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. Maintain systems to ensure that the registration process is robust, fair, timely and accurate
   - 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
   **Timescale**: Ongoing

2. Improve functionality and accessibility of online presence
   - 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
   **Timescale**: Q4 2014

3. Incorporate registration processes into the Microsoft Dynamics system
   - Establish user requirements
   - Write guidance and SOPs
   - Lead user testing
   - Plan and lead user training
   - Provide user support post implementation
   **Timescale**: Q1 2013

4. Review Overseas Registration Exam
   - 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
   **Timescale**: Q1 2013

5. Review overseas applications arrangements
   - 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
   **Timescale**: Q4 2013

6. Electronic bundling
   - Introduce electronic bundling for all the registration panels
   **Timescale**: Q3 2013

7. Enhance systems to ensure the register is current and accurate
   - 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
   - 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
   **Timescale**: Q4 2013
Maintain systems to ensure that the FTP casework process is fair, timely and transparent

Timescale: Ongoing

Improve fitness to practise casework performance

Timescale: Q4 2013

Complete incorporation of fitness to practise processes within the Microsoft Dynamics system

Timescale: Q2 2012

Review and enhance FTP public facing information

Timescale: Q2 2013

Progression of Section 60 legislation changes to introduce case examiners into FTP procedures

Timescale: Q1 2013

Continue to refine casework procedures to reduce the number of adjournments by the IC relating to case management

Timescale: Ongoing

Ensure consistency of decision making

Timescale: Ongoing

Continue to refine the timeliness of case progression through the FTP process using the principals of right touch regulation

Timescale: Q4 2012

Carry out an Equality Impact Assessment of the current FTP process

Timescale: Q2 2013
Introduce electronic bundling for the Investigating Committee
Timescale Q2 2013

Make process improvements to improve quality and the management of risk
Timescale Q4 2013

Implement IC development review process
Timescale Q2 2013

Maintain systems to ensure complaints referred to IC are dealt with in a robust, fair, transparent and timely manner
Timescale Ongoing

Implement Microsoft Dynamics system for the IC
Timescale Q1 2013

Review/enhance IC public facing information
Timescale Q3 2013
— Review website content
— Review publications

Implement agreed Indicative Outcomes for the IC
Timescale Q1 2013
— Production, dissemination and launch of the new guidance

Fitness to practise: Legal

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

Prosecute 24 new cases of criminal offences contrary to the Dentists Act 1984
Timescale End 2013

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
Operations excellence and compliance

1. Carry out a programme of regulatory audit on a quarterly basis
   Timescale: Q1 2013 onwards

2. Improve existing audit arrangements
   Timescale: Q1 2013 onwards

3. Review audit actions
   Timescale: Q1 2013 onwards

4. Establish management information team in compliance unit
   Timescale: Q2 2013 onwards

Policy

1. Complete the Standards Review
   Timescale: End September 2013

2. Complete the Direct Access project
   Timescale: End April 2013

3. Update the Scope of Practice following a decision on Direct Access
   Timescale: End of 2013

4. Undertake a programme of policy work to improve regulation
   Timescale: End of 2013

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

— Develop policy and implementation phase

— 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
## 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

## Research

1. Develop a research strategy to provide research and evidence to support the policy initiatives and evaluation of performance
   - Timescale: End of 2013

## Quality assurance

1. Develop and implement new integrated QA systems for regulation of the dental team
   - Timescale: End of 2013

2. Deliver a programme of inspections of dental education and training
   - Timescale: End of 2013

3. Investigate and make recommendations on pre-registration training
   - Timescale: September 2013 (if approved, April 2014)

## 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
Dental Complaints Service

1. Develop the role of the Dental Complaints Service
   - 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. Manage the recruitment and induction of the new Council
   Timescale
   - October 2013

2. Work with the Law Commissions and stakeholders in the development of new legislation
   Timescale
   - February 2014

3. Recruit 70 new FTP panelists
   Timescale
   - June 2013

Information Technology

1. Continue development of the CRM system: further enhancements to FTP processes, Registration, Customer Services, DCS, Quality Assurance, Standards and Corporate Legal
   Timescale
   - 2013

2. Continue to implement an electronic documents and records management system in SharePoint
   Timescale
   - 2013

3. Continue to invest in hardware infrastructure and replacement
   Timescale
   - 2013

4. Continue the transformation of the telephony environment
   Timescale
   - 2013

5. Develop the professional standards portal
   Timescale
   - 2013

6. Upgrade the financial system, including integration with the payment part of eOPPs
   Timescale
   - 2014

Facilities

1. Begin Wimpole Street redevelopment, and achieve BREEAM accreditation
   Timescale
   - April 2013 to November 2014
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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