Aesthetics products  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	3.6 Introduce myself to patients using general decorum/ etiquette.  <i>(Note: never use an adult/elderly patient's first name until you have clarified they are happy for you to do so)</i> <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



**Use this section to record any further referencing or information to support you in meeting CCF3 (remember to list the PI it relates to).**