**What is an FD?**

So you have this new qualified shiny individual coming to the practice, full of hope and looking forward to their first day.

The FD will be the most up to date with clinical knowledge that you have in the practice, they will know it all, the FD is excited, positive and keen, then their first day hits.

The individual that went into surgery at 9am re-emerges at 5pm not quite as shiny and a bit shell shocked, so as a practice manager how do we help them and keep them focused and positive?

1/ All FD’S should have a qualified and very experienced nurse, a nurse who is there to support them and also confident enough to say “should I go get the trainer”

2/ The FD should have long appointments, if they have nobody in he surgery they always have things to do on the e -portfolio.

Time management will be an issue with an FD, make sure they have a clock in their surgery.

3/ The practice mangers door should always be open, the FD needs to know that they can come any time of day to ask anything, even if it sounds like the silliest question.

4/ The FD should feel confident enough to ask any questions, remember they have been protected for the last few years in a university setting.

5/ I always find it useful to the FDs to send them to labs for a day and also to any referral practices you may use, orthodontic practices or endodontic practices, the more the FD sees the more confident they will feel when being questioned by a patient.

6/ You will find that like all dentist FDs like to use certain things that they feel comfortable with, we currently have 4 different types of perio probes due to different FDS preferring different makes etc. The same with burs, never say no to your FD, we need to build their confidence and support them.