



Handbook
for
Temporary Dental Nurses

Welcome to Tempdent

We are delighted to offer you work as a temporary dental nurse.

Please spend a few minutes reading this handbook as it sets down guidelines you will need to follow on each assignment. In your role as one of our team of temporary dental nurses, you will be representing Tempdent, so a responsible and professional attitude to work is essential at all times.

This handbook explains what we expect from you and has been specifically designed in a simple question and answer format which should tell you everything you need to know. However, if there is anything we have missed or any issues you are not clear about, please feel free to call the Tempdent Team on 020 8371 6700 or email: temps@tempdent.co.uk

How is work allocated?

One of the main advantages of being a temporary dental nurse is that you can control when and where you work. With this in mind, work can be allocated on a daily or weekly basis.

We simply text you each week to find out your availability and offer you a choice of work assignments.

Whilst we always do our best to offer you placements that most closely match your experience, preferences and location, on occasion it may be necessary for you to be a little more flexible in your availability and hours, or maybe travel to a surgery slightly further afield.

Where am I likely to work?

We try to give you placements close to where you live. Usually you will be given a choice of surgeries. Make sure you arrive on time by checking the address, postcode, telephone number and tube station of your placement the day before.

What if I decide to work but have nothing booked?

If you do not have any work allocated for the following day, you will need to call or text Tempdent by lunchtime. If you are on a placement all clients will allow you to make a short phone call. The office number is 020 8371 6700.

What if a client cancels a placement?

Thankfully late notice cancellations are extremely rare. However, clients must let us know by 5pm the day before and usually we can find an alternative placement for you.

In the unlikely event that you arrive at a surgery to find you are not needed, please phone Tempdent immediately. You will be eligible for a non-cancellation fee equivalent to 5 hours salary on weekdays and 4 hours salary on weekends. However, you will need a signed timesheet from the client to be able to claim this. Do not leave the surgery until Tempdent confirms it is OK.

What if I am unhappy with a placement?

If for whatever reason you have a complaint or are not happy with the conditions at a surgery you have been sent to, please let us know immediately and we will try and resolve the issue.

To help us maintain the quality of our clients, please email us with details of your complaint at temps@tempdent.co.uk.

Communication is the name of the game!

The success of Tempdent relies on good communication between the Agency and its temporary dental nurses. Therefore, if we send you a text or leave a voicemail, it is essential that you respond as quickly as possible.

We often text your work direct to your mobile, so it's vital that you check your phone at lunchtime and at the end of the day. It is also important that you confirm receipt of any text messages we send you.

If you need to contact us out of normal office hours or during the evenings or weekends, just call the emergency line 07958180977. We will respond the same day.

If you have any queries about pay, please call the office during normal working hours, or email accounts@tempdent.co.uk

If you lose, damage your phone or change your number, you will need to call us immediately.

Punctuality is vital

As a dental professional it is paramount that you keep good time. Indeed one of the questions clients most frequently ask when they are booking is “Will your dental nurse turn up on time?”

Please don't let us down! Always plan your journey in advance by making sure you have checked the location and know exactly where you're going. Leave plenty of time in case there are any transport problems. Obviously, we do understand that sometimes things happen that are out of your control. Please phone Tempdent immediately -reverse the charges if you have to- so we can keep stress levels to a minimum on both sides, by informing the client and if necessary finding a replacement nurse.

Try to avoid texting as messages can be lost or missed, but if it's your only option make sure you get a reply. Make sure you phone us if you cannot get to work. Our phones are answered 24 hours a day.

What duties will I be expected to carry out as a temporary dental nurse?

Dentists will expect you to have a good sound knowledge of products, equipment, materials and surgery procedures. You will be expected to perform all general chairside duties and some reception duties. When carrying out chair side duties you will be responsible for all cross-infection control. Occasionally, you may also be asked to carry out non-clinical duties such as emptying bins.

If a dentist asks you to carry out a procedure or use a material you are not familiar with, it is better to ask for advice rather than risk making a mistake which may jeopardize a dental procedure and upset the dentist for the rest of the day! Feedback from dentists tells us that if a nurse has a good professional attitude and a willingness to learn, it goes a long way towards compensating for lack of experience.

Feedback from clients also tells us that many dentists enjoy the change of working with agency nurses from time to time. Dentists have their own personality and way of working and whilst one may like to hear about you and your social life, another may be totally distracted by chat.

We would simply advise you to take your lead from each dentist, whilst always behaving in a professional manner throughout each assignment.

We should also remind you that dentistry is a small world, so under no circumstances should you discuss any work, dentist or patient outside the surgery.

Create a good impression and chances are you will be asked to return.

How much time am I allowed for lunch?

Up to one hour is allowed for a lunch break, but you are not paid during this time.

On your timesheet you should indicate your lunch break and the length of it. If the lunch break space is left empty, one hour will be deducted automatically.

What should I do if I am offered a permanent job?

It sometimes happens that a dental nurse is sent on a temporary placement, but the practice is actually looking for a permanent member of staff and offers the nurse a full-time job. If this happens to you, you will need to contact us immediately so that we can negotiate the best possible hours, holiday and salary package on your behalf.

What is the dress code for a temporary dental nurse?

We recommend that you arrive at the dental surgery in smart casual clothes. You will be required to change into your own uniform. This should be a white or blue dental tunic, with blue, white or black plain trousers. No tracksuit, jogging pants, combat trousers or jeans are allowed. Alternatively, you can wear a blue or white nurse's dress or a scrub suit in blue or white.

If you already have a uniform, but you are not sure whether it is suitable, just bring it into the Agency and we'll give you our professional opinion.

Shoes should be plain, simple and flat, with a closed-in toe. No trainers are allowed.

You will be required to wear protective gloves in the surgery. Please be aware that not all surgeries hold stocks of latex-free and powder-free gloves, so if you are allergic to either, please carry your own disposable gloves with you to each placement.

Am I allowed to wear make-up?

Make-up should be discreet and long hair should be tied back. Jewellery should be minimal. For health & safety reasons nail polish and nail extensions are not allowed.

Can I claim travel costs?

Whilst we aim to offer you work as close to your home as possible, some travelling is inevitable.

Tempdent does not pay travelling expenses or travel time.

If the client is paying, you will need to keep the relevant travel tickets and send them to us with your timesheet.

As a rough guide for travel costs, we would suggest you budget for around £6 per day. Oyster cards can be used on the tube and buses and are the most cost effective way to travel.

Can I take time off?

As a temporary dental nurse you are free to take time off as long as you keep us informed and give us at least one week's notice. However, if you have accepted a booking and cannot make it, in extreme circumstances you will need to complete it.

If you are sick or for any other reason cannot make it to work, please call Tempdent 07958180977 immediately so that we can find a replacement nurse to cover for you.

Taking time off without giving us notice causes major problems as we take on work according to the number of temporary nurses available. If you haven't booked time off, chances are we will have accepted work on your behalf. If continuous unreliability occurs, we will be subject to take you out of any pre-bookings and arrange for you to be on the day bookings only.

What if I sustain a needle or other injury?

If you sustain any injury on your assignment, you must follow the surgery's policy for that incident. In addition, you should email the details to Tempdent within 24 hours.

What is my hourly rate?

Your daily rate is based on your skills and experience with a slightly higher rate for Saturday and Sunday work.

Do I need to fill in timesheets?

Yes. Timesheets are vital to our business as they are the only way of verifying your hours and paying you. Timesheets are provided by Tempdent. It is your responsibility to fill them in, get them signed by the client and send them to Tempdent. They must arrive before 3pm each Monday.

Time sheets can be sent by:

Post : Tempdent Dental Agency Ltd. Trojan House, 34 Arcadia Avenue, London N3 2JU
Fax : 020 8371 8300
Email: timesheets@tempdent.co.uk

Each timesheet must be completed clearly with your full name, the name and address of your placement and the hours you have worked. Your timesheet will also need to be signed by the client.

If you have worked for more than one client in a week, you will need to complete a separate timesheet for each practice and get each client to sign it.

If for any reason, you do not have a timesheet you can use a letterhead from the surgery. However, this is for extreme circumstances only, as many clients will only accept Tempdent timesheets.

Failure to produce a timesheet will result in your wages being delayed by a week.

Provided your timesheet arrives by 3pm on Monday, you will be paid on the Thursday of every week.

How will I be paid?

Provided your timesheets arrive at the Agency by 3pm on Monday your salary will be paid directly into your bank account and a payslip will be sent to you.

Auto-enrolment pension

After 3 months of working with us and if you meet the qualifying criteria, you will automatically be enrolled into our pension scheme with NOW Pensions. Within a couple of weeks of your first pay slip, you will receive an email from NOW Pensions with all the details and how the scheme works.

If you have any questions, please do not hesitate to contact the accounts team at Tempdent.

Do I need to keep a record of the hours I've worked?

For tax purposes it's a good idea to keep your own simple record of the hours you have worked.

How much holiday am I entitled to?

All temporary dental nurses are entitled to 28 days per year. Your annual leave and holiday pay is based on your average weekly hours, calculated via the normal payroll system.

What should I do if a practice wants to extend my booking?

If a client asks you to return to the surgery or wants to extend your booking, it is vital you let us know immediately. Otherwise we may book you somewhere else. Please never accept a booking or say you are available unless you have spoken to Tempdent and we have said that it is ok.

What happens if I don't like working as a temporary dental nurse?

If, for whatever reason, you don't feel temporary nursing is right for you, just give us a call and we can discuss alternatives. As well as temporary work, we have a vast selection of permanent jobs on our books that may suit you better.

Get in Touch



Twitter/tempdent



Facebook/tempdent

Head Office

Trojan House

34 Arcadia Ave

Finchley Central

London N3 2JU

Tel: 020 8371 6700

Fax: 020 8371 8300

Email: info@tempdent.co.uk

Web: www.tempdent.co.uk

Getting to us by public transport

- We are a 3 minute walk from Finchley Central (Northern line) tube station.
- The following buses stop at the top of our road: 82, 125, 143, 326, 460

Getting to us by car

- Sat nav users, please type the postcode as N3 2JU into your sat nav.
- M1 Junction – 5 mins drive
- A406 Henleys Corner – 2 mins drive
- M25 junction 23 Barnet – 15 mins drive
- Parking: Pay and display parking in Arcadia Avenue and station car park. Free parking is available a 5-10 minute walk away.

