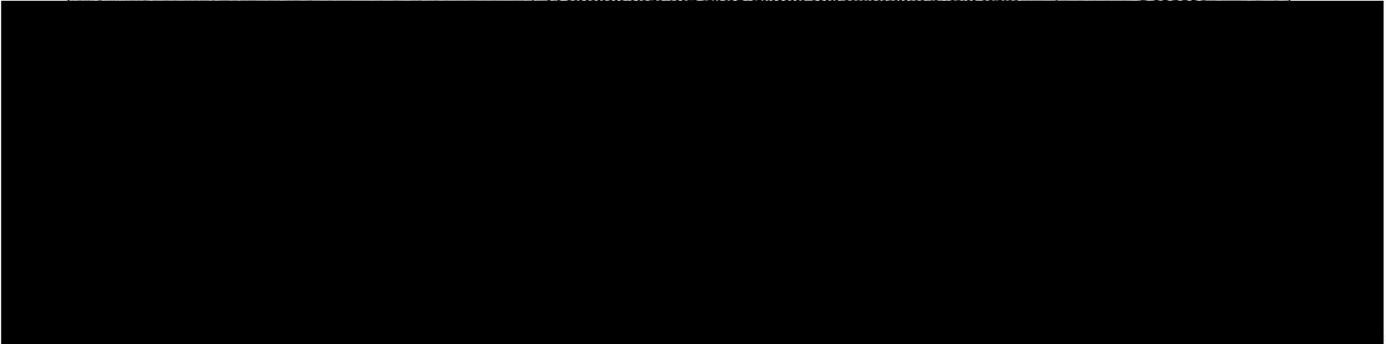


**WBL Logbook Sheet Template**

Competency e.g. 1	Learning Outcome e.g. 1.1	Example Number
7	7.1	N/A
<b>Evidence provided</b> e.g. letter to client dated 01.01.2017, Telephone attendance note dated 01.01.2017		
<b>Personal Development Plan dated 2 March 2018</b>		
<b>Explain how the example meets the learning Outcome and how the evidence shows this</b>		
<p><b>Reflect on performance:</b> As a claims manager within the dental team, I often have high caseloads which require detailed letters of response to be prepared in a timely manner. I have performed by diarising when letters of responses are due and ensuring that important deadlines are met.</p>		
<p><b>Strengths and weaknesses:</b> My strength is that I have experience in handling a large volume of cases and in drafting robust letters of responses in cases that require a good defence. I am always willing to work in a cohesive team in order to resolve cases. My weaknesses include the need to develop my knowledge on certain types of cases, for example vicarious liability cases which have been increasing in recent months.</p>		
<p><b>Identify objectives:</b></p> <ol style="list-style-type: none"> <li>1) To develop a greater understanding of vicarious liability and periodontal disease claims;</li> <li>2) Develop my litigation skills;</li> <li>3) Obtain a greater understanding of trends within the clinical negligence claims environment.</li> </ol>		
<p><b>Plan for improvement:</b></p> <ol style="list-style-type: none"> <li>1) Attend more courses on VL and periodontal disease claims to develop my technical knowledge in this area;</li> <li>2) Working with other colleagues such as technical and quality advisors and senior claims managers to come up with a strategy in handling VL claims;</li> <li>3) Obtaining more matter information and data of files as a whole to take note of any particular trends in the claims market.</li> </ol>		
<p><b>Reflection and evaluation</b>                      Describe what you learnt from the activity you undertook to meet the Learning Outcome. You may want to complete this section at a later date once you have had time to reflect on your practice and experience.</p>		

Having a personal development plan allows me to detail my strengths and weaknesses and how I can develop my skillset to improve those weaknesses in the future.

<b>Date work completed: (i.e. evidence date)</b>	02/03/2018	
<b>Applicant's Name</b>	<b>Applicant's signature</b> <small>I confirm that the work within the evidence is my own</small>	<b>Date</b>





# Personal Development Plan (PDP)

Name:

[Redacted Name]

Department / Location:

Claims and Legal

Role:

Date: 2 March 2018

What Skills\Knowledge do I want to develop	Why do I want to develop these skills\knowledge	How am I going to develop this Skill\Knowledge	Target Date to Complete	Achieved Y\N
Greater understanding of periodontal disease claims	To take a greater role in handling predominantly periodontal disease claims within the team.	<ul style="list-style-type: none"> <li>- Develop my technical knowledge of periodontal disease. It would be useful to have further training from a DLA who has specialism in this area;</li> <li>- Handle more periodontal disease claims within the team;</li> <li>- Start forming a strategy for dealing with perio claims and looking at trends within the market.</li> </ul>	2019	
Legal expertise in vicarious liability claims	VL claims are increasing in dental and it is necessary for me to develop a better understanding of the legal issues surrounding these types of claims.	<ul style="list-style-type: none"> <li>- Working with other key members of the team such as senior claims manager, TQAs and other claims managers to come up with an effective strategy in handling VL claims;</li> </ul>	September 2019	
Litigation experience	To develop a greater understanding of how the important pre-action steps affect a litigated file further down the line	<ul style="list-style-type: none"> <li>- Work shadow on a litigated file which goes to an internal litigation solicitor;</li> <li>- Take a greater role in providing a comprehensive strategy to panel</li> </ul>	2020	

(6/1)

DEVELOPING EXCEPTIONAL STAFF

			solicitor when they handle litigated file		
A better understanding of trends within the claims environment	- To understand the Dental Protection business better and the areas that need improving in the service we deliver		- Analysing matter information and taking an interest in looking at areas of concern, and the value of certain claims	2019	

**FURTHER COMMENTS:**

██████████ has been coping well as his caseload starts to rise again, although he is concerned that it may bring additional pressures in the near future.

Discussed ways to cope, including greater use of his CA and setting up regular meetings with him.

██████████ has had some good results - a lower caseload allowed him time to prepare detailed LORs and to get to grip with the issues on cases.

IM is aware of the issues relating to a higher caseload and provided reassurance that we are working to try and limit these issues. Explained that case number will increase in the short term but we have help in place to reduce pressure on CMs.

██████████ is a valued member of the team and it has been good to see him settle well into pathway. He was encouraged to try and resolve cases, and transfer to costs as soon as possible after settlement.

Going forward ██████████ to give some thought on his development which we can discuss in further 1:1s.