

Name: [REDACTED]

Membership no: [REDACTED]

**1. Competency: 2**

**Learning Outcome: 2.5**

Represent a client through effective use of communication and other skills.

**2. Evidence provided:**

Telephone attendance note and Letter

**3. Outline how the evidence demonstrates you meet the outcome**

**Identify the information needed from the client to represent them:** I was unable to locate the client's dental records prior to March 2011. The dental practice advised that the client had not been a patient at their practice before this time. However, the client was adamant that he had been a patient. Therefore, I obtained further information from the client regarding his treatment prior to March 2011.

**Represent your client using legal and professional skills:** I therefore advised the practice that if I did not receive my client's records prior to March 2011, I would lodge a formal complaint with the Information Commissioner's Office.

**4. Reflection and evaluation**

It is extremely important to communicate with the client effectively to ensure you have obtained all the relevant information from them.

**5. Completion date:**

**6. Signed (applicant)**

**Date:**

**7. Signed (supervisor)** [REDACTED]

**Date:** 5.11.2013.

## Attendance Note

File: [REDACTED]  
Date: **12 August 2013**  
Fee : [REDACTED]  
Attendance: **Telephone**  
Attending: **Client**

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Incoming telephone call at 12.40 on 12 August 2013.

KE spoke with the client regarding the missing records and advised the client that despite speaking with the practice on a number of occasions they were unable to locate missing records prior to his attendance in March 2011.

KE went through with the client what he could remember and whether he was sure it was the same practice.

The client advised that it had always been the same practice but had changed hands. KE noted that she had spoken with the practice manager and the practice had been run by the same person for over 20 years and therefore it had not changed hands. The client said he used to receive treatment downstairs by a [REDACTED] and then was treated upstairs by [REDACTED].

The client advised he was treated there and his wife was also.

KE asked whether it would be possible for the client to go in to the practice to obtain his records and the client advised he was too scared and frightened of the practice after all that had happened and did not want to return.

KE wondered whether he could ask his wife to go in and give her a signed form of authority to see if she could get the records. The client noted that he would see what he could do but seemed uncertain about doing this.

KE reminded the client that this periodontal case would not be able to continue without the records as it was the attendances prior to March 2011 that were potentially negligent.

KE advised the client that this periodontal case could potentially be worth a lot of money as the dentist would pay for all his future treatment such as getting all his teeth extracted and possibly implants which are extremely expensive.

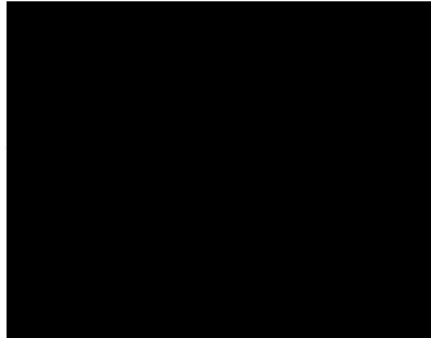
KE again reminded the client that she would not be able to do anything without the records. The client understood this and asked KE to make necessary enquiries first and if the records were then not forthcoming he would see about going to the practice.

**Time engaged on telephone – 2 units**

**Time engaged dictating – 1 unit**

**STRICTLY PRIVATE & CONFIDENTIAL**

FAO: The Practice Manager




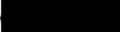
4 September 2013

Dear Sirs

**Re:**

We write further to our previous correspondence in this matter.

We are currently trying to obtain the entirety of our client's dental records. To date, we have only been provided with records from March 2011 onwards when our client was treated by 

We still require the records from when our client was treated by  prior to 2011. We note that you have to date, been unable to locate these records and you are unsure of the whereabouts.

This is an unacceptable situation and unless we receive all records relating to our client, prior to March 2011, you will leave us with no option but to lodge a formal complaint with the Information Commissioner's Office.

We look forward to hearing from you shortly.

Yours faithfully

