### Purpose of paper

The purpose of this paper is to provide Council with an update on the progress made on the implementation of the Enhanced CPD (ECPD) scheme which will be launched in January 2018 for dentists and August 2018 for dental care professionals (DCPs).

<table>
<thead>
<tr>
<th><strong>Status</strong></th>
<th><strong>Public</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Action</strong></td>
<td>For noting</td>
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<table>
<thead>
<tr>
<th><strong>Corporate Strategy 2016-19</strong></th>
<th>Professionals – Objective 3: To support dental professionals in keeping their skills up to date throughout their career.</th>
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<thead>
<tr>
<th><strong>Decision Trail</strong></th>
<th>Council agreed for the Enhanced CPD scheme to be launched from 1 January 2018 for dentists and 1 August for DCPs. The decision trail is show below –</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In October 2016, Council considered the results of the ECPD pilot and agreed the suggested changes to draft Rules and to postpone the sealing of them until 2017 with implementation to take place in 2018.</td>
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<td>In May 2017, Council agreed to seal the Rules in June 2017 which was actioned in the June 2017 meeting.</td>
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<td>In June 2017, PRB considered the draft guidance and templates for ECPD and agreed for them to be consulted on with internal and external stakeholders between July-August 2017.</td>
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**Next stage**  This paper is for information only, no decision is required.

### Recommendations

Council is asked to:
- note the progress made on the implementation of ECPD and note the planned activities to launch in January 2018.

**Authorship of paper and further information**  Jag Sahota, Head of Registration Change and Development, 020 7167 6378, jsahota@gdc-uk.org  Gurvinder Soomal, Executive Director, Registration & Corporate Resources, 020 7167 6333, gsoomal@gdc-uk.org

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<tr>
<th><strong>Appendices</strong></th>
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1. Executive summary

1.1. This paper provides Council with an update on the progress made on the implementation of the Enhanced CPD (ECPD) scheme which will be launched in January 2018 for dentists and August 2018 for dental care professionals (DCPs).

1.2. A cross-directorate project team have been working together to ensure registrants, stakeholders and operational functions are prepared for the new scheme and have focussed on four key areas:
   - Privy Council approval of the Rules
   - Development of guidance to support registrants and stakeholders with the new CPD requirements
   - Communicating the changes to all those impacted and raising awareness
   - Ensuring operational teams and systems can administer the new scheme

1.3. The project to implement the scheme is currently on track to achieve the launch dates for dentists and DCPs. The paper summarises the activities completed and planned activities for each of the four key areas identified above.

1.4. Council is asked to note the progress made on the implementation of ECPD and note the planned activities to launch in January 2018.

2. Introduction and background

2.1. The enhanced CPD scheme (ECPD) was piloted in 2016 and as a result, amendments were made to both the operational systems and the draft Rules. The amendments were agreed by Council in October 2016 but the sealing of the draft Rules was postponed until 2017 to consider the impact of proposals in ‘Shifting the balance’.

2.2. The main differences between the current scheme and ECPD are that the latter features:
   - An increase in the number of verifiable hours for most registrant groups and a requirement to spread the hours more evenly across the five-year cycle;
   - A reduction of CPD hours overall for all dental professionals, due to the removal of non-verifiable CPD;
   - The need to make a mandatory annual statement, declaring the CPD hours completed and that the registrant is meeting the requirements;
   - A mandatory personal development plan.

2.3. Following the sealing of the Rules in June 2017, a cross-functional project team was formed to achieve implementation for 1 January 2018 for dentists and 1 August 2018 for DCPs. The team has been the key organisational group for mobilising the scheme, bringing together staff from across the directorates. The project team is led by Jag Sahota (Head of Registration Change and Development) with oversight from Gurvinder Soomal (Executive Director, Registration & Corporate Resources). The team comprises the following staff members:
   - Janet Collins – Head of Standards
   - Phil Higgs – Head of Registration
   - Jon Harris – Head of Registration Operations
   - Jessica Rothnie – Policy Manager
   - Kemi George – Stakeholder Manager
   - Melissa Sharp – Head of Corporate Legal
   - Jag Sahota – Head of Registration Change and Development
   - Lana Patel – Business Analyst
• Romina Trinidad – DCP Casework Manager
• Catherine Burwood – UK Registration Manager
• Rhiann Thomson – Audit Support Officer
• Arju Miah – Registration Operations Manager

The project team have been focusing on the four key areas to successfully implement this scheme and to ensure registrants, stakeholders and operational teams are prepared when it is launched. Progress is reported below.

2.4. The team have developed an implementation plan and have been meeting on a regular basis to manage progress and to mitigate against any issues/risks that have been identified. They have made necessary operational and policy decisions which have informed the development of the guidance which consider the scheme practicalities. The guidance has been through review and approval by internal stakeholders which have been identified later in this paper. Any issues and/or problems that cannot be resolved at a project level have been escalated to EMT for consideration.

3. Progress update

3.1. The GDC has made considerable progress to implement the ECPD scheme and this progress is summarised below.

3.2. Legislative approval of the Rules: The ECPD Rules required Privy Council approval and although this process is managed by the Department of Health, the team liaised with them to ensure this was achieved for a 2018 implementation. The GDC worked closely with Department of Health officials on the development of the Rules. The Department’s lawyers provided detailed comments on drafts and GDC corporate legal, policy and operations staff worked together to address those comments and amend the drafting as necessary. This early and ongoing engagement with the Department has ensured that officials understood what the GDC is seeking to achieve and is confident that the rules deliver the desired policy. This has meant that the Department has been content to support the passage of the rules through the parliamentary process.

3.3. Since Council sealed the rules in June 2017, there has been ongoing communication with the Department to ensure that the rules are approved by the Privy Council well in advance of them coming into force at the beginning of 2018. The close engagement of the project board has been critical in identifying key implementation dates which was used to demonstrate to the Department the urgency in obtaining final approval of the rules.

3.4. Corporate legal and policy colleagues have responded to queries from departmental officials to inform a submission to Ministers, this has resulted in Privy Council approval on 2 October 2017.

3.5. Guidance development: The GDC’s guidance documents are the key means of enabling registrants’ understanding of their obligations and requirements under the new ECPD scheme. Four guidance documents have been developed:

- Enhanced CPD guidance for dental professionals
- Personal development plan (PDP) template
- Activity log template
- Guidance for CPD providers

3.6. Following internal and external consultation of guidance drafts, they were signed off by EMT on 24th August 2017. Feedback has been obtained from:

- Policy & Research Board in June 2017 and subsequent feedback following the meeting from members including: Kirstie Moons, Geraldine Campbell, Catherine Brady, and Lawrence Mudford.
• the ECPD project team and additional meetings/feedback with colleagues in registration, corporate legal, policy and EMT in July and August 2017.

3.7. In addition to the internal engagement above, in July 2017, Council member Lawrence Mudford held a workshop with 77 registrants on the enhanced CPD scheme and the draft PDP template. Of the registrants in attendance, 73 were DCPs (dental nurses, hygienists and CDTs). The purpose of the workshop was to introduce the main changes of the scheme, and gain early feedback on the PDP. A presentation was delivered, followed by participants working through the templates.

3.8. Overall feedback on the concept of the PDP and the template was positive and welcomed, with particular mention of the reflection and field of practice elements. There was a strong push for ensuring the GDC publicises the changes early and widely, including supplementary communications such as webinars and further examples/support materials where possible.

3.9. The guidance documents were also circulated to selected external stakeholders throughout July and August 2017. Responses were received from the following:

- British Dental Association
- Society of British Dental Nurses
- British Association of Dental Nurses
- British Society of Dental Hygienists and Therapists
- Dental Technologist Association
- British Association of Clinical Dental Technicians
- Chief Dental Officer- Scotland
- Health Education England (HEE)- various responses
- GDC Quality Assurance inspector, Janine Brooks (who has a particular interest in CPD and future training)
- Simplyhealth professionals (formerly Denplan)
- NHS Education for Scotland
- COPDEND

3.10. Comments were wide ranging and generally fell into three categories (see below). All comments were considered and incorporated where feasible and appropriate. For example, most suggestions around wording, phrasing and examples could be incorporated. Some comments were not able to be progressed because after assessment they appeared to be incompatible with the Rules (which have already been consulted on). For example, comments on the requirements around verifiable CPD, the development outcomes (i.e. the learning outcomes) and the PDP.

<table>
<thead>
<tr>
<th>Category</th>
<th>Stakeholders</th>
<th>Examples of feedback</th>
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<tbody>
<tr>
<td>Wording/tone/example changes</td>
<td>DTA</td>
<td>• Use of the word “map”- not registrant friendly</td>
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<tr>
<td></td>
<td>BSDN</td>
<td>• Suggested name changes for “learning outcomes”- with “development outcomes” the most frequent</td>
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<tr>
<td></td>
<td>SimplyHealth</td>
<td>• Use of the word “practice setting” vs “work setting”</td>
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<tr>
<td></td>
<td></td>
<td>• Examples used aren’t inclusive to all DCPs</td>
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<td></td>
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<td>• Separation of dentists from DCPs, vs “the dental team”</td>
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</tbody>
</table>
| Guidance doesn’t go far enough | COPDEND HEE NHSES SimplyHealth | • Reflection- guidance and recommendations  
• Need increased emphasis on mentors  
• PDP- should emphasise reflection, mentors, use of alternative evidence more  
• Guidance on planning CPD  
• Removal of online CPD as an acceptable form of CPD  
• Emphasis on QA processes  
• Certificate template for evidence  
• All four learning outcomes should have to be covered in a cycle  
• Request for definitions of “learning content, aims and objectives” for evidence  
• Ask CPD providers to encourage reflection |
| --- | --- | --- |
| Guidance goes too far | BDA BADN BACDT | • PDP should not be seen by the GDC  
• Many DCPS won’t have access to mentors, support structures  
• Verifiable CPD requirements will restrict “grass roots” CPD  
• Recommending COPDEND framework for CPD providers is inappropriate |

3.11. The GDC has now finalised the guidance documents and they are now published on the website. This was completed ahead of initial timescales.

3.12. Communication and engagement: The communications activity for ECPD has been divided into four phases. They have been aligned with the decision to approve the Rules, the development of and launch of the supporting materials, preparing for implementation and embedding following go-live. The summaries below highlight the communications activities which have taken or are due to be taken in the first two phases.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Activity</th>
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<tr>
<td><strong>Phase 1:</strong> May – June 2017</td>
<td>This phase has concentrated on bringing ECPD to the forefront of registrants’ minds and was the period in which communication materials were developed. A summary slide was produced on the new CPD requirements in time for the BDA Conference and Exhibition. This slide was also used as part of a one pager flyer which was distributed to over 600 delegates at the conference. The information was gratefully received and generated a lot of interest. In anticipation of ECPD enquiries, Council members were also given briefings and a link to the newly posted frequently asked questions on the GDC website. The decision was made to include articles regarding the scheme in all the registrant, Council and associates newsletters. Each instance provided further updates on new developments made in relation to the scheme. Staff were also made aware of developments through various medians. Stakeholders were sent an email asking them to disseminate the information through their networks and communication channels. To support the GDC’s presence at the BDA Conference and Exhibition, a dedicated twitter campaign was used to promote the stand and the information that was available about the new scheme. Weekly tweets were published during this time as well as a press release to support the activity at the conference.</td>
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### Phase 2: June – November 2017:

This phase follows a similar format as phase 1, using all GDC newsletters and sending monthly emails to stakeholders reminding them about ECPD. The project team have continued to update the frequently asked questions on the website following queries received by colleagues in the standards and CAIT teams. To support staff to deal with incoming enquires, briefing information has been provided.

The transition toolkit was also developed during this phase and has been launched on the website. It has been published to support registrants through the transition between the current CPD scheme and ECPD. It provides a summary of CPD requirements that are needed to comply with a 5-year CPD cycle and is based on the registration title and where the registrant is in that cycle. The toolkit has been promoted with each correspondence and has been used over 2,800 times. It has predominately been used by dentists (48%) and dental nurses (40%) and over 70% have found it either extremely useful or very useful.

The GDC’s media publications have also been increasing with articles being placed twice in Dental Practise Magazine and once in Dentistry Column. Bill Moyes’ Probe column also had an ECPD focus.

Other activities within this phase include a flyer which has been distributed to 9,000 delegates who had registered to attend the Dental Showcase on 19 October. The flyer explained the new ECPD rules and promoted a talk by Matthew Hill at the event on ECPD and **Shifting the balance** issues. This conference launched the ECPD guidance documents, as well as the templates for personal development plan and activity log.

All other communication channels are currently being used to launch the guidance materials. Additionally, a vlog is being finalised to post on the GDC website which will provide further information and handy tips on ECPD. It is a video of Jessica Rothnie speaking to camera about what these changes mean for registrants and will be distributed via social media channels. These channels will continue to be used to inform stakeholders about ECPD and when it will be introduced.

A webinar is also taking place (date to be confirmed) hosted by the Dental Channel where Council member Lawrence Mudford will be presenting the ECPD scheme and answering questions from those participating. A previous session held to engage with registrants to participate in the pilot which was completed in October 2016. The Dental Channel has over 4,000 members who will receive a notification about the webinar.

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3.13. Phase 3 will run from November – December 2017 and concentrate on targeting registrants during annual renewal. Annual renewal notifications and reminders will be used to inform registrants of the CPD changes and let them know when they come into force. All GDC communication channels will be used and it enables us to target each registrant individually. This phase will be delivered to dentist first as ECPD comes into force for them in January 2018, it will then be repeated for DCPs between June – July 2018.

3.14. Phase 4 will run throughout 2018 and will continue to raise awareness about ECPD and will aim to embed the scheme within the registrant experience. As further CPD developments are realised through the shifting the balance programme, further guidance/support will be provided to registrants to support their CPD journey.

3.15. **Operational readiness**

3.16. ECPD directly impacts operational processes and the IT systems that help administer the CPD requirements. Therefore, changes are required to the application process, annual renewal process, CRM and eGDC. ECPD also introduces CPD for temporary registrants who were previously not required to comply with the requirements due to the nature of their registration.

3.17. Business analysis has been completed to develop requirement and functional specifications which have been used to redevelop IT systems to manage the new scheme. They have been signed off by the project team and systems are currently being amended. All systems will be fully tested by operational teams before they are deployed and will be launched shortly all annual renewal activities have been completed in January 2018. It should be noted that IT
systems were previously tested by registrants and operational teams during the pilot and feedback received has been used to make the necessary adjustments.

3.18. There will be significant changes to the annual renewal process with the introduction of the annual CPD statement. The GDC introduced a new ‘one stop shop’ process on eGDC when the annual indemnity declaration was introduced which was developed with ECPD in mind. The process enables registrants to declare their indemnity, update their CPD and pay their fee through a series of simple steps to complete their renewal. The current CPD section on eGDC will be updated to include the new requirements and provide registrants with all the information they need to comply with their annual CPD requirements and CPD cycle.

3.19. The application processes have also been reviewed and necessary changes will be made between October – December 2017. This includes, updating both paper and online application forms, updating letter templates and providing teams with training on the amended processes.

3.20. All notifications will be updated accordingly and will be shared with the project team to ensure they are operationally and legally correct. Teams managing the annual renewal and CPD processes, and those dealing with enquiries, will be provided with updated standard operating procedures and guidance to support their procedures.

3.21. Operational teams will be prepared to administer the new scheme before January 2018 and are likely to receive the majority of annual CPD statements during the 2018 dentist and 2019 DCP annual renewal periods.

4. Recommendations

4.1. Council is asked to:

- Note the progress made on the implementation of ECPD and note the planned activities to launch in January 2018.

5. Internal Consultation

5.1. The following internal departments have been consulted with to develop this paper

<table>
<thead>
<tr>
<th>Department</th>
<th>Date and consultee name</th>
</tr>
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<tbody>
<tr>
<td>Standards</td>
<td>28 September 2017 Jessica Rothnie, Janet Collins</td>
</tr>
<tr>
<td>Communications</td>
<td>28 September 2017 Kemi George</td>
</tr>
<tr>
<td>Corporate Legal</td>
<td>28 September 2017 Melissa Sharp</td>
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