

Business Plan

2013

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Effective regulation of dental professionals enhances patient safety, improves the quality of dental care and helps ensure public confidence in dental regulation.

We aim to regulate in a way that is proportionate, accountable, transparent, consistent, targeted, and responsive to changing demands, risks and priorities.

We are committed to reducing costs through efficiency measures that do not compromise our key purpose of maintaining patient protection.

Registration

1	<p>Maintain systems to ensure that the registration process is robust, fair, timely and accurate</p> <p>Timescale Ongoing</p>	<ul style="list-style-type: none"> — Collect annual retention fees from dentists and DCPs through the efficient administration of the system for requests, reminders and receipts — Maintain the register through administration of CPD declaration audit activity and processing of change of address requests — Continue to monitor and assess applications for UK qualified dentists and DCPs — Overseas and European dentists – continue to monitor and assess applications to ensure compliance with European and British legislation — Character and Health referrals for dentists and dental care professionals applying for registration or restoration — Specialist lists: assess applications for entry to the Specialist List — Overseas and European dental care professionals: continue to monitor and assess applications to ensure compliance with European and British legislation — Maintain the temporary register — Process and support appeals of registration decisions
2	<p>Improve functionality and accessibility of online presence</p> <p>Timescale Q4 2014</p>	<ul style="list-style-type: none"> — Develop and implement the eOPPs application which will cover all requirements for registration, including payment facilities — Enhance the online register functions on the GDC public website
3	<p>Incorporate registration processes into the Microsoft Dynamics system</p> <p>Timescale Q1 2013</p>	<ul style="list-style-type: none"> — Establish user requirements — Write guidance and SOPs — Lead user testing — Plan and lead user training — Provide user support post implementation
4	<p>Review Overseas Registration Exam</p> <p>Timescale Q4 2013</p>	<ul style="list-style-type: none"> — Re-tender for the Part 1 ORE contract if the current providers fail to renew — Confirm renewal by September 2012 with on-going work into 2013 — Consult to allow ORE fee increase via the current Privy Council route — Introduce a statutory instrument change to enable the Council to set examination fees without Privy Council approval

5	<p>Review overseas applications arrangements</p> <p>Timescale Q4 2013</p>	<ul style="list-style-type: none"> — Implement aptitude testing for dentists, including procurement tendering — Research the implications of the Temporary Registration review and embed into operational practice — Scope the legal ramifications of Croatia accession and then: establish the legislative requirements; develop applications and guidance; develop a communication strategy; provide staff and panel training to incorporate the new guidance
6	<p>Electronic bundling</p> <p>Timescale Q3 2013</p>	<ul style="list-style-type: none"> — Introduce electronic bundling for all the registration panels
7	<p>Enhance systems to ensure the register is current and accurate</p> <p>Timescale Q4 2013</p>	<ul style="list-style-type: none"> — Plan for the first DCP CPD cycle declaration activity — Outsource DCP CPD 2012 and 2013 end of cycles to ERS — Review feasibility of annual re-registration — Review feasibility of registration cards/certificates — Implement indemnity validation checking — Provide greater scrutiny of checks and balances for putting people on the register — Provide greater scrutiny of registrants' continuing professional development and means of demonstrating that they are safe and fit to practise — Develop and implement a range of audits to scrutinise fitness to practise decisions and administration



Fitness to practise: Casework

1	Maintain systems to ensure that the FTP casework process is fair, timely and transparent	<ul style="list-style-type: none"> — Triage all cases effectively — Carry out early stage case investigation — Make progress with cases in line with key performance indicators — Prepare cases for the Investigating Committee (IC)
	Timescale Ongoing	
2	Improve fitness to practise casework performance	<ul style="list-style-type: none"> — Ensure that 90% of cases are referred to the IC within 6 months of receipt — Reduce non-serious clinical cases presented and closed by the IC with the introduction of National Clinical Assessment Service (NCAS) and procedures for seeking clinical advice early in the FTP process
	Timescale Q4 2013	
3	Complete incorporation of fitness to practise processes within the Microsoft Dynamics system	<ul style="list-style-type: none"> — Establish user requirements — Write guidance and SOPs — Lead user testing — Plan and lead user training — Provide user support post implementation
	Timescale Q2 2012	
4	Review and enhance FTP public facing information	<ul style="list-style-type: none"> — Review website content — Review publications
	Timescale Q1 2013	
5	Progression of Section 60 legislation changes to introduce case examiners into FTP procedures	<ul style="list-style-type: none"> — Work with the Department of Health on measures to be included in a Section 60 Order — Operational planning for case examiners
	Timescale Q4 2013	
6	Continue to refine casework procedures to reduce the number of adjournments by the IC relating to case management	<ul style="list-style-type: none"> — Review and update procedural information in the FTP guidance manuals, and conduct relevant training
	Timescale Ongoing	

7	Ensure consistency of decision making	<ul style="list-style-type: none"> — Address recommendations following Professional Standards Authority for Health and Social Care (PSA, previously the Council for Healthcare Regulatory Excellence) and internal audit, including any changes in procedural documentation and conduct staff training where necessary
	Timescale Ongoing	
8	Continue to refine the timeliness of case progression through the FTP process using the principals of right touch regulation	<ul style="list-style-type: none"> — Establish a procedure to conduct performance assessments for registrants — Expedite cases to IC where there is evidential proof of allegations — Review IC decisions where the decision is closure, to ascertain whether certain types of cases could be discharged earlier in the FTP process
	Timescale Q4 2012	
9	Carry out an Equality Impact Assessment of the current FTP process	
	Timescale Q2 2013	



Investigating committee

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|---|---|----------------------|---|
| 1 | Introduce electronic bundling for the Investigating Committee | Timescale
Q2 2013 | |
| 2 | Make process improvements to improve quality and the management of risk | Timescale
Q4 2013 | <ul style="list-style-type: none"> — Review 2012 guidance documents — Develop, consult on and produce revised 2013 guidance documents — Develop and publish allegations guidance, including a glossary of terms for use by the IC and external stakeholders — Develop processes to ensure that Rule 10 applications are managed in a timely manner — Publish IC Guidance, the administration and process management suite and relevant appendices — Address recommendations following PSA or internal audit, including any changes in procedural documentation and conduct staff training where necessary |
| 3 | Implement IC development review process | Timescale
Q2 2013 | <ul style="list-style-type: none"> — Develop policy for approval by the Appointments Committee — Develop implementation phase — Provide robust and accredited training for members, both face to face and through electronic means — Assure the Appointments Committee and Council of the quality of IC members and their training and development |
| 4 | Maintain systems to ensure complaints referred to IC are dealt with in a robust, fair, transparent and timely manner | Timescale
Ongoing | <ul style="list-style-type: none"> — Ensure that the IC's decisions are robust and capable of withstanding judicial scrutiny — Ensure that the IC continues to accomplish its role as an independent statutory decision-maker ensuring maximum efficiency and utilisation of meetings — Ensure that the IC's processes are clear, transparent and accessible to registrants and the public |
| 5 | Implement Microsoft Dynamics system for the IC | Timescale
Q1 2013 | <ul style="list-style-type: none"> — Establish user requirements — Write guidance and SOPs — Plan and lead user training — Provide user support post implementation |

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|---|--|--|
| 6 | Review/enhance IC public facing information | <ul style="list-style-type: none"> — Review website content — Review publications |
| | Timescale
Q3 2013 | |
| 7 | Implement agreed Indicative Outcomes for the IC | <ul style="list-style-type: none"> — Production, dissemination and launch of the new guidance |
| | Timescale
Q1 2013 | |

Fitness to practise: Legal

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|---|---|---|
| 1 | Establish an in-house legal team, capable of handling 25% of the FTP cases referred to a Practice Committee from the Investigating Committee | Timescale
Fully functional by end of Q3 2013 |
| 2 | Prosecute 24 new cases of criminal offences contrary to the Dentists Act 1984 | Timescale
End 2013 |
| 3 | Manage our 3 external legal providers to prepare cases to the standards required to ensure final hearings commence within 9 months following referral from the Investigating Committee | Timescale
End Q2 2013 |

Hearings

- 1** Relocate FTP hearings externally from April 2013 whilst buildings works take place

Timescale
Contracts to be agreed by end of September 2012
- 2** Reduce the number of FTP hearings from 5 to 4

Timescale
July 2013

Operational excellence and compliance

- 1** Carry out a programme of regulatory audit on a quarterly basis

Timescale
Q1 2013 onwards
- 2** Improve existing audit arrangements

 - Establish a standardised approach towards sampling and audit across FTP, registration and hearings

Timescale
Q1 2013 onwards
- 3** Review audit actions

 - Establish a mechanism for repeat audits to identify further issues that are subsequently added to overall Opex work plan for action

Timescale
Q1 2013 onwards
- 4** Establish management information team in compliance unit

 - Implement team – recruitment, data cleansing and Dynamics development
 - Use data to start to inform performance management of the regulation directorate
 - Carry out trend analysis to enable a move towards risk based regulation

Timescale
Q2 2013 onwards

Policy

- 1** Complete the Standards Review

 - Implementation phase including production, dissemination and launch of the new Standards and provision of training to relevant staff and panel members, events to publicise the new Standards

Timescale
End September 2013
- 2** Complete the Direct Access project

 - Develop policy for approval by the Council
 - Develop implementation phase

Timescale
End April 2013
- 3** Update the Scope of Practice following a decision on Direct Access

 - Develop policy and implementation phase

Timescale
End of 2013
- 4** Undertake a programme of policy work to improve regulation

 - Carry out a review of the ARF policy
 - Carry out projects including Provisional Registration, a 5 year review of DCP registration, entity regulation, implications of the new dental contract and the EU Directive

Timescale
End of 2013



Revalidation

- 1** **Develop a scheme based on a 3 stage model of revalidation**
 - Develop proposals for revalidation and undertake a risk analysis and a cost benefit analysis

Timescale
End of 2013
- 2** **Undertake the CPD review and contribute to preparation for introduction of revalidation**
 - Final policy development, public consultation, completion of rules re-draft, testing, awareness raising

Timescale
End of 2013

Public affairs

- 1** **Develop and implement new communications and stakeholder relations strategy**
 - Develop improved engagement programme with key stakeholders, including professional bodies and patient organisations
 - Implement a public affairs strategy to include UK parliaments and devolved administrations
 - Develop programme to influence European regulation agenda

Timescale
End of 2013
- 2** **Improve communications with stakeholders and the public**
 - Review the GDC website and develop and implement a programme of electronic communications
 - Develop public facing communications for key GDC initiatives and services, specifically the new Standards, Direct Access, successful illegal practice prosecutions and the Dental Complaints Service
 - Develop the Council's use of social media as part of an integrated communications programme
 - Develop ways of increasing engagement of patients and the public with the GDC's role
 - Enhance the programme of engagement with staff

Timescale
End of 2013

Research

- 1** **Develop a research strategy to provide research and evidence to support the policy initiatives and evaluation of performance**
 - Develop research strategy to support organisational needs
 - Commission an annual patient and registrant survey
 - Support key policy work activities with targeted research and evaluation

Timescale
End of 2013

Quality assurance

- 1** **Develop and implement new integrated QA systems for regulation of the dental team**
 - Develop systems for regulation of dental education
 - Develop the quality assurance of dental education
 - Undertake a review of the Specialist List and Provisional Registration
 - Review QA operations annual monitoring

Timescale
End of 2013
- 2** **Deliver a programme of inspections of dental education and training**
 - Provide on-going induction and training for 60-65 new inspectors
 - Carry out an inspection round of BDS dental schools (17 schools, 2 inspections per school)
 - Inspect DCP training providers (first wave of inspections)
 - Inspect DCP providers using the outcomes regime
 - Provisionally approve the processing of new programmes

Timescale
End of 2013
- 3** **Investigate and make recommendations on pre-registration training**
 - Set up a Task and Finish Group and make recommendations to the Council

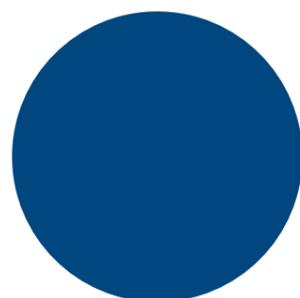
Timescale
September 2013
(if approved, April 2014)

Dental Complaints Service

1	Develop the role of the Dental Complaints Service	<ul style="list-style-type: none"> — Review the role of the Dental Complaints Service through the internal audit programme — Increase targeted publicity on the benefits of the service — Improve the efficiency of DCS operations through new IT services
	Timescale June 2013	

Governance

1	Timescale October 2013	Manage the recruitment and induction of the new Council
	Timescale February 2014	Work with the Law Commissions and stakeholders in the development of new legislation
	Timescale June 2013	Recruit 70 new FTP panellists



**70 NEW
PANELISTS**

Information technology

1	Timescale 2013	Continue development of the CRM system: further enhancements to FTP processes, Registration, Customer Services, DCS, Quality Assurance, Standards and Corporate Legal
	Timescale 2013	Continue to implement an electronic documents and records management system in SharePoint
	Timescale 2013	Continue to invest in hardware infrastructure and replacement
	Timescale 2013	Continue the transformation of the telephony environment
	Timescale 2013	Develop the professional standards portal
	Timescale 2014	Upgrade the financial system, including integration with the payment part of eOPPs

Facilities

1	Timescale April 2013 to November 2014	Begin Wimpole Street redevelopment, and achieve BREEAM accreditation
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We want to make sure all of our services are accessible to everyone.

If you would like a copy of this leaflet in a different format (for example, in large print or audio) or in a language other than English, please contact us.

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**General
Dental
Council**

protecting patients,
regulating the dental team