



## 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](mailto:heiw.dentalcpr@wales.nhs.uk)

### How do I complete the 1-hour verifiable CPD online BLS module?

The online module is now available on the 'Y Ty Dysgu' Learning Management System - You can log into your account here - [Welcome! - Ytydysgu Heiw](#). If you have yet to sign up for an account on this system, select the 'sign up' tab on the home page. Your account will be activated within 24 hours.

### 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 'forgotten your password?' link on the login page - [Forgotten Password - Ytydysgu Heiw](#).

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

There are two methods to accessing the online module:

**Method 1** – Once you're logged in you'll be automatically on your 'dashboard'. You can then scroll down to 'featured' and the course should be listed there called 'Basic Life Support & Anaphylaxis Annual update 2023 - Dental Professionals'  Click onto the course and then click 'enrol'. Once you're enrolled, you can then work through the five different steps of the course. Once all the steps have been completed you will then need to click 'submit course' at the top. Please note you will not be able to submit the course unless all steps are showing 100% completed.

**Method 2** - Once you're logged in, go to 'courses'  then click on 'Dental' on the discovery page. The course should then be visible on your screen called 'Basic Life Support & Anaphylaxis Annual update 2023 - Dental Professionals'.  Click onto the course and

then click 'enrol'. Once you're enrolled, you can then work through the five different steps of the course. Once all the steps have been completed you will then need to click 'submit course' at the top. Please note you will not be able to submit the course unless all steps are showing 100% completed.

The online module has 5 parts:

1. **Accessibility Statement**
2. **eLearning Basic Life Support and Anaphylaxis Annual Update for Dental Practitioners**
3. **Jake eLifesavers Assessment**
4. **Rebecca eLifesavers Assessment**
5. **BLS Dental Professionals 2023**

**\*Please note that when submitting the course the certificate will not be available unless the five steps have been completed with a 100% completion rate\***

### **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 registration form. Please click this link to access the 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 medical emergency 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. Please note HEIW will only fund 1 session (NHS Practices only) a year to train your whole practice team. Staff should make every effort to attend the organised session. Your allocated trainer will only organise another session if they deem there isn't enough space to accommodate the number of attendees or if they feel that it would be beneficial to organise an extra session so that the training can be delivered to a group size that will maximise participation and learning.

### **What if the numbers due to attend the training change?**

If there are any changes to the attendee numbers, you must inform your Resuscitation Trainer provider as soon as possible as this will affect the amount of trainers required to carry out the training which has a cost implication for the NHS.

### **Is there a fee for the Practical training?**

There is no fee for Practices with an NHS contract. Practices without an NHS contract will continue to be charged a fee which is currently 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 administrator (Nathan Williams) within the Dental Postgraduate Team who will mark your attendance on the 'Y Ty Dysgu' Learning Management System, which will release your CPD certificate for the 1 hour in-practice training session.

**\*Please note that the certificates can only be released once all attendees have created an account on the 'Y Ty Dysgu' Learning Management System' as the attendance can only be submitted once\***

**If you have yet to sign up to 'Y Ty Dysgu' here's the link to register – [Sign up - Ytydysgu Heiw](#)**

### **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 'Y Ty Dysgu' 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](mailto:HEIW.DentalCPR@wales.nhs.uk).

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



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