



Medical Emergencies including Basic Life Support training for the Dental Team Frequently Asked Questions (FAQs)

The Dental section, HEIW provides training for dental professionals to complete their GDC recommended annual 2 hours verifiable CPD Medical Emergencies and BLS training. Currently this is a 1-hour online learning module which can be followed up by a 1-hour practical session completed within your practice.

NB: It is the responsibility of each dental professional to ensure they complete their 2 hours verifiable CPD to comply with the GDC recommended hours of Medical Emergency training.

The following document provides answers to frequently asked questions regarding the booking of this training provided by the Dental Postgraduate Section, HEIW.

Please read the document and the flowchart before contacting Dental Postgraduate with any queries, as your question may be answered in this document. If you still have a query after reading this guidance, please do not hesitate to contact heiw.dentalcpr@wales.nhs.uk

How do I sign up to complete the 1-hour verifiable CPD online BLS module?

The online module is currently hosted on the HEIW Pharmacy course booking system. You can sign up for an account by clicking this link - [Register - HEIW Pharmacy \(wcppe.org.uk\)](https://wcppe.org.uk). Once you have signed up you will receive your login details within 48 hours.

NB: When registering on this platform, please ensure you select 'Dentist / Dental Care Professional' under 'Role' to make sure you are allocated to the correct online module. This 'Role' will also apply to Practice Managers and Receptionists/Administrators.

I am already registered on the online platform but have forgotten my password?

If you are already registered but have forgotten your password, please do not create a new account. Please request a new password by clicking the 'lost password' link on the login page - [My account - HEIW Pharmacy \(wcppe.org.uk\)](https://wcppe.org.uk)

I am logged in, but I cannot find the online BLS module?

Once logged in select 'Learning Dashboard' on the top bar. This will take you to your personal learning dashboard where you will find the online BLS module.

The online module has 4 parts –

- Learning Resources**
- eLifesavers Assessment 1**
- eLifesavers Assessment 2**
- Evaluation**

Do I get a verifiable CPD certificate after completion of the online module?

Yes, the online certificate is compliant with GDC requirements. You will be able to download and save the certificate as evidence of your completion of the 1-hour online BLS module. Please keep this safe for you records.

Do I need to complete the online module before my practical in-practice session?

Yes, as the online module will complement your in-practice training session and helps you to prepare for the hands-on aspect of your learning and development. As a dental professional you will be required to declare to the Resus training provider that you have completed this 1-hour online training. You may be asked to provide evidence by showing a copy of your online BLS certificate.

How far in advance should I complete the online module before our in-practice session?

HEIW and your Resus training provider recommends the practical session takes place within 3 months of completing the online BLS module.

How do we arrange the in-practice practical session?

Each practice will be required to complete the online booking form. Please click this link to access the booking form - [Medical Emergencies Team Training / Hyfforddiant Tîm Argyfyngau Meddygol \(office.com\)](#) After completion of this form, you can contact your local resus training provider to organise a convenient date for the practical session to take place. A list of training providers and their contact details is available on our website here - [In practice training - HEIW \(nhs.wales\)](#). **Please ensure you organise the training with the training provider allocated to your Health Board area.**

Where does the Practical session take place?

The practical session will take place at your practice and will take approximately 1 hour per session. When you book your practical training, your training provider will clarify how many sessions are required at the practice, which will be dependent on the number of staff who require the training, and the size of the room you will use to carry out the training.

Is there a fee for the Practical training?

There is no fee for Practices with an NHS contract but the fee for Private Practices is set at £500.

The fee for Private Practices will need to be paid when your part 2 practice element has been booked. To pay the fee, the administrator (Nathan Williams) will provide your details to HEIW Finance who will forward you an invoice in due course.

How will I receive my certificate for the in-practice training session?

As usual you will sign an attendance sheet at your in-practice training session. This attendance sheet will be provided to the Course Coordinator within the Dental Postgraduate Section who will mark your attendance on the '[maxcourse](#)' dental course booking system, which will release your CPD certificate for the 1 hour in-practice training session.

NB: If you have yet to sign up to maxcourse – the dental course booking system – [click here to register](#)

Can we evaluate the in-practice session?

An evaluation form will be provided by the training provider on the day of the course. This is so the training provider can receive immediate evaluation regarding the course. You will also have the opportunity to reflect and evaluate the in-practice session when you log into maxcourse to download your 1-hour CPD certificate.

If you have any further queries after reading this guidance, please contact Nathan Williams at: HEIW.DentalCPR@wales.nhs.uk.

Please note during busy periods it may take a few days for us to get back to you.