Our great place to work

Listening to our people

• Our first ‘Great Place to Work’ survey was launched to colleagues and clinicians in December. Feedback has shaped key business decisions/projects and regular progress updates are shared globally.
• Regular engagement surveys scheduled for coming year - next survey scheduled for September 2014.
• Participated in ‘Britain’s Healthiest Company’, to gauge health/wellbeing of our colleagues and clinicians.
• Personalised health report for every participant and overall company results will shape future HR strategies.

Developing our people

• ‘Keeping in Touch’ practice visit programme for Support Centre colleagues, to enhance knowledge of practice operations and understand views of colleagues/clinicians/patients.
• Partnered with ‘3M’ technology, to provide in-depth sessions for clinicians on innovative dental techniques.
• We ran our first ‘Learning at Work Week’ in May 2014 – a working week dedicated to career development.

Recognising our people

• We encourage our clinicians to gain industry recognition for their excellence. Leanne Barwick, our hygienist from Surbiton, won the Young Hygienist of the Year Award 2014.
• Held our first company wide ‘Recognition’ awards in May 2014, to celebrate our internal talent.

Supporting our people

• Death in service benefit now available to all employees.
Keeping in Touch – Valuable visits for all

In March, we launched the ‘Keeping in Touch’ programme. It’s a fantastic scheme, where Support Centre colleagues visit practices from across all our regions.

So, what’s it all about?
- Support Centre colleagues spend time with the practice team, to learn about the daily workings of the practice.
- Practices are encouraged to share their views on how to improve processes/service at Support Centre.

Achievements so far:
- Since March, over 200 practices have been visited. That’s...
  - Over 1/3 of our entire estate.
  - Over 1000 practice colleagues sharing their ideas.
  - Over 50 Support Centre colleagues taking part in visits/providing direct support for practices.

What can I expect as a Support Centre visitor?
- Support with planning the visit.
- Advance notice of visit date.
- Advance briefing on the structure of the visit.
- Enjoyment and value – learn more about dentistry and share knowledge from your department.

What can I expect as a practice team?
- Advance contact from your Support Centre colleague, to arrange a mutually convenient time for the visit.
- There’s no need for preparation – this is not an inspection! The visitor simply wants to learn about the usual routine of your practice, so it’s business as usual for you!
- Enjoyment and value – share your ideas on how to make IDH a great place to work!

If you are a Support Centre colleague who wants to ‘Keep in Touch’, discuss your interest with your line manager in the first instance. Following their support, please contact Rob Scott (robert.scott@dhgroup.co.uk) in Central Operations, to sign up.

Leanne cleans up

She brightens people’s smiles for a living, and after being named Best Young Hygienist of 2014 Leanne Banasik isn’t exactly down in the mouth herself.

Leanne was amazed to be shortlisted for Dental Hygiene and Therapy Magazine’s (DH&T) national award recognising the highest flyers in the dental hygiene world. She was further bowled over when patients submitted written and even video testimonials to show what she means to them.

But colleagues at IDH’s Love Your Smile Practice in Sudlington weren’t bit surprised. ‘She works incredibly hard – she’s gentle, professional and takes time to explain things to patients,’ says Practice Manager Cheryl Gorman.

We made sure everyone got behind her,’ says Cheryl. ‘When it came to the big award ceremony in London she came up trumps! We’re so proud of her.’

Comments left for Leanne include: ‘She answered any queries with in-depth knowledge. I was very nervous but she was pleasantly surprised at the time and patience she took’ – ‘A credit to her profession’ – ‘I was apprehensive but Leanne made the experience easier and almost enjoyable!’

Housed: Leanne shows off her award with the practice team.

Our word on giving you your say

‘Our Employee Forum is about giving you more of a say in our business. We value your feedback and ideas, as well as your view on how we can improve our patients’ experience.’

Terry Scicluna, Chief Executive

In the light of the patient survey we’re introducing a new customer service training to receptionist teams.

New training and development to create better opportunities for you to learn and progress within your job.

A learning management system that’s easier to use.

Our word on training

We know that training and development are hugely important to you, so we’re investing in customer service training for our receptionists, plus we’re improving our LMS and creating better opportunities for everyone to progress their careers. Nick Levy, Head of Academy

A brand new practice manager induction programme, providing new PMs with all the essential training they need over 6-10 weeks, providing 41 hours of continuing professional development and recognised by the General Dental Council.

Our great place to work
Our IDH academy

• Opening in May 2013, we have our own training centre in Manchester, dedicated to providing new and innovative clinical training.

• Free courses and significant discounts available for IDH clinicians through ‘platinum membership’.

• Our training centre is complemented by our online learning system, with over 4000 resources, e-learning modules and activities to enable development at IDH.

• In 1 year, we have achieved:
  ✓ Delivered 143 face-to-face clinical courses
  ✓ 885 of our dentists attended an academy course
  ✓ Colleagues and clinicians have completed a collective total of 43,157 online courses

Bringing the academy to you
Our Communities

Our practice teams actively support their local community, to promote good oral hygiene and prevent potentially life-threatening diseases:

Supporting families:

• Embedding key oral hygiene tips from an early age, our practice teams run educational sessions in schools and nurseries. Our Southchurch practice were recently awarded the ‘Outstanding Contribution to Oral Health Award’ from Nottingham PCT.

• Our ‘Kids Clubs’ run every school holiday, to provide appointments at convenient times for the whole family. It’s far from a scary experience – children are kept entertained, through fun and educational games and competitions.

• We also sponsor local sporting events/community events. Recently, our Doncaster Orthodontic practice supported a cycling event, to showcase their treatment options with cyclists and spectators.

Oral cancer awareness:

• In November, we launched our free online oral cancer awareness training for all clinicians across the UK – wherever they work.

• Through regular check-ups and referrals, we’ve had extremely positive results. Recently, our practice team in Warrington saved their patient’s life after spotting a lingering ulcer – something which could easily have been ignored.

Smile Month:

• We actively support the British Dental Health Foundation’s National Smile Month, to promote key messages for a healthy mouth.
Our Communities

Safe hands

Referring a patient to a specialist for a lump in her throat was all in a day’s work for Madhuri Acharya — but her action may have prevented a devastating outcome.

The Warrington 1 dentist was worried because the ulcer on the pharyngeal wall had been there for a few weeks, and referred the lady immediately.

The specialist diagnosed squamous cell carcinoma. ‘Receptionist Laura White processed the referral and surgery followed very quickly,’ says Practice Manager Lisa Hanley. ‘After that, the lady received the all-clear. She’s been back for her check up and can’t thank Madhuri enough’.

‘Madhuri says she was following routine good practice but the specialist said it was lucky her dentist picked it up — many may not have. We’re all proud of her. Great teamwork too’.

Clinical Director Jason Bedford said Madhuri’s intervention was critical.

‘Every year in the UK, 2,000 people are diagnosed with mouth cancer and over 2,000 die,’ he says. ‘The survival rate is vastly improved if we catch it in its early stages.’

‘Madhuri and the Warrington team are a fantastic example of the professionalism and care that patients should expect at an IDH practice. Without her early detection the prognosis would have been bleak, despite the expertise of the specialists.’

It’s a great reminder that we must always encourage patients to have regular check ups, including an oral cancer screen.

Our oral cancer training guides dentists on how to spot potentially life threatening cancers early. Log on to www.idhlearning.co.uk to check out the training available.

Small wonders

Our Kids Club proved a big success in the summer, with practices putting out all the stops to keep our younger patients engaged and entertained when they came to the dentist. Barneysley and Bergsfield, pictured, are just two teams that worked hard to make the little ones welcome.

For the colder months our Kids Club — squirrel biscuits — sporting a nice new name soon — is showcasing more activities for kids to get involved in. So keep up the great work, be as inventive as you can and let’s keep passing that a visit to the dentist can be fun as well as part of a healthy lifestyle.

Talking point

Southchurch Family Dental Centre bagged an Outstanding Contribution to Oral Health award from Nottingham PCT for its campaign in schools, nurseries and in practice. Practice Support Manager Janine Firth said, ‘We’re always looking for new ways to raise awareness — a huge thank you to the team for their hard work.’
Our environment

Reducing waste

• With our practices using a large amount of water for hygiene/sterilisation, we collaborated with ‘Utility-wise’ to monitor water consumption and provide quick solutions to reduce waste.
• ‘Smart Meters’ installed in 470 practices, approx. 80% of estate, which will enable electricity/gas to be analysed at individual practice level and as company average.

Investment in new technologies

• LED lighting replacement programme due to be trialled in July 2014 (20 practices), with intention to roll-out to all practices in September 2014.
• Longest lamp life option (50,000 vs. 8,000 hours), expected to result in significant reduction in electricity consumption and frequency of maintenance repairs.

Ethical considerations for third parties

• As a large producer of clinical and hazardous waste, it is vital that our waste provider is conscious of their environmental impact. For 10 years, ‘SRCL’ have managed our waste, because of their environmental credentials – they work closely with environmental regulators, to keep up to date with new technologies/processes.
• ‘Safe Contractor’ screening process in place to all our contractors, to ensure they provide a safe and high standard service to our practices.

Electronic communication

• SMS text message appointment reminders used, to reduce paper communication with patients.
• New imail system installed in all practices, which routes mail directly to a sorting office, saving unnecessary mileage and reducing overall emissions.
Our Environment

Environmental Policy Statement

IDH Group is a professional and environmentally conscious organisation, which acknowledges the effect our operations may potentially have on the environment. We are committed to leading the dentistry industry in minimising the impact of its activities on the environment. We will promote sustainability and environmental awareness at all levels of decision making.

The key points of our strategy to achieve this are:

- Minimise waste by evaluating our operations and ensuring they are as efficient as possible.
- Actively promote recycling both internally and amongst our customers and suppliers.
- Source and promote product ranges to minimise the environmental impact of both production and distribution.
- Comply with the letter and the spirit of environmental legislation that relates to the Company.
- Manage all the waste from our practices in the most effective way possible from an environmental perspective.
- Work to minimise toxic emissions through the selection and use of our fleet and the source of our power requirement. We will encourage the adoption of similar principles by our suppliers.
- We will implement a training and awareness program for all our employees and our doctors to raise awareness of environmental issues and ensure their support in improving the Company’s performance.
- We will measure its impact on the environment and set targets for on-going improvement.

Signed by Terry Lockline, CEO

On behalf of the Board of Directors of the IDH Group of Companies

Version 1.1, January 2014
Our Charities

As a company, we actively support two charities. These both have a personal connection to IDH:

Children with Cancer UK

• Relationship initiated by an IDH colleague, when her son was diagnosed with leukaemia.
• Collectively raised over £10,000, since we announced new partner in May 2013.
• Charity committee at the Support Centre organise and deliver quarterly events at the centre, including: summertime office Olympics, Halloween ‘trick or treat’ bake-off, Christmas jumper day, new year ‘206 mile’ cycling challenge and book events.
• Practice teams encouraged and supported to fundraise with their teams. Team achievements include: completing the Manchester 10k, Boxing day dip and even shaving hair to make children’s wigs
• Outstanding individual fundraising, including Andrew Stone’s (National Estates Manager) 8 hour dance-athon, raising £810

Bridge 2 Aid

• Provide hands-on and financial support, to people in Tanzania without access to dentistry
• Our clinicians have trained health-workers, so they can provide emergency dental treatment
• 2 IDH clinicians trained 12 health-workers in 2013 and 2 IDH clinicians are supporting the scheme in October 2014
• Donated £10,000 to allow Bridge2aid to continue their fantastic work, after sponsorship was significantly cut back by other companies.
Our Charities

Team NEWS
Please email your stories and feedback to: worcestercorp@redpeoples.com

Funds and games

Bridging the gap
In countries where emergency medical treatment is limited, Bridgetech is making a difference - training local health professionals to prevent pain, injury and even death.

But a major fixed plus the withdrawal of a key donor have left the charity at risk. An urgent appeal to raise £100,000 for the end of March is underway, and Bridgetech has made a substantial donation - but more help is needed.

Bridgetech's Dr Smith and Sinead said the training is a critical programme, training local health workers to administer anaesthetics and perform extractions. Within a week, the health workers were confidently administering a variety of excisions and extracting teeth. "It is so rewarding to see the students grow their skills and confidence!"

Please support Bridgetech's urgent appeal:
- Online at www.bridgetech.org/urgentappeal or visit www.bridgetech.org/Rgkngntappd
- Write a cheque payable to Bridgetech, Well House, The Chipping, Hothersal End, Gloucestershire GL51 7AD
- Call 0845 0590177

Our Charities