Draft

Minutes of the Meeting of the General Dental Council held at 11:15 on Thursday 26 October 2017 in Public Session at 37 Wimpole Street, London W1G 8DQ

Council Members present:
William Moyes Chair
Terry Babbs
Catherine Brady
Geraldine Campbell
Jeyanthi John
Margaret Kellett
Sheila Kumar
Caroline Logan
Kirstie Moons
Crispin Passmore

Executive in attendance:
Ian Brack Chief Executive and Registrar
Jonathan Green Executive Director, Fitness to Practise (FtP)
Matthew Hill Executive Director, Strategy
Gurvinder Soomal Executive Director, Registration and Corporate Resources
Lisa Cunningham Head of Communications
Lisa-Marie Roca Principal Legal Adviser

Staff in attendance:
Sam Clements Head of Risk Management and Internal Audit
Rebecca Cooper Head of Corporate Policy (Item 7)
Ian Jackson Director for Scotland
Natasha Joyce Senior Project Development Manager (Item 7)
Clare Mitchell Head of Governance
Jessica Rothnie Policy Manager, Standards (Item 6)
Jag Sahota Head of Registration Change and Development (Item 6)
Mohit Abbi Interim Governance Manager

Invited attendees:
Rosie Varley Chair of the Statutory Panellists Assurance Committee
PART ONE – PRELIMINARY ITEMS

1. Opening remarks, apologies for absence and declarations of interest
   1.1. The Chair welcomed everyone to the meeting.
   1.2. The Chair extended a warm welcome to Caroline Logan, Crispin Passmore, Jeyanthi John, and Sheila Kumar to their first Open Council meeting as Council Members.
   1.3. Apologies for absence were received from Anne Heal (Council Member), Lawrence Mudford (Council Member) and Bobby Davis (Executive Director, Organisational Development).
   1.4. All Council members present except for William Moyes expressed an interest in relation to the Committee Appointments item. Terry Babbs also expressed an interest in the Appointment of the Senior Independent Council Member item. There were no other declarations of interest expressed pertaining to items on the agenda.
   1.5. The Chair explained that the agenda was lighter than usual because the draft 2018 Budget and Business Plan, which would normally be considered in October, were taken to Council in September due to changes in the Council’s membership.

2. Questions submitted by members of the public
   2.1. No questions had been submitted by members of the public in line with the GDC’s policy.
   2.2. The Chair drew attention to the letter received from the BDA on 27 September 2017 setting out a number of issues and the GDC’s response, both of which had been appended to the minutes of the previous meeting and were available on the GDC website.

3. Approval of Minutes of the Previous Meetings
   3.1. The draft minutes were considered and accepted as a true and accurate record of the discussions that took place at the Council meeting in public on 28 September 2017.
   3.2. The Council approved the minutes of the Council meeting in public held on 28 September 2017 without amendment.

4. Matters arising from the Closed Council meeting held on 26 July 2017 and rolling actions list
   4.1. The Council noted progress made against actions arising from previous meetings.
   4.2. The Council considered the status of the actions and agreed that actions 171, 195, 196 and 198 were complete.

5. Decisions log
   5.1. The Council noted that no decisions had been taken by Committees under delegated powers since the meeting on 28 September 2017.
   5.2. The Council noted that no matters had been decided by Chair’s action since the meeting on 28 September 2017.
PART TWO – ITEMS FOR DECISION AND DISCUSSION

6. Enhanced CPD Progress Update

6.1. Gurvinder Soomal introduced the report, providing an update to the Council on the progress made on the implementation of the Enhanced CPD (ECPD) scheme which would be launched in January 2018 for dentists and August 2018 for dental care professionals (DCPs).

6.2. The Council noted that following the pilot of the ECPD scheme in 2016, amendments were made to both the operational systems and the draft Rules. Although the amendments were agreed by the Council in October 2016, the sealing of the draft Rules was postponed until 2017 to consider the impact of the proposals in relation to ‘Shifting the Balance’ on the ECPD scheme.

6.3. Following the sealing of the Rules in June 2017, a cross-functional project team was formed to oversee the implementation of the ECPD scheme. Work had focused on four key areas:

- Privy Council approval of the Rules
- Development of guidance to support registrants and stakeholders with the new CPD requirements
- Raising awareness and communicating the changes to all those impacted
- Ensuring operational teams and systems could administer the new CPD scheme.

6.4. Gurvinder Soomal reported that the Privy Council had approved the revised Rules on 2 October 2017.

6.5. Four guidance documents had been developed, following internal and external consultation, to enable both registrants and CPD providers to understand the obligations and requirements under the ECPD scheme.

Jag Sahota and Jessica Rothnie joined the meeting.

6.6. A communication plan had been developed, which was divided into four phases.

6.6.1. Phase one, which had been completed, focused on bringing ECPD to the forefront of registrants’ minds following the decision to approve the Rules.

6.6.2. Phase two was in progress and focused on raising awareness and the development and launch of supporting materials by November 2017.

6.6.3. Phase three would concentrate on preparing registrants during annual renewal, using annual renewal notifications and reminders to inform registrants of the CPD changes.

6.6.4. Phase four would begin in 2018, following the launch, and would focus on continuing to raise awareness and embedding the scheme within the registrant experience.

6.7. As project team lead, Jag Sahota informed the Council that the project team was working well together and there was a good level of cross-functional communication. Gurvinder Soomal provided assurance that the changes to operational and IT systems would be in place ahead of the launch of ECPD for Dentists in January 2018.

6.8. In response to a query regarding raising awareness of ECPD amongst the wider stakeholder groups, Lisa Cunningham explained that the current focus on registrants was intentional. Wider engagement would be achieved following the ‘embedding’ phase.

6.9. In response to a query on how phase four of the communications plan would be achieved and what it would involve, Lisa Cunningham explained that this was currently being developed and consideration was being given to utilising a range of communication mediums and tools to optimise the reach across the profession.
6.10. The Chair raised the issue of how the quality of professional development being offered and taken up would be assured. Matthew Hill indicated that the Council would need to take consider whether it should have a role in the quality assurance of CPD provision once the full scope of the changes to CPD resulting from Shifting the Balance were clearer.

6.11. The Council noted the concerns raised by professional organisations that some DCPs would not have access to mentors. The role of mentoring and peer to peer support would be discussed at PRB. A broader list of recommended CPD topics was also being developed and would be available on the GDC website.

6.12. In response to a query on plans for formal evaluation, Gurvinder Soomal advised that arrangements for formal evaluation were already in place and both qualitative and quantitative analysis methods would be used. A progress update would be provided to the Council on future phases.

6.13. The Council noted the progress made on the implementation of the ECPD and noted the planned activities to launch the scheme in January 2018.

*Jag Sahota and Jessica Rothnie left the meeting.*

7. **Shifting the Balance Overview**

7.1. Rebecca Cooper and Natasha Joyce joined the meeting to give an overview of the ‘Shifting the Balance’ programme to the Council. The Council noted that the GDC’s response to comments on ‘Shifting the Balance’ would be published in November.

7.2. Rebecca Cooper gave an overview of key developments since 2016 and advised that there had been extensive engagement with many groups and individuals with a stake in dental regulation. The engagement included discussions with the profession about where they needed to take the lead or assist in addressing identified issues and problems.

7.3. In relation to improving engagement, the Council noted that scoping and developmental work was underway. Following the Council’s endorsement of the Stakeholder Strategy in September 2017, implementation plans and workstreams were being developed. There had been a particular focus on student and new registrant engagement. Additionally, work was underway with the Policy and Research Board to improve the level of patient engagement.

7.4. The Council noted that an online self-triage mechanism had been designed and implemented to assist patients in determining the most appropriate route for resolving their issues, which should help to promote local resolution. The self-filtering system sought to provide clearer information to patients, including promoting the benefits of local resolution, setting out what the GDC could help with and what was beyond the GDC’s remit and, where appropriate, signposting patients to other organisations that may be better placed to handle their complaint. This had been developed with oversight from the Policy and Research Board.

7.5. In respect of education and quality assurance, Rebecca Cooper advised that proposals were being developed for the future quality assurance process, involving a range of stakeholders. A risk and theme based approach to quality assurance was being explored. With regard to learning outcomes, Rebecca Cooper advised that a process for the regular review of outcomes, involving stakeholders, was being implemented.

7.6. Rebecca Cooper explained that ECPD was the first step in developing a professional led CPD scheme. There was an opportunity to explore mentoring, peer review, and professionals supporting one another. An advisory group for ECPD had been established and there was also broad support from stakeholders who had indicated they were keen to get involved in development.
7.7. The Council noted the profession-wide complaints handling initiative, whereby a joint statement on the principles of good complaint handling, based on PHSO principles, was being developed.

7.8. Rebecca Cooper provided an update on the FtP end-to-end review. A significant level of internal and external engagement had been carried out as part of this, with patient and registrant engagement due to take place over the next few weeks. A broad range of emerging themes had been identified, with operational matters being addressed and strategic matters forming the basis of blueprint for the new FtP system.

7.9. Currently the programme was in the ‘concept’ phase, which would be followed by an ‘evaluation’ phase. It was expected that delivery and assurance would entail an eighteen-month process.

7.10. Following on from the ‘seriousness’ session at the Council Workshop in June 2017, the Council noted that strong support had been expressed from the profession and stakeholders and that this linked to the FtP end to end review. Research was being undertaken in this area which would inform next steps.

7.11. Matthew Hill drew attention to the fact that other organisations and groups were essential to progressing and achieving some elements of the ‘Shifting the Balance’ programme.

7.12. The Chair encouraged greater patient involvement and suggested that certain parts of the programme, particularly policy development, could be led externally.

Rebecca Cooper and Natasha Joyce left the meeting.

8. Committee Appointments

8.1. In accordance with the Council’s Standing Orders and Resolution for the Non-Statutory Committees of the Council, the Chair introduced the proposal regarding the appointment of Council members as Committee Chairs and members of Committees, the need for which was prompted following the considerable change to the membership of the Council.

8.2. The Council noted that the following requirements that had been taken into account when considering the proposed membership and chairpersonship:

- Membership of all Standing Committees must:
  - comprise of a Chair and at least two members of the Council
  - comprise of at least one registrant and one lay member of the Council
- The composition of the Audit and Risk Committee must include an independent member who must be a qualified accountant with recent and relevant experience in the financial and accounting field
- The Remuneration Committee must include an independent member with recent and relevant experience in remuneration and rewards.

8.3. The Council approved the appointment of the Chairs and members of the Council’s Standing Committees until 30 September 2019.

Terry Babbs left the meeting.

9. Appointment of the Senior Independent Council Member

9.1. The Chair introduced the proposal, outlining the rationale for the appointment of a Senior Independent Council member (SICM), following the end of the former SICM’s term of office on 30 September 2017.
9.2. The Council noted the role of the SICM as set out in the Standing Orders and the additional role in relation to whistleblowing. It was made clear that Council members were always welcome to raise any concerns directly with the Chair.

9.3. It was proposed that Terry Babbs should be appointed as the SICM for a period of two-years in the first instance, at which point the SICM appointment would be reviewed at the same time as the membership of the Council’s Standing Committees. The Chair confirmed that he had sought the views of the current Council members on this proposal prior to the meeting and that no concerns had been raised in advance of the meeting.

9.4. The Council **approved** the appointment of Terry Babbs as the Senior Independent Council Member until 30 September 2019.

*Terry Babbs re-joined the meeting.*

10. **Committee Update: Statutory Panellists Assurance Committee**

    10.1. The key items considered by the Statutory Panellists Assurance Committee (SPC) on 21 September 2017 were noted.

    10.2. Rosie Varley highlighted that the SPC had approved the quality assurance process for the reappointment of Panellists in 2017/18 which took into consideration the performance of individual panellists.

    10.3. The Council’s attention was also drawn to the appointment of seven Case Examiners as members of the Investigating Committee (IC), five of whom had previous experience as members of the IC.

    10.4. In response to a query regarding the status of the Decision Scrutiny Group, Jonathan Green explained that although the DSG had not been formally established, the sampling process was launched in June/July and the scrutiny process had begun. Approximately three-months’ worth of data had been gathered.

**PART THREE – ITEMS FOR NOTING**

11. **Horizon Scanning Report**

    11.1. The Council **noted** the Horizon Scanning report.

**PART FOUR – CONCLUSION OF BUSINESS**

12. **Any Other Business**

    12.1. The Chair drew attention to the outcome of the Staff Survey, which had been made available to Council members, and requested an update on how this was being taken forward. Ian Brack assured the Council that a great deal of work had taken place since the Staff Survey had been carried out and confirmed that he would liaise with Bobby Davis and arrange for a management response to be brought to a future Council meeting.

    **Action:** Ian Brack/Bobby Davis to provide Council with a management response to the Staff Survey by 1 February 2018

13. **Review of the Meeting**

    13.1. Council members reflected on the meeting and agreed that the quality and level of detail contained within the reports/papers had facilitated a good discussion.
14. Close of the Meeting

14.1. There being no further business, the meeting was closed at 12:20pm.

Date of next meeting: 13 December 2017

Name of Chair:
William Moyes