Report to the Council from the Policy and Research Board meeting on 6 September 2017

<table>
<thead>
<tr>
<th>Purpose of paper</th>
<th>To report on the key items considered by the Policy and Research Board at its meeting on 6 September 2017.</th>
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<tbody>
<tr>
<td>Action</td>
<td>For noting.</td>
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<tr>
<td>Corporate Strategy 2016-19</td>
<td>Performance objective 1: To improve our performance across all our functions so that we are highly effective as a regulator.</td>
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<td>Business Plan 2017</td>
<td>Priority one: Continue to build a cost effective and efficient organisation.</td>
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<td>Decision Trail</td>
<td>In accordance with the General Dental Council Standing Orders for the Non-statutory Committees of Council 2016 the Policy and Research Board will report to the next Council meeting following its meeting.</td>
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<td>Recommendations</td>
<td>The Council is asked to note the report from the Policy and Research Board’s meeting on 6 September 2017.</td>
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<tr>
<td>Authorship of paper and further information</td>
<td>Nicholas Preece, Governance Manager <a href="mailto:npreece@gdc-uk.org">npreece@gdc-uk.org</a> 0207 167 6328</td>
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<td>Appendices</td>
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1. **Executive summary**

   1.1. This paper reports on key issues considered by the Policy and Research Board (the Board) at its meeting on 6 September 2017. The Council is asked to note the update from the Board.

2. **Introduction and background**

   2.1. The key purpose of the Board as defined in its terms of reference is to provide oversight of the development and implementation of strategy, policy and research initiatives and report on them to the Council.

   2.2. In accordance with the General Dental Council Standing Orders for the Non-Statutory Committees of Council 2016, the Board is required to report to the Council meeting following each meeting.

3. **Workshop – National Voices**

   3.1. National Voices is a coalition of health and social care charities in England and believes in person-centred care and patients having as much control and influence as possible over decisions that affect their care. They advocate people (patients, carers and members of communities) being involved in the design of services and service improvement. Andrew McCracken, Head of Communications at National Voices, attended to talk to the Board about how they could help the GDC to develop more knowledge and skills to engage with and involve patients more effectively. The Board discussed the 4PI national involvement standards (principles, purpose, presence, process and impact) and how the GDC could benefit from factoring these into patient engagement.

   3.2. The Board expressed interest in setting up a workshop with National Voices members to explore how to undertake meaningful engagement with patients and share insight and knowledge on how to do so as an organisation whose primary purpose was not patient advocacy. National Voices were also launching a report soon to look at patient involvement in decisions and whether patients felt as involved as they wanted to be in the decision-making process.

4. **Patient and public survey 2017 – Ipsos MORI**

   4.1. The Board reviewed the key findings of the 2017 survey undertaken by Ipsos MORI and discussed how this would be utilised and published. Staff were working on appropriate channels to disseminate the results and anticipated that it would feed into upcoming events the GDC were attending.

5. **Patient and public engagement strategy**

   5.1. The Board reviewed the development of the strategy, which included the types of groups and channels for engagement. The Board were keen to explore how to communicate through registrants to patients and, following on from the discussion of the 4PI standards, how to make engagement with patients meaningful.

6. **Stakeholder engagement strategy**

   6.1. The Board reviewed and provided input into the proposed stakeholder engagement strategy, which set out how the GDC would use stakeholder engagement as a regulatory tool. The Board were satisfied with the development work on the strategy to date, noting it was
comprehensive and easy to follow. An updated version would be presented to the Council on 28 September 2017.

7. Shifting the balance programme update
   7.1. The Board reviewed the programme update as a standing agenda item. The update would be presented to the Council on 28 September 2017.

8. Dental Complaints Service review
   8.1. The Board received an update on the progress against objectives for the review. Whilst there had been many developments, the Board noted its concern at the length of time to complete the review.

9. Self-triage mechanism
   9.1. The Board reviewed the web form, having undergone extensive staff and patient testing, which would go live on 20 September 2017. The positive outcomes anticipated by the implementation were that a greater proportion of complaints would be submitted through the FTP web form, which was the most efficient way for the Triage team to process them, and a reduction in the number of complaints that were closed by the Triage team. All signposting now directed complainants to this mechanism and the FTP web form.

10. Specialty curricula review
    10.1. A meeting was held on 22 May 2017 with stakeholders across the profession to discuss a concern that specialty curricula work was pre-empting a more general need to address larger strategic issues regarding the provision of specialty training and specialty workforce planning; e.g. ensuring that the training of the specialist workforce reflected the needs of a changing and ageing population. The GDC agreed to set up a working group to discuss the various projects and initiatives planned or being undertaken regarding specialty training across the UK. The next meeting would be held on 24 October.
    10.2. The GDC also asked the Specialty Advisory Committees to examine the current curricula to ensure that there were no unnecessary risks to patient safety posed by the content and that they would be fit for purpose for the next 12 months. This review would be limited to essential amendments which would not require consultation, unless there was a clear patient safety risk in not progressing a more significant amendment. The Specialty Advisory Committees would notify the GDC of any requested amendments by 9 October 2017.

11. Health Education England review
    11.1. Board members and staff had been invited to attend a meeting on dental training reform on 29 September 2017. The meeting followed HEE’s approval of the English Chief Dental Officer and National Medical Director’s recommendation that the current HEE commissioned dental training programmes should be reviewed to ensure that the right workforce for the future was delivered. A further update would be provided at the next Board meeting.

12. Profession-wide complaints handling initiative working group
    12.1. This working group held its third meeting on 18 July 2017 and the Board noted the significant increase in interest from stakeholders and their collaborative participation in contrast to
previous meetings when the GDC had been left to lead on the work. The aim of the next meeting would to agree a joint statement on the principles of good complaints handling. The final version would be presented to the Board on 8 November 2017 to note. The Board noted the importance of representation from across the four nations.

13. Terms of reference
   13.1. The Board reviewed its terms of reference and proposed amendments, which would be submitted to the Council for approval later in 2017 as part of an update to the standing orders.

14. Date of the next PRB meeting
   14.1. 6 November 2017.

15. Recommendations
   15.1. The Council is asked to note the report from the Board’s meeting on 6 September 2017.