



DDU

*Everything you need to know
about your membership*

Student

member guide

Content

- 04 About us
- 04 Here when you need us
- 05 Supporting you as a student
- 07 Core benefits of student membership
- 08 When we're unlikely to provide support
- 09 Your questions answered
- 11 Your membership

Glossary

➤ **Assistance:**

Support we provide, which can include legal advice and legal representation.

➤ **Indemnity:**

Compensation we can provide for you to pay damages for clinical negligence.



About us

The DDU[†] is the specialist dental division of the MDU, a not-for-profit organisation dedicated to our members' interests.

We offer you expert **guidance**, personal **support** and a robust **defence** in addressing dento-legal issues, complaints and claims. Our team is led and staffed by dentists with real-life experience of the pressures and challenges faced in practice. We have an unmatched track record of helping members overcome the challenges which could threaten their livelihood.

This is your guide to student membership. For more information, please visit our website at theddu.com

Here when you need us

If you need help or advice with a dento-legal or ethical issue that has arisen from seeing patients during your course, call our freephone advice helpline on **0800 374 626**.

Our advisers are experienced dentists. They are available between 8am-6pm Monday to Friday. Advice is available 24 hours a day, 365 days a year for dento-legal emergencies or urgent queries.



Supporting you as a student

The DDU supports members throughout their careers, not just in times of crisis. For students this means access to services and resources that will help you make the most of your student years.

Educational support

Passing exams can be tough so it's useful to know you have access to excellent resources, including:

- Dento-legal and ethical advice at theddu.com where you can learn from the experiences of other members.
- School talks from our dento-legal advisers about preparing for foundation training and working in practice, plus free e-learning on popular topics like perio, health and wellbeing and social media at theddu.com/learn

theddu.com

Access case studies, advice, videos and podcasts on our website. You can also register to view your membership details, notify us about changes and download your proof of membership.

Here for you

Your school has a dedicated DDU liaison manager who is on hand to help you with any questions about student membership and its benefits. To find the liaison manager for your school go to theddu.com/liaison

We may be able to provide sponsorship for an event you're planning. To find out how we could help, speak to your liaison manager or complete a sponsorship request form at theddu.com/sponsor

Elective support

We offer free professional indemnity for clinical practice during an elective.

Before you go on your elective it's important to make sure you have adequate indemnity in place. We can provide you with free professional indemnity for your clinical practice during your elective.

When you've decided on your destination, go to theddu.com/mymembership log on and complete the elective indemnity form.

You can add up to **three destinations**¹ and **download** and **print** your confirmation letter.

You can also have it emailed to you, or someone else, or posted to the address we have for you. We recommend you **take this letter with you** on your elective.

You can seek our assistance if problems arise from your involvement in the clinical care of patients during your elective. We can also help with indemnity for claims arising from any Good Samaritan acts you perform.

Visit theddu.com/yourelective for full benefits for students on elective.

Member discounts

In addition to a free Oxford Dictionary of Dentistry when you join the DDU as a fresher, we've arranged for you to get discounts on a selection of textbooks and reference books from leading publishers. For more information on member discounts go to theddu.com/mymembership

¹ Due to legislation we are unable to offer indemnity for any work undertaken in Australia during your elective. We can however provide you with access to our dento-legal advisory helpline and indemnity for Good Samaritan acts. We would expect any clinical work undertaken on an elective to be directly supervised by a registered practitioner carrying their own indemnity.

Core benefits of student membership

Dento-legal advice and guidance

You can request our advice on a range of dento-legal and ethical issues you might face during your training. These can range from issues of consent to treatment and patient confidentiality, to practical advice on dealing with concerns about patient safety.

Support with complaints

Occasionally dental students encounter complaints and criticisms arising from their dealings with patients during the clinical aspects of their course. As a student member you can contact us for support in such situations and get guidance on how best to resolve the concerns.

In the event that such an issue leads to some form of disciplinary action, you may request our assistance in conducting your defence to the allegations.

Assistance with dental school fitness to practise procedures

Where a dental school believes a more serious concern has been identified that calls into question whether an individual should continue on the course, an investigation and hearing might be conducted under local fitness to practise procedures. This might include concerns about patient care, personal conduct or your health.

If you become aware that you're likely to be involved in this type of procedure you can request our assistance. We can provide you with support and, where necessary (and allowed by local procedures), a representative to assist you at a hearing. This representative would usually be a specially trained DDU dentist.

Criminal investigations and proceedings

Whilst it's rare, students can face a criminal investigation arising out of their involvement in the care of patients.

If you become aware of a police investigation relating to the care of a patient in which you have been involved, you should contact us on **0800 374 626** without delay.



When we're unlikely to provide support

As a members' organisation, we believe it's important to provide up front information about when we're likely and unlikely to help members.

We carefully consider each request for help. But the following are examples of when we're unlikely to provide support.

- ✘ University disciplinary matters that do not relate to the clinical aspects of the course. Allegations of plagiarism or cheating in exams would not usually fall within our remit.
- ✘ If students fail their exams, fail to meet a required standard in assessed coursework or are criticised for poor attendance.
- ✘ Assistance with criminal investigations or prosecutions arising from matters not directly related to a student's clinical involvement with patients.
- ✘ Any matters arising out of any criminal convictions or admitted criminal acts.
- ✘ Claims arising from material published or broadcast by you, or on your behalf, or to which you have contributed.

Your questions answered

Q What is a dental defence organisation?

A A dental defence organisation indemnifies and assists dental students and dental professionals with complaints, claims for clinical negligence and other problems arising from their clinical practice.

Q What is a mutual, not-for-profit organisation?

A We're proud of our mutual status. It means we're funded by members for the benefit of all members. The DDU is the specialist dental division of the MDU. The MDU is a not-for-profit organisation owned by its members.

Q What is a complaint?

A A complaint is when a patient expresses concern or dissatisfaction about the treatment you have provided. They may complain to you directly, giving you the opportunity to resolve the issue. However, some patients take their complaints to the NHS authorities or directly to the GDC. In some instances, more than one body may examine the facts of the case at the same time and you may be required to defend your actions. We support and advise members during these processes.

Q What is a clinical negligence claim?

A Where a patient alleges that they've been negligently damaged by the treatment provided by a dental professional and seeks financial compensation. We can assist members by providing access to indemnity, support and advice during this difficult experience.



Q What is indemnity and why do I need it?

A Indemnity is the term for the financial support a dental professional who is sued receives to defend a clinical negligence claim and, if required, compensate the patient.

In some cases the amount of damages paid in compensation runs into many thousands of pounds. There are also the legal costs of defending the claim, which may also be many thousands of pounds. You need to be able to access financial support to help you meet all the costs of defending claims – including paying the damages and the legal costs involved.

In England, NHS hospital and most community dental service posts are indemnified by the NHS. Claims are brought against the NHS organisation and dealt with by NHS Resolution. This means that dental professionals working within NHS organisations do not usually need to make arrangements for claims arising from their employed work, with a few exceptions, such as fee paying services where you keep the money for preparing a report, and claims arising from private work.

Indemnity from NHS bodies does not extend to work outside directly employed hospital and community practice – for example, work in general dental practice and even some Dental Access Centre work.

DDU membership can provide indemnity to fill the gaps left by indemnity from NHS bodies, for example, claims arising from general dental practice and private practice work undertaken in the UK. Membership also provides indemnity worldwide for claims arising from Good Samaritan acts.

Your membership

At your call

If you have any questions about your membership you can call our freephone membership helpline on **0800 085 0614** from 8am-6pm Monday to Friday (except bank holidays).

You can email us at membership@theddu.com

Customer service excellence

As part of our commitment to customer service excellence, we take complaints seriously and do our best to deal with them quickly and fairly. If you have a complaint, please contact:

Head of Membership Quality and Control
MDU Services Limited
One Canada Square
London E14 5GS

or visit theddu.com/complaints



Manage your membership online

Register at theddu.com to keep your membership details up to date, access member-only content and download membership documents such as your proof of elective indemnity.

You can also access your membership card and proof of indemnity in the DDU app, download it today from the Apple store or Google play.

How we manage your data

We understand the importance of storing your data securely and telling you how we will use your data in a transparent and clear way. Our aim is to make sure that the personal details you provide to us are secure and processed as explained in our privacy policy. Read our full policy at theddu.com/privacy

This booklet is a broad guide to the products and services provided by MDU Services Limited (MDUSL) and The Medical Defence Union Limited (MDU). The Dental Defence Union (DDU) is the specialist dental division of the MDU. We always seek to offer attractive benefits as part of membership and as such, from time to time, may add, withdraw or amend benefits at our discretion. Visit theddu.com for the latest information of the benefits included in membership.

It is our policy that all members and those applying for membership should be afforded equal treatment irrespective of race, gender, age, sexual orientation, disability, religion or belief.

How to contact us

Membership

t 0800 085 0614

e membership@theddu.com

Dento-legal team

t 0800 374 626

e advisory@theddu.com

Your feedback

Give us your feedback about the DDU

theddu.com/feedback

Website

theddu.com



*The Dental Defence Union (DDU) is the specialist dental division of The Medical Defence Union Limited (MDU) and references to the DDU and DDU membership mean the MDU and membership of the MDU.

MDU Services Limited (MDUSL) is authorised and regulated by the Financial Conduct Authority for insurance mediation and consumer credit activities only. MDUSL is an agent for The Medical Defence Union Limited (MDU). MDU is not an insurance company. The benefits of MDU membership are all discretionary and are subject to the Memorandum and Articles of Association.

MDU Services Limited registered in England 3957086. Registered Office: One Canada Square, London E14 5GS.