

## Latest news and updates

### View from the Chair: Listening to stakeholders and sharing learning from complaints and concerns

The GDC Chair, Lord Toby Harris, [reports on recent events](#) where we've been hearing from registrants and stakeholders about the issues they're facing and how we might be able to lend our support, and highlights the shared learning from the recent review of the Dental Complaints Service.

### Dental Complaints Service enquiries reach new high

The Dental Complaints Service (DCS) recorded its highest ever number of new enquiries last year, as more people turn to private dental care. Over a thousand new cases were opened, and the DCS helped to resolve twice the number of cases in 2024 than it did the year before. The DCS promotes local resolution of complaints by first asking patients to raise any issues with their dental practice.

And last year, most issues were effectively handled by the practice or dental professional involved, with only 30% of cases progressing to mediated resolution by the DCS. Around 80% of the cases concluded last year related to clinical practice. The most common treatment types referred to by patients were dentures, implants and removable braces.

The [DCS Review 2023 and 2024](#) provides insights from the cases it helped to resolve over the two-year period to support further learning and prevention, and Shamir B. Mehta, GDC Senior Clinical Adviser, explores what can be [learned from complaints and concerns about clear aligner treatment](#) in his new blogpost.



## Heading to the Dentistry Show in Birmingham?

You will find us at Stand N10 at this year's British Dental Conference and Dentistry Show. The event takes place on 16 and 17 May 2025 at the NEC Birmingham. If you're attending, please stop by for a chat. We look forward to connecting with you during the event.

Our Executive Director, Regulation, Theresa Thorp, will be taking part in a panel discussion called 'Fitness to Practise: A Case for Change' being held on Saturday 17 May at 9.30am.

Theresa will be speaking about the importance of reducing the adverse health and wellbeing impacts of fitness to practise investigations, due to their effects on professionals and patient care. For example:

- heightened stress can cause errors in practice
- anxiety can lead to defensive practice, and
- stigma can lead to individuals leaving the profession.

Theresa will explain how recent process improvements, such as the use of initial inquiries and staff training and development, are helping us to improve timeliness and support, and will set out our future priorities, including plans to shift from enforcement to compliance.

We also attended BDIA Showcase last month. You can find the [full speech given](#) by GDC Registrar and Chief Executive, Tom Whiting, which provides details of our priorities for 2025 and beyond, on our website.

For more about the [British Dental Conference and Dentistry Show](#).

## Consultation on the reform of NHS general dental services in Wales (sent to registrants in Wales and stakeholders)

The Welsh Government has launched a consultation on proposals to reform the way NHS dentistry is delivered through General Dental Service contracts in Wales. Responses need to be submitted by 19 June 2025.

The key changes proposed are:

- Creating a single route of entry for people to access NHS dental services.
- The implementation of a different remuneration system that is fairer and more transparent.
- Disincentivising unnecessary routine examinations.
- Adjustment to patient charges due to changes in the remuneration system and a shift in how these charges are to be collected.
- Changes to contract terms and conditions, such as parental leave.

You can [find out more and respond](#) online.

## Change NHS: Your priorities for change (sent to registrants in England and stakeholders)

You're invited to share your priorities for change in the NHS by responding to a new survey focusing on the emerging ideas from the first round of engagement. Your views will be considered as part of development of the 10 Year Health Plan for England. You have until 5pm on Monday 14 April 2025 to respond.

Respond to the [priorities for change survey](#).

## Disclosure Scotland changes now in effect (sent to registrants in Scotland and stakeholders)

Anyone working in a regulated role with children or protected adults must be a member of the Protecting Vulnerable Groups (PVG) scheme from 1 April 2025.

The PVG scheme is administered by Disclosure Scotland on behalf of the Scottish Government. It undertakes criminal and other relevant background checks to help safeguard the public. You can find [further guidance](#) on regulated roles and the change from Disclosure Scotland.

Contact [Disclosure Scotland](#) if you have any questions.

## Recent news

[Public satisfaction with the NHS in 2024 | British Social Attitudes survey](#)

[GDC announces new Interim Executive director, Legal and Governance](#)

[GDC announces updates to CPD processes](#)

## Information and support

[Clear aligner treatment: What can we learn from complaints and concerns?](#)

[Complaint handling best practice](#)

[Guidance on indemnity and insurance](#)

## Useful links

[eGDC](#)

[Dental Complaints Service](#)

[Dental Professionals Hearings Service](#)