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CONTEXT – Dovecotes Dental Practice

Lucy Douglas is a dentist. She qualified 10 years ago and has worked in a number of practices in the North East. She now owns her own dental practice in Newcastle upon Tyne called Dovecotes Dental Practice. Dovecotes is a National Health Service (NHS) practice with some private patients.

Lucy is a sole trader. There are also two other associate dentists who work with her. These dentists are self-employed and they pay Lucy a percentage of their earnings. Lucy also employs a manageress, Margaret Powell, four dental nurses, three receptionists and a hygienist.

Margaret Powell runs the practice on a day-to-day basis and is responsible for ensuring all records are kept up-to-date on the practice's computer system and for the ordering of materials. Lucy herself is responsible for financial aspects of the practice and for recruitment where she uses a number of ways of selecting staff. She ensures the practice fulfils relevant employment legislation.

Lucy has a brother Dominic who is also a dentist. He is currently working as an associate dentist in another local practice but they are considering forming a partnership and opening an NHS dental practice in another town.



Partnerships have unlimited liability.

(ii) Consider the effects of unlimited liability on Dominic as a partner.

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(4)

(Total 20 marks)

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Q1



There are a number of laws which relate to employing workers that Dovecotes have to obey. One of these laws concerns the minimum wage.

(b) (i) Explain what the minimum wage means for employees at Dovecotes.

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3. Dovecotes has a vacancy for a dental nurse.

(a) (i) List **FOUR** methods of recruitment.

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(ii) Explain **ONE** advantage to Dovecotes of internal recruitment.

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The first stage of the process to fill the dental nurse vacancy is to carry out a job analysis.

(b) (i) Why might Dovecotes do this before preparing a job/person specification?

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(4)

QUESTION 3 CONTINUES ON THE FOLLOWING PAGE



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The following is a job description for a dental nurse.

Job Title: Dental Nurse
Reporting to: Dental Surgeon

Overall role

Dental nurses are required to work as part of a dental team to assist in the delivery of dental care services to patients.

Specific tasks:

to assist in chairside duties
to assist in planning appointments to avoid delaying patients
to ensure that the surgery and all equipment are regularly cleaned according to practice policy
to keep accurate records of patients' treatments and patients' medical history forms
to advise the Practice Manageress of any faulty equipment.

General tasks:

to try always to ensure patient comfort
to keep all records confidential
any other duties requested by the dentist.

(ii) Name **TWO** items that would be on a job description but **not** on a job specification.

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(2)



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4. Dovecotes is keen to attract more patients and to do this Lucy has decided to advertise.

(a) What would be **ONE** suitable way Dovecotes could advertise the practice?

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(4)

As Dovecotes registers more patients, these patients are asked to complete a medical history questionnaire. Lucy thinks some additional questions are needed and is re-designing the questionnaire.

(b) Explain what advice you could give Lucy in the preparation of an effective questionnaire.

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