

Stakeholder engagement report – March 2020

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Type of business	To note.
For Council only	Public session.
Issue	This paper provides Council with a summary of stakeholder engagement activities and new appointments during the reference period. The aim is to be transparent as well as providing additional context to inform strategic discussions and decision making.
Recommendation	To note.

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1. Stakeholder appointments

- 1.1. The [Royal College of Physicians and Surgeons of Glasgow](#) has appointed Sarah Pollington as its new director of dental education. Sarah Pollington is on the GDC specialist list in restorative dentistry, prosthodontics, periodontics and endodontics.
- 1.2. The Rt. Hon. Jeremy Hunt MP was recently elected Chair of the House of Commons, Health and Social Care Committee. On his election, Mr Hunt said:

“Over nearly a decade in front line politics, the NHS has always been my greatest political passion, and I am honoured to have been elected Chair of the Health and Social Care Select Committee. I look forward to working with my committee to provide a strong, independent voice that supports health and social care services in a very pressured period.”
- 1.3. Dr Bill Gunnyeon CBE, the current Chair of the General Osteopathic Council's (GOsC) Policy Advisory Committee, has been appointed as the GOsC's next Chair of Council. He will take over from current Chair, Alison J White, on 1 April 2020.
- 1.4. Martin Woodrow has been appointed as Chief Executive of the British Dental Association (BDA) on a permanent basis. Martin Woodrow has been Acting Chief Executive since August 2018, having joined the BDA in 2013 as Director of Policy and Professional Services.
- 1.5. We have been notified that the General Medical Council (GMC) has appointed two new medical members for its Council. Miss Alison Wright, an obstetrics and gynaecology consultant, and Dr Raj Patel MBE, a medical director, will both start their tenure as Council members in February 2020 to help drive forward the GMC's work over the next four years.

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2. Stakeholder engagement report

UK-wide engagement

- 2.1. The Head of Adjudications presented on the fitness to practise process at the University of Bedfordshire at the post graduate session on Dental Law and Ethics on Tuesday 7 January.
- 2.2. The Head of Registration attended the Advisory Board for Specialty Training in Dentistry meeting at the Royal College of Surgeons of England on Tuesday 7 January.
- 2.3. The GDC attended the continuing fitness to practise inter-regulatory group meeting at the General Osteopathic Council on Friday 10 January, where discussion included CPD and revalidations requirements.
- 2.4. The GDC presented at the 'Dentists in difficulty mentor study day' on Thursday 16 January where we provided updates on improvements in the fitness to practise processes since Shifting the balance. It was felt that support for dentists in difficulty was needed at an earlier stage of the fitness to practise process.

- 2.5. The Head of Right Touch Regulation presented on the public and patient survey at the Local Dental Committee (LDC) meeting of Lambeth, Southwark and Lewisham on Thursday 16 January, focusing on patient expectations and complaints.
- 2.6. Members of the data and intelligence team attended the 'Research and Policy Forum' on Thursday 6 February, which was organised by the Professional Standards Authority (PSA). The agenda included an update from the NHS National Institute for Health Research and an update from the General Medical Council (GMC) on their report, [Caring for doctors, caring for patients](#), which looks at how to transform UK healthcare environments to support doctors and medical students to care for patients.
- 2.7. We attended the APPG on Artificial Intelligence (AI) in healthcare meeting on Monday 10 February, which considered how to build awareness of the impacts of AI on the daily lives of individuals and what it can mean for health and wellbeing.
- 2.8. One of our Senior Clinical Dental Advisers provided a presentation on record keeping, patient notes and GDC standards at the Restorative Dentistry Clinical Effectiveness Meeting on Tuesday 11 February at the Royal London Hospital.
- 2.9. We held our annual 'Moving upstream conference' on Wednesday 12 February which provided an opportunity for us to highlight some of the key messages from the [Moving upstream report 2020](#) and provide a forum for key stakeholders to discuss some of the key topics in dentistry. Panels of expert speakers, which include both members of the GDC and external stakeholders, discussed the topics including public and patient expectations of professionalism, demonstrating a commitment to right touch regulation and the future challenges of dentistry. A [short summary of the event has been published on our website](#) and we will be posting video of the event when finalised.
- 2.10. Members of the Strategy Directorate hosted a meeting with the British Association of Dental Therapists (BADT) and the British Society of Dental Hygiene and Therapy (BSDHT) on Tuesday 11 February to discuss the concerns of professionals in relation to the Section 36C route to registration for dental care professionals who qualify abroad. A full note of the meeting is being produced.
- 2.11. The Head of Right Touch Regulation and our Clinical Fellow provided a presentation on 'Moving upstream at the Wellbeing in dentistry' event on Thursday 20 February, which was organised by the British Dental Association (BDA) and Public Health England. Key discussions at the event included dentists' preparedness for practice and the challenges of transitioning from student to practitioner and the support needed.
- 2.12. We attended 'Westminster Insights: Improving complaints handling in the NHS' event on Thursday 27 February. The key note speech was from the [Parliamentary and Health Service Ombudsman](#), who provided details of their Complaints Standards Framework. The GDC has been on the framework working group to produce, which will be issued for consultation in March. There were also presentations on the role of advocacy in managing complaints, and a panel discussion featuring the GMC and the Medical and Dental Defence Union of Scotland (MDDUS).

England

- 2.13. We attended the National Data Guardianship workshop on Tuesday 4 February, where delegates discussed the steps that Dame Fiona Caldicott, the National Data Guardian for Health and Social Care (NDG), is considering taking to ensure that the patient and/or service user perspective is securely established as a guiding factor in decisions to share health and adult social care data. Key points included the proposal that the Caldicott Principles could be revised and/or augmented and issued as statutory guidance to foreground the importance of ensuring that where such data is shared, steps are taken to make sure that this aligns with what people would reasonably expect.
- 2.14. We attended the London LDC meeting on Thursday 13 February to disseminate our complaint handling posters and leaflets and to update delegates on the work of the profession-wide complaints handling initiative and the working group.

Scotland

- 2.15. We attended the Specialty Meeting at the Royal College of Surgeons of Edinburgh on Wednesday 15 January.
- 2.16. The Head of Adjudications attended 'The Sharing Intelligence for Health and Care Group' meeting with healthcare regulators in Glasgow on Wednesday 22 January. Discussions included concerns across the healthcare sector in Scotland, mainly looking at systemic issues which affect dentistry in a very limited way.
- 2.17. The Head of Scottish Affairs alongside the Head of Communications and Engagement met with the Scottish Government's regulation team represented by Jason Birch, Nigel Robinson and Donna O'Boyle on the Friday 24 January. The purpose of the meeting was to introduce the new Head of Scottish Affairs to these key stakeholders and to establish a positive tone for future working.
- 2.18. The Head of Scottish Affairs had an introductory meeting with Nicola Cotter, Head of Scottish Affairs at GMC, and Tom Ferris, Chief Dental Officer (CDO) Scotland on Friday 24 January. Tom Ferris, CDO Scotland, provided a breakdown of the priorities for dentistry in Scotland including supporting non-European dental professionals.
- 2.19. The Head of Scottish Affairs had an introductory meeting with Aubrey Craig, Head of Dental Division, MDDUS, on Tuesday 28 January.
- 2.20. We presented at the 'Postgraduate Dental Dean session for mentors' event on Friday 31 January. At the event, some delegates suggested that the GDC should inform dental professionals when a concern is received by GDC, even if it is disposed.
- 2.21. The Head of Scottish Affairs met with Alan Whittet, Senior Dental Advisor on Tuesday 4 February. Discussions included concerns around the capacity implications surrounding the repatriation of low-level concerns to NHS Scotland.
- 2.22. The Head of Scottish Affairs met with Alison Hardie, Head of Public Affairs and Strategic Communications at the MDUUS on Wednesday 12 February. Discussions included the anticipated UK Government plans to regulate indemnity providers, the GDCs' developments in lifelong learning and the public affairs forum operating in the health field in Scotland.

- 2.23. The Head of Communications and Engagement and the Head of Scottish Affairs met with Dr Phil Grigor, National Director, Scotland at the BDA on Thursday 13 February. Discussions included the repatriation to Scotland of low-level concerns, the reduction of the Annual Retention Fee (ARF) and the launch of the Moving Upstream Report 2020.
- 2.24. The Head of Scottish Affairs met with Tony Anderson, Director of Postgraduate GDP Education at NHS Education for Scotland on Tuesday 18 February. Discussions included innovations around e-learning, initiatives to reach high priority groups such as 'Caring for smiles' and challenges which include budget cuts and the reluctance among some dentists to embrace quality improvements.
- 2.25. The Head of Scottish Affairs met with Nigel Robinson, Team Leader in the Regulatory Unit for Scottish Government, on Tuesday 18 February. Discussions included the uncertainty created by Brexit and how the regulatory team have reacted to this, how the GDC can be involved with their regulatory event being held in Edinburgh on 2 November, and the potential regulation of NHS managers, physicians and anaesthetics associates.
- 2.26. The Head of Scottish Affairs met with Paul Cushley, Dental Director at NHS National Services Scotland on Thursday 27 February. Discussions included the three main functions of the National Dental Governance committee, which are the assume the residual oversight function for item-of-service and capital grant payments, to facilitate NES's desire to work with regulators and improve capital grant payments.
- 2.27. The Head of Scottish Affairs had an introductory meeting with David Felix, Dean of Post Graduate Dental Education at NHS Education for Scotland on Tuesday 3 March. Discussions included ensuring that there are sufficient numbers of vocational training posts each year and the Dental directorate's 2019 triennial review.

Student engagement

- 2.28. We attended the Dental Foundation undergraduate liaison group at Sheffield University on Monday 13 January and the Student Fitness to Practise Conference on Thursday 30 January.
- 2.29. On Thursday 27 February we provided our 'Introduction to the GDC presentation' to students in year one, two and three of the BSc Oral Health Science in Dumfries, Stornoway and Inverness at the Oral Health Science Student Conference.
- 2.30. Between 29 January and 14 February, we completed the following student engagement sessions where we detailed the role of the GDC and completed some interactive exercises on professionalism. The following sessions were delivered:
- 29 January– First year BDS students' induction, University of Birmingham.
 - 4 February – Foundation dentist induction, HEE South West University.
 - 14 February - Foundation dentist induction, University of Aberdeen.
- 2.31. The full report of our student engagement programme 2018/19 is below.

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3. Student Engagement report 2019/20

- 3.1. Following the student engagement pilot that we held in the 2018/19 academic year, where we introduced the GDC to first year students from seven dental schools, we have developed and undertaken a wider programme of engagement for the 2019/20 academic year. This involved presenting to first year students across all UK dental schools and at induction days for foundation/vocational dentists.
- 3.2. In total we provided 40 presentations to roughly 2,500 students (2,200 BDS, 150 dental hygienists, 50 dental therapists, 50 dental nurses, 25 clinical dental technicians and 25 orthodontic therapists) and 1,200 foundation/vocational dentists. At each event attendees were provided with a feedback form to rate each element of the presentation and to request additional topics for future presentations and to provide general comments.
- 3.3. The results from our evaluation questionnaires can be found at [Appendix A](#).
- 3.4. The results of the work are extremely encouraging, and we plan to repeat the programme in 2020/21. We will also further develop our presentation and messaging, particularly to tailor our messaging closely to our differing audiences. We will also be working with colleagues in the data and intelligence team to develop outcome measures for this upstream work programme.

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4. New starter in Wales

Head of Welsh Affairs

- 4.1. On Monday 2 March we welcomed our new Head of Welsh Affairs, Leighton Veale, to the GDC. Leighton will be based in Wales working as part of the communications and engagement team.

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5. Stakeholder engagement calendar (March and April 2020)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p>9 Mar</p> <p>09:30 TG- JC Regulation of Dental Services Programme Board (RDSPB)</p> <p>09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); st...</p>	<p>10</p> <p>08:30 Comms: Check CMS Forms</p> <p>10:00 SC Meeting with ADG</p>	<p>11</p> <p>King's Health Partnership OT inspection; King's College Hospital; Kathryn Counsell</p> <p>12:15 Laura Fraser, General Pharmaceutical Council (catch-up); Cafe Salmagundi, 1007 Cathcart Road. G42 9X; Gordon Matheson</p>	<p>12</p> <p>SF: Inter-regulatory Registration Forum</p>	<p>13</p>	<p>14</p>
<p>16</p> <p>09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder</p>	<p>17</p> <p>08:30 Comms: Check CMS Forms</p>	<p>18</p> <p>Liverpool BDS inspection; Scott Wollaston</p> <p>Council Workshop</p> <p>JCPTD Meetings - England</p>	<p>19</p> <p>Council</p> <p>18:00 GDC rep TBC Whistleblowing panel debate ; House of Lords</p>	<p>20</p> <p>09:00 SC-Preparing for a GDC/GMC Hearing: The Inaugural UK Conference; CCT Venues-Smithfield, East Poultry Avenue, London ECTA 9PT; stakeholder</p>	<p>21</p>
<p>23</p> <p>09:30 SPEAC Meeting; Meeting Room...</p> <p>11:00 PASS/NCPAS Regional Event: E...</p> <p>12:00 TBC Head of Scottish Affairs: P...</p> <p>14:15 BDS 5 year presentation - Kings...</p>	<p>24</p> <p>Sheffield College DT Re-Inspection ; James Marshall</p> <p>08:30 Comms: Check CMS Forms</p>	<p>25</p>	<p>26</p> <p>00:00 TBC HEE winchester scheme - student visit to GDC offices</p>	<p>27</p>	<p>28</p> <p>10:00 Orthodontic National Group-spring study day ; London ; Humaira Khanom</p>
<p>30</p> <p>09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder</p>	<p>31</p> <p>08:30 Comms: Check CMS Forms</p> <p>14:30 Alan Clamp/Ian Brack; Ian Brack office, GDC; Ian Brack</p>	<p>1 Apr</p> <p>13:00 GM - Sharing Intelligence for Health and Care Group - Meeting of emerging concerns protocol short life working group, Wednesday 1 April 2020; GMC offices, The Tun, 4 Jacksons Entry, Holyrood Road, Edinburgh, EH...</p>	<p>2</p>	<p>3</p> <p>11:00 CC-Regional BAOS Conference; TBC</p>	<p>4</p>
<p>6</p> <p>09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder</p>	<p>7</p>	<p>8</p>	<p>9</p>	<p>10</p>	<p>11</p>
<p>13</p> <p>09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder</p>	<p>14</p>	<p>15</p> <p>14:00 RS - Dentalcare Group - FD induction; BDA office; stakeholder</p>	<p>16</p> <p>09:00 Bupa/GDC Engagement Meeting; Room 5.1, Battle Bridge House, 300 Grays Inn Road, London WC1X 8DU; Sarah Ramage</p>	<p>17</p> <p>Conference of Local Dental Committees; Stirling Court Hotel, University of Stirling</p>	<p>18</p>

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
20 Apr 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	21	22 CDO CLINICAL FELLOWS GDC VISIT; Meeting Room - BH (CS04) - Board Room (28) (SKYPE); Hannah Pugh	23	24	25
27 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	28 10:00 **Save the Date** Credentiaing Stakeholder Event; London Venue TBC; MERP	29 Bristol OT inspection; Bristol School for DCPs; Kathryn Counsell-Hubbard Restorative departmental clinical governance day ; Eastman Dental Hospital; stakeholder 14:00 CC- GM : Scottish Dental Advisors event; DoubleTree Dunblan...	30 YOTC inspection (1.5 days); Martin McElvanna	1 May	2
4 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	5 08:30 SG - Student Mental Health: Responding to the Crisis; stakeholder 09:00 HP -NHS Employee Wellbeing Conference ; Central London; stakeholder	6	7	8	9
11 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	12	13	14 10:00 National Dental Governance Committee; Cramond Room, Scottish Health Service Centre, Crewe Road South, Edinburgh, EH4 2LF.; Gordon Matheson	15 10:00 SC Meeting with ADG	16
18 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	19 14:00 HOLD SA: Getting the balance right in Wales - National Committee; ... 14:00 FW: Getting the Balance Right in Wales National Committee; Welsh G... 15:00 RS - Dental Sedation Teachers ...	20	21	22	23
25 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	26 Hold: Presentation at School of Dental Nursing (Bham Dental Hospital); Birmingham Dental Hospital; stakeh... 14:00 Dental nurse induction - School of Dental Nursing, Birmingham Community Healthcare NHS Trust; Ed...	27	28	29	30

Appendix A – Results from evaluation questionnaires

The role of the GDC

Excellent	Good	Average	Fair	Poor
41.2%	48.5%	8.8%	1.2%	0.3%

Promoting professionalism

Excellent	Good	Average	Fair	Poor
51.4%	36.8%	9.7%	2%	0.1%

Scenarios – including social media, data protection and relationships with colleagues

Excellent	Good	Average	Fair	Poor
55.9%	32.7%	7.3%	2.4%	1.7%

Social media guidance

Excellent	Good	Average	Fair	Poor
40.7%	45 %	10.8%	2.2%	0.5%

Responsibilities of registered healthcare professionals

Excellent	Good	Average	Fair	Poor
35.6%	47.8%	13.3%	2.8%	0.5%

Feedback and complaints

Excellent	Good	Average	Fair	Poor
28.8%	47.9%	18.6%	4.1%	0.6%

Continuing professional development (foundation dentists only)

Excellent	Good	Average	Fair	Poor
26.6%	48.7%	19.3%	4.5%	0.9%

Question and answer

Excellent	Good	Average	Fair	Poor
30.3%	44.9%	19.1%	3.7%	2%

Information prior to event

Excellent	Good	Average	Fair	Poor
13.4%	41.2%	29.6%	9%	6.8%

Overall event

Excellent	Good	Average	Fair	Poor
28.4%	53.4%	15%	2.5%	0.7%

Other topics to be covered:

Topic	Total number of requests
ARF (why new dentists pay for three months before practice begins)	15
FTP scenarios and trends	13
More on complaint handling	12
More on CPD, with examples of activities	6
Social media do's and don'ts	6
The registration process	3
The hearings process	3
More guidelines on professionalism	3
Whistleblowing	3
More information prior to the event	3
Examples of personal development plans	2
How the GDC help dentists	2
How to empower dental professionals	2
Discrimination from patients	1
Maintaining your physical and mental health	1
Record keeping	1
Dealing with special needs patients, children and anxious patients	1
Instagram dentistry	1
Relationship with patients	1
The 9 rules/standards the GDC set down	1
Foundation dentist specific scenarios	1
Handling situations that go wrong	1
More on the foundation year	1
Inclusion of more targeted content for wider DCP groups	1

Other comments:

Comment	Total number of comments
Good presentation/engaging speaker etc.	41
Positive feedback around the patient videos and interactive elements	22
Found the session hard to follow	5
Social media still feels a grey area	4
Make the session more interactive	4
Negative comment about the GDC	3
Lack of prior information about the event	3
Obvious information provided	3
Comment about reducing the ARF	3
Comment about paying the fee before practising	3
Negative feedback about the videos (unrepresentative, obvious, too many)	5
More on social media guidelines	3
Please provide the presentation following the event	2
Felt rushed	2
Did not fully answer our questions	2
Session should have been given earlier in the academic year	2
Could have been shorter	1
Don't pick on members of the audience that don't want to participate	1
Provide more in-depth information	1
Learning outcomes were unclear	1
How to maintain good contact between the profession and the GDC	1
Pay registration by instalments	1
Visit more dental technicians	1

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