

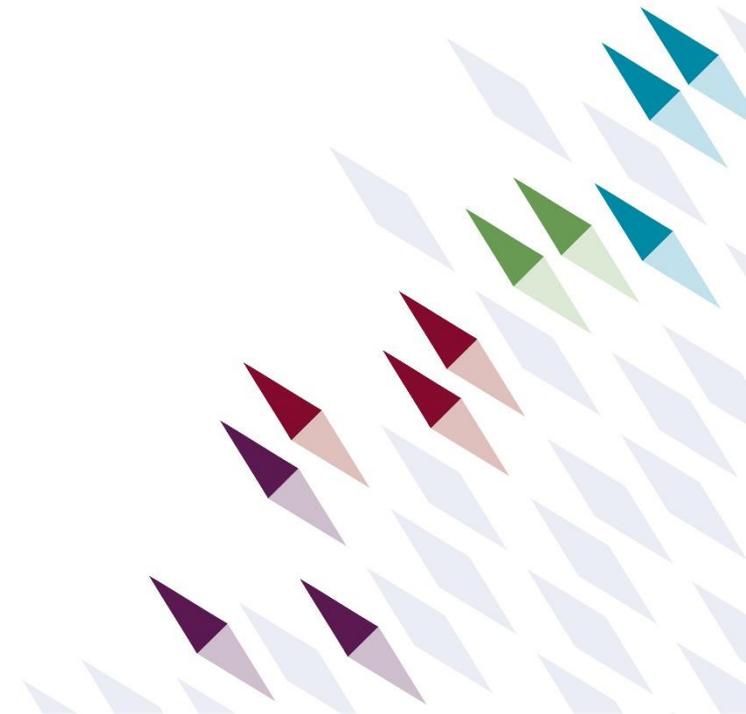
Shifting the balance:

a better, fairer system
of dental regulation

**General
Dental
Council**

protecting patients,
regulating the dental team

Progress highlights June 2018



Shifting the balance:

a better, fairer system
of dental regulation



4 areas:

- Promoting professionalism
- Better handling of complaints/feedback by the profession
- Joining-up with partners
- Refocusing fitness to practise

Promoting professionalism #1

- Current system “rules based”: can undermine ownership and personal responsibility
 - Lack of engagement with standards
 - Insufficient confidence to apply common sense/pragmatism
 - Does not set out the big picture: what is professionalism *for*? Why does it matter?

Promoting professionalism #2

- Emerging alternatives:
 - Regulator brokers conversation between public & profession about expectations, obligations & privileges
 - Reflects those in agreements that professions can own and promote
 - Underpins engagement, standards, education & development etc

Stakeholder discussion areas

- Overall views on the need for promoting professionalism
- Views on factors that influence professionalism
- Channels for engaging with registrants
- Role of the GDC
- Potential for collaboration
- Anything else of relevance

Overall views

- Recognise the need for the debate at this time
- Generally very supportive of the GDC's premise and involvement
- Significant initiatives in this space (in England and Wales) underway or planned, so need to align
- Some strong views, but no firm definition or description of professionalism – often default to GDC requirements
- Caution that 'some will need convincing' about GDC's commitment to this shift in emphasis

Openness to collaboration

Very keen to be involved and help in any way with this development.

Message will be stronger if it comes from many or all stakeholders...would happily sign up to something like that.

Definitely an opportunity to create a coalition of key agencies to advance the idea of professionalism within the dental care team

We're very keen to work with the GDC and others to progress the agenda

Very keen to work with the GDC and others to progress this agenda.

Professional bodies will be very much up for collaborative working on this issue.

Really welcome initiative for GDC to be part of a wider coalition driving better, more consistent care.

Student engagement programme

- Erode “climate of fear” – normalise conversation about regulation
- Prototypes with 7 dental schools in the four nations this autumn
 - Build a positive and engaged relationship between future dental professionals and regulators
 - Inform wider roll-out of sustainable programme
- Early discussions with BADN on trainee engagement programme
- Looking to put engagement with FTs/VTs on more systematic footing
- Student professionalism guidance

CPD: next phase

- Current CPD based on quantity over quality
- Exploring:
 - Move to qualitative from quantitative
 - More emphasis on “peer-to-peer” development eg mentoring, appraisal – profession is its own best learning resource
- Cross-profession advisory group established
- Work started on evidence base
- Look to wider public debate in the new year

Improving complaints/feedback handling

- Better outcomes for patients
- Encourage feedback in the practice
- Profession-wide complaints handling working group
- Joint statement on complaint handling
- Challenge to profession to take lead in promotion

half of people see barriers:

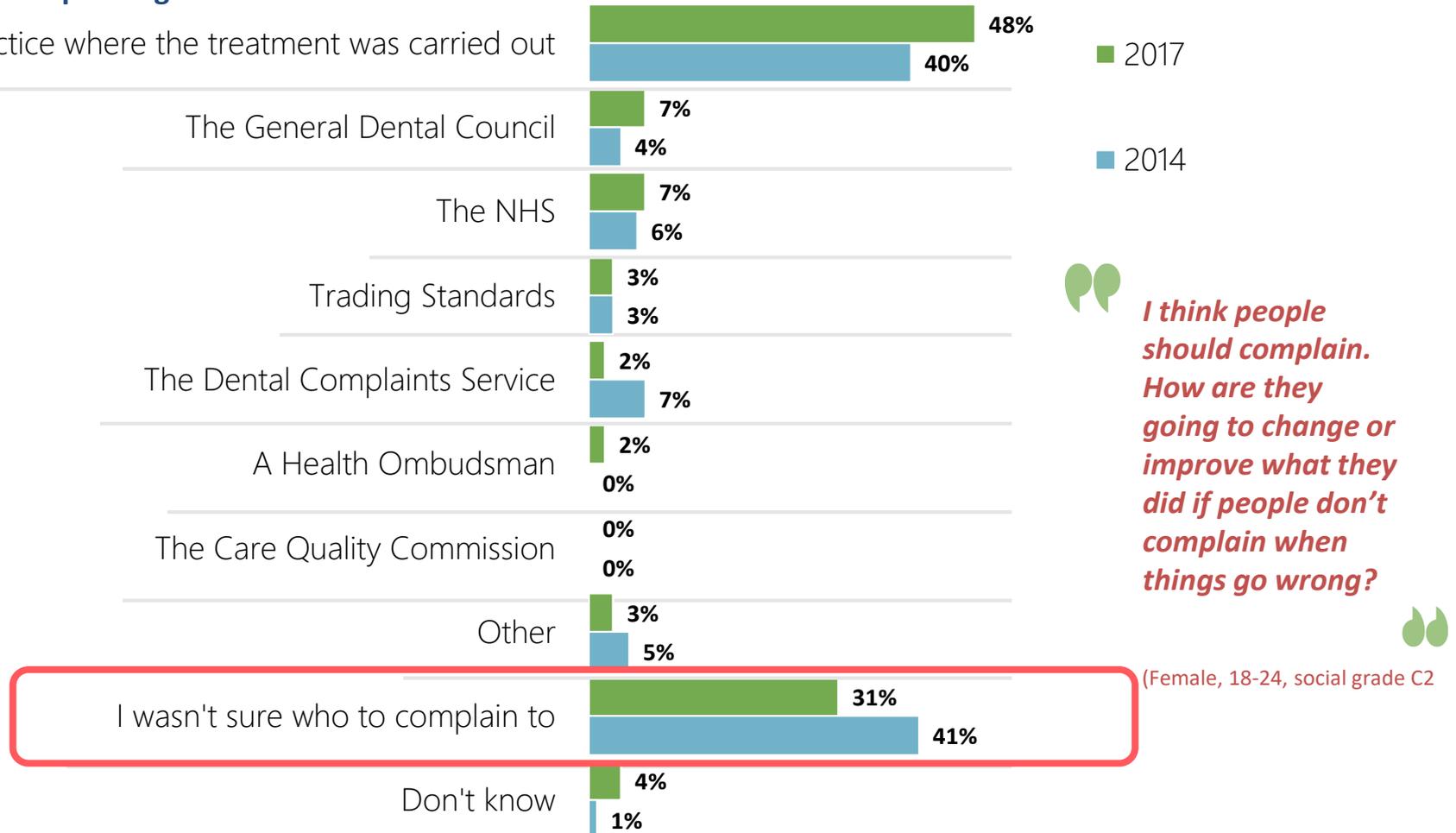
What, if anything, would concern you about making a complaint?



Base: People who have not, don't know or prefer not to say of they have complained about a dental professional (1,149). Respondents may give multiple answers.

Nearly half of people who have complained (or considered it) did so at the dental practice: but many unsure

Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?



Base: People who have complained or considered complaining about a dental professional: 2017 (142), 2014 (119), 2013 (165), 2012 (116). Respondents may give multiple answers.

Calibration Group – agreed view of ‘what good looks like’

- Complaints are reaching the right organisation
- Fewer low-level complaints, and more relevant complaints, are being made directly to the GDC
- NHS England is receiving fewer complaints, which were otherwise on an upward trajectory
- Referral rates have fallen between the two organisations
- Referrals are being made appropriately between the two organisations

Contributing factors

- GDC self-triage tool
- Dental Complaints Service
- Regulation of Dental Services Programme Board joint statement
- GDC case closure letter amendments
- GDC Clinical Dental Advisers

Opportunities raised by the Group

- Common ‘front door’ for complaints
- Inclusion of ‘accredited mentors list’ in remediation package
- Piloting a mechanism of dialogue between the Clinical Dental Advisers of both organisations

Seriousness

- Research brief shared with other regulators
- NMC and GMC full partnership: others interested and collaborating (including PSA)
- Steering group being established: GDC to chair
- Research designed and commissioned May/June

End-to-end-review

- More soon!

End

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