

GDC Fitness to Practise experiences survey report 2026

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Executive Summary

Background

Since 2023, the GDC has commissioned external academic researchers to develop and deliver a questionnaire survey of registrants and informants who have been involved in Fitness to Practise processes. Specific objectives for the new survey were to:

- Refine and develop the feedback collected, with improved content validity and acceptability.
- Consider relationships within data which may inform understanding of satisfaction and provide cues to improve processes.
- identify metrics which may allow longitudinal quality monitoring.
- provide recommendations for a live process of feedback collection and monitoring.

This report provides an overview of data across seven rounds of data collection between 2023 and 2025.

Methods

A survey was developed from an earlier version used by the GDC, and reviewed through scoping conversations with stakeholders within the GDC, including the Regulation, Legal and Governance and Strategy Directorates. The final version included questions about the stage and duration of respondents' cases, their satisfaction with process and outcome of the FtP case, perceived areas for improvement, and demographics. Free text data is also included.

A link to the online survey was sent to registrants and informants by the GDC. Samples were all registrants and informants whose cases had reached a decision in a qualifying period. To date seven rounds have been completed, summarised below. After round 1, all rounds have included a reminder email.

Round	Cases completion dates	Dates survey open
1	1 st April 2022 to 30 th September 2023	November – December 2023
2	1 st October 2023 to 31 st January 2024	April -May 2024
3	1 st February to 31 st May 2024	September – October 2024
4	1 st June to 30 th September 2024	December 2024 – February 2025
5	1 st October 2024 to 31 st January 2025	May-June 2025
6	1 st February to 31 st May 2025	July-August 2025
7	1 st June to 30 th September 2025	November-December 2025

Results

Across all rounds, 570 registrants and 645 informants have responded to the survey. While true response rates and demographic representation cannot be calculated as there is no link between responses and case details, and no guarantee that emails have been received or opened, simple response rates since Round 2 have ranged between 10% to 24% of registrants, and 13% to 30% of informants to whom the link was sent. This is substantially higher than earlier GDC surveys achieved.

Demographics remain relatively stable with 54% male and 46% female responses, and 60% White respondents, across all rounds.

Longitudinally, there is evidence in improvement in satisfaction with the process, elements of communication, and perceptions of the process in terms of trustworthiness, although positive views of the latter remain a minority. More registrants than informants felt that their case was treated appropriately and proportionately. One quarter of informants felt their case had been taken seriously by the GDC.

Most respondents are dissatisfied with the process, and the outcome of their case, although a higher proportion of registrants than informants are satisfied with the outcome. More registrants than informants also felt communication was clear.

The area of the process most indicated as open to improvement was the length of time of the investigation, followed by overall support received. However, a number of aspects of communication were identified as in need of improvement by over 30% of respondents in registrant and informant samples.

Fewer than half of respondents, in either group, felt the process was trustworthy or fair, or that their case was treated appropriately or proportionately.

Results suggest that for both informants and registrants, satisfaction with the FtP process is associated with their satisfaction with the outcome of the case. Elements associated with satisfaction which may need improvement included, for all respondents, the tone and respect of communications, for informants the speed of response to queries, and for registrants the overall length of time of the investigation. There are no apparent effects of gender, age group or ethnicity on those measures.

Free text responses in the most recent rounds fall into similar categories as in earlier rounds, and do not provide a great deal of detail to which the GDC could respond. Changes to wording in later rounds do appear to have limited the sharing of personal data, or additional allegations, but there are still some responses of this type.

Conclusion

The survey provides a barometer of sentiment about, and perceptions of performance of the FtP process. While reflecting subjective responses, these are important reflections of how the process, and by extension the GDC, is seen amongst registrants, and the public who come into contact with it.

Future development should explore how to increase responses by integrating the survey further into the lifecycle of the FtP process, and review data, and use of data, to ensure it remains focused on actionable data.

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1 Background and objectives

In 2023 the GDC commissioned research to review and revise a survey to gain feedback from people who had been through its fitness to practise (FTP) process. These included registrants about whom concerns had been raised, and those informants who had raised concerns. A report describing the development of a survey to gain feedback on their experience, and summarising findings from four rounds of data collection in 2023-24 was published by the GDC in 2025 (https://www.gdc-uk.org/docs/default-source/research/ftp-feedback-survey-research-report_november-25_acc.pdf). This was felt to be a successful approach by the GDC, and data collection was continued for an additional year.

This report presents a longitudinal overview of key variables between 2023 and 2025, and a more detailed review of data from the most recent rounds not covered in the 2025 report. It includes updated data from subsequent survey rounds, but focuses on the potential utility of data in the context of longitudinal evaluation. Overall objectives have been constant through the research:

1. To provide a baseline and follow-up measure to evaluate and inform ongoing activity to improve the outcomes and impact of the FtP process at the GDC.
2. To understand registrant and informant experiences of the FtP process, including how these differ across participant groups and characteristics.
3. To understand the experiences of support for registrants and informants during the FtP process, including how these differ across participant groups and characteristics.
4. To understand how the GDC can improve its processes and support to better meet the needs and improve the experiences of registrants and informants involved in FtP, including addressing equality, diversity and inclusion.

Further specific objectives for the survey were to:

- Refine and develop the feedback survey to improve content validity and acceptability.
- Consider relationships within data which may inform understanding of satisfaction and provide cues to improve processes.
- Identify metrics which may allow longitudinal quality monitoring.
- Provide recommendations for a live process of feedback collection and monitoring.

2 Questionnaire content and distribution

Details of the development of the survey, including any changes in content, are described in our earlier report, and a copy of the final version of both registrant and informant surveys are available in that report. In this report, question text is presented with the results.

2.1 Sample profile and exposure to FtP process

Questions asked participants to report a range of demographic characteristics, to monitor diversity in the responding sample. As well as personal characteristics, questions concerning their exposure to the process, in terms of stage reached and modes of communication, were also asked.

2.2 Longitudinal indicators

A number of potential longitudinal indicators were identified in earlier rounds, which reflect variation in process and respondent experience:

- **Overall satisfaction with the FtP process** was indicated by respondents indicating whether they felt the process could be improved on a four-point scale: 'Extremely dissatisfied: I felt lots could have been improved', 'Moderately dissatisfied: I felt several things could have been improved', 'Moderately satisfied: I felt very little could have been improved', 'Extremely satisfied: I felt nothing

could have been improved'. A longitudinal measure was derived as the percentage of respondents expressing satisfaction (moderately or extremely).

- **Overall satisfaction with outcome** was also asked on a four-point scale from 'Extremely dissatisfied' to 'Extremely satisfied'. While this will depend on the details of cases and outcomes, which are not available, it provides a useful indicator of consistency of cases between rounds. A simplified indicator was derived in the same way as for satisfaction with process.
- **Time taken for the process to complete** was asked with responses in five categories: 'One month or less', '2 to 6 months', '6 to 12 months', '12 to 18 months' and 'More than 18 months'. The indicator derived from this was the percentage of cases completing in under 18 months.
- **Satisfaction with specific elements of the process** was indicated in a responses to a question which allowed multiple selection of different elements in response to the question 'Which of the following do you think could be improved?': the frequency of updates, the detail of updates, the clarity of communication, the usefulness of information provided, the information provided about the case outcome, the speed of response, the tone and respect of communication, the length of time of the investigation, and the overall support provided by the GDC. The percentage not selecting each was used as a longitudinal indicator.

2.3 Free text responses

All rounds of the survey have included free text questions. Initial rounds included items to elicit comments on the survey itself, and positive and negative experiences of the FtP process. These responses informed development of the questionnaire, and from round 3, a single item was used to elicit comments on experiences, and suggestions for change.

2.4 Data analysis

Numerical data were analysed statistically. Different analyses were used as appropriate for different items. Technical details are provided in this report for completeness, but headline interpretation is also provided in non-technical terms.

To compare distributions of categorical variables (e.g. gender and age group) chi-square analysis was carried out. This determines whether a difference in distributions is greater than would be expected by chance, that probability indicated by a 'p-value'. By convention, a p-value of less than 0.05 – meaning there is a 5% chance that an observed pattern occurs by chance – is taken to mean that a difference is 'real', referred to as being 'statistically significant'. Fisher's exact test is similar to chi-square, but is used when a distribution includes very low numbers (usually less than 5 in any one cell).

To consider what may influence satisfaction with the FtP process, logistic regression analysis was carried out. This identifies the extent to which a variable of interest (in this case satisfaction with process) varies between values of a set of 'predictor' variables. As carried out, only variables which added explanatory power to the regression model (known as its 'fit') are reported.¹

Free text responses were analysed using quantitative content analysis. This involves each statement being labelled with a 'code' which summarises what is said, and frequencies of codes summarised. Codes were generated in analysis presented in our 2025 report, and their relevance tested in applying them to responses to rounds 5-7.

2.5 Questionnaire distribution

Surveys were hosted on the JISC online surveys platform (<https://app.onlinesurveys.jisc.ac.uk>). Links were distributed in emails from the GDC to those who had been involved in a Fitness to Practise case that had reached a decision in a qualifying period. For cases that had reached the Case Examiner stage this included both those that had been closed and those referred to a hearing. Table 1 summarises the

¹ Analysis was carried out using the R statistical language. Variable selection used the drop1() test to identify those whose removal did not reduce the overall fit of the models.

dates of cases included, and for which data collection was open, for all rounds. This report presents longitudinal data from all rounds, as well as a more detailed consideration of the final three rounds.

Table 1. Dates of cases included in each round in survey

Round	Cases completion dates	Dates survey open
1	1 st April 2022 to 30 th September 2023	November – December 2023
2	1 st October 2023 to 31 st January 2024	April -May 2024
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The version of the survey in rounds 1 and 2 was identical. The JISC platform was upgraded between rounds 1 and 2, meaning there were cosmetic differences between the versions completed at these points, but questions were unchanged. Changes were made for round 3, with the removal of some free text items, and addition of scale items to record some perceptions of the process.

3 Results

3.1 Response rates and respondent profiles

Across all rounds of the survey, 570 registrants and 645 informants have responded. Table 2 summarises the simple response rates for each round, for registrants and informants. This response rate is the proportion of those who were sent the questionnaire link who completed it. While not all who were sent the link may have received it, or opened the email, this cannot be gauged with any confidence.

Table 2. Response rates and time to complete survey in each round

Round	Registrants				Informants			
	Total sent	Total resp.	Simple response rate	Median time to complete in minutes (with quartiles)*	Total sent	Total resp.	Simple response rate	Median time to complete in minutes (with quartiles)*
1	1419	145	10%	8.8 (5.0-15.1)	1298	163	13%	8.5 (5.3-13.7)
2	266	55	21%	5.8 (4.1-14.8)	302	90	30%	7.0 (3.9-13.9)
3	335	80	24%	5.5 (3.8-9.2)	350	99	28%	5.5 (3.8-10.0)
4	284	61	21%	6.5 (4.6-13.2)	293	63	22%	6.5 (3.7-10.1)
5	349	75	21%	6.2 (4.2-11.4)	358	67	19%	6.4 (4.6-9.9)
6	326	81	25%	6.7 (3.6-9.7)	303	77	25%	5.7 (4.0-9.7)
7	288	73	25%	5.0 (3.5-10.8)	314	86	27%	5.8 (4.0-11.7)

* Rounds 1 and 2 contained more free text items, and items for explicit feedback on the survey.

The increased simple response rates apparent from round 2 are largely attributable to the inclusion of reminder emails sent shortly before the survey was closed, which nearly doubled responses. Response rates since have fluctuated for both groups. We do not have details of the case population to consider whether this may be related to the cases themselves, but there does not appear to be any ‘seasonal’ effect or relationship with the period covered by the survey (comparing round 2 and round 5, round 3 and round 6, and round 4 and round 7, which included cases which had concluded at comparable times of year).

The time taken to complete the survey has also fluctuated, but remains under 10 minutes for most respondents. This suggests that the length of the survey is not a deterrent to completion. Additionally, all rounds, there were very low numbers of missing responses (where respondents omitted individual questions), although some demographic items were omitted, or explicitly responded as 'Prefer not to say'. Some demographic items were removed from Round 3 onwards, in support of data minimisation principles, but some were retained despite more missing data, to provide some indicator of representation across protected characteristics.

3.2 Respondent profile

Respondents to each round reported a range of demographic characteristics, with distributions fluctuating across rounds. Without data on the full population for each round, it is impossible to say whether this reflects changing demographics within those populations, but the pragmatic view would be that any underlying response bias would be consistent across rounds.

Across all rounds, there was a mix of sex (63% of informants and 45% of registrants who responded indicated they were male), and some ethnic mix, although less for informants (of whom 85% who responded indicated they were White, compared to 62% of registrants. 25% of registrants and 7% of informants were Asian or British Asian). 28% of informants, and 9% of registrants, indicated they were disabled. Of those who indicated, 95% of informants and 98% of registrants indicated they were heterosexual, and 99% of informants and 100% of registrants that their gender was the same as their sex registered at birth. However, missing responses on these items ranged from 11 to 20%.

Most informants had raised a concern online, through the GDC website (47%) or by email (37%). Most were patients, or relatives of patients (75%), with less than 10% being dentists or dental care professional colleagues. Self-referral was also reported by a small number of respondents. Most Informants reported using other routes to raising concerns in addition to the GDC's FtP process.

Most registrants (79%) were first informed of the investigation by email (14% by phone, 4% by letter, 2% 'other').

Across all rounds, most respondents had reached the casework or case examiner stages of the process. 66% of registrants indicated they were represented in the process. 26% of registrants and 20% of informants who reached the case examiner stage indicated their case had proceeded to a hearing.

Full details of these data, by each round, including details of missing responses, are provided in the Appendix.

3.3 Longitudinal indicators

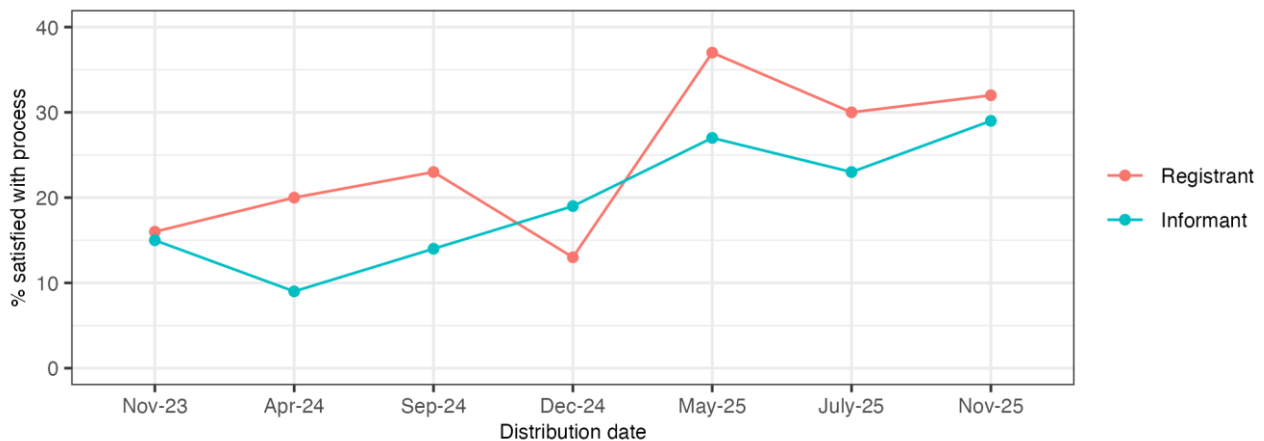
Data which indicate change over time are presented first, with a detailed breakdown of responses within the latest rounds.

3.3.1 Overall satisfaction

Overall satisfaction is derived from responses to the question 'Overall, how did you feel about the process?', with responses on a four-point scale: "Extremely dissatisfied: I felt lots could have been improved", "Moderately dissatisfied I felt several things could have been improved", "Moderately satisfied I felt very little could have been improved", "Extremely satisfied: I felt nothing could have been improved"

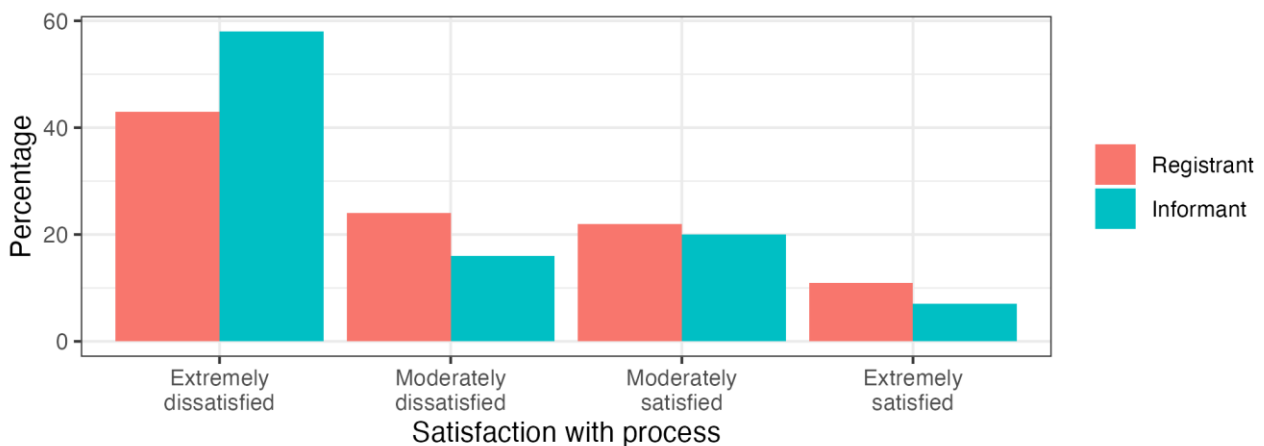
Figure 1 illustrates how the proportion of respondents indicating they were moderately or extremely satisfied varies over time. This shows an upward trend in satisfaction for both informants and registrants. The difference between the views of the two groups fluctuates, but at most time points, registrants are more satisfied.

Figure 1. Satisfaction with process: “Overall, how did you feel about the process, and how things were run?”



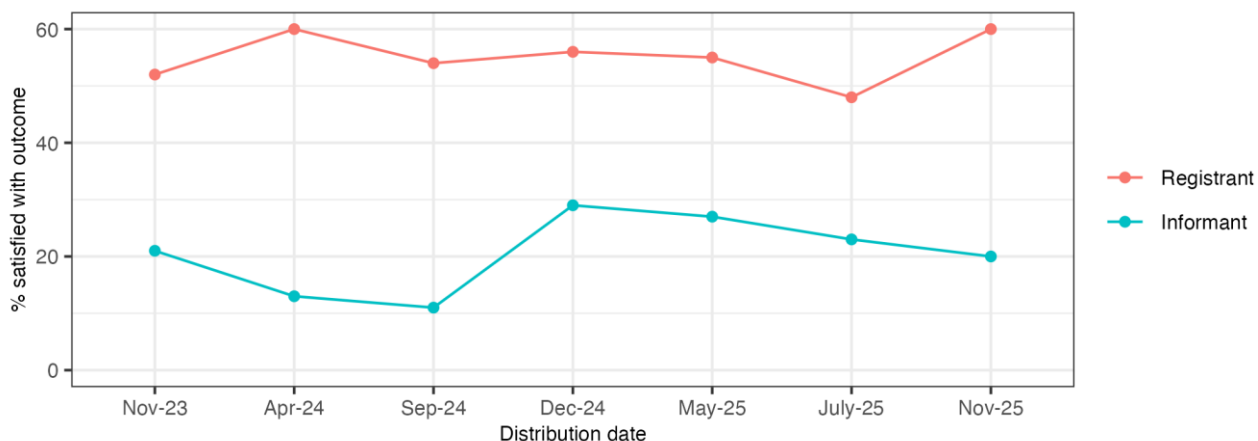
More detailed distributions of registrant and informant responses in Rounds 5 to 7 are illustrated in figure 2. Opinions were similarly distributed for the two groups, with most feeling Extremely dissatisfied (‘lots could have been improved’), and relatively few feeling Extremely satisfied (little or nothing could be improved).

Figure 2. Responses to question ‘satisfaction with process’ (percentages, rounds 5 to 7 only)



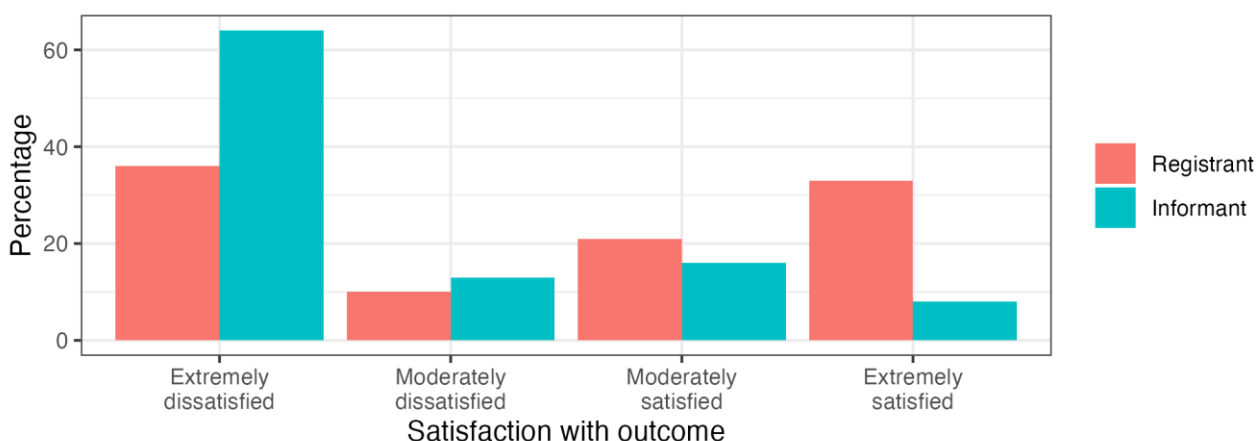
Participants were also asked their satisfaction with the outcome of their case (figure 3). This is less reliable as a longitudinal indicator, as it is likely to vary with the composition of types of case within each round, and their outcomes, which is not known. However, it is notable that these responses are relatively flat over time (as would be expected if case outcomes remain constant), and that more registrants are satisfied with the outcome of the process than informants.

Figure 3. Satisfaction with outcome: “How did you feel about the outcome of the process - the decision made following initial assessment or case investigation?”



The detailed breakdown of responses across rounds 5-7 in figure 4 shows that while informants were generally less satisfied overall, there was more polarisation among registrants, with similar proportions of extremely satisfied and extremely dissatisfied responses.

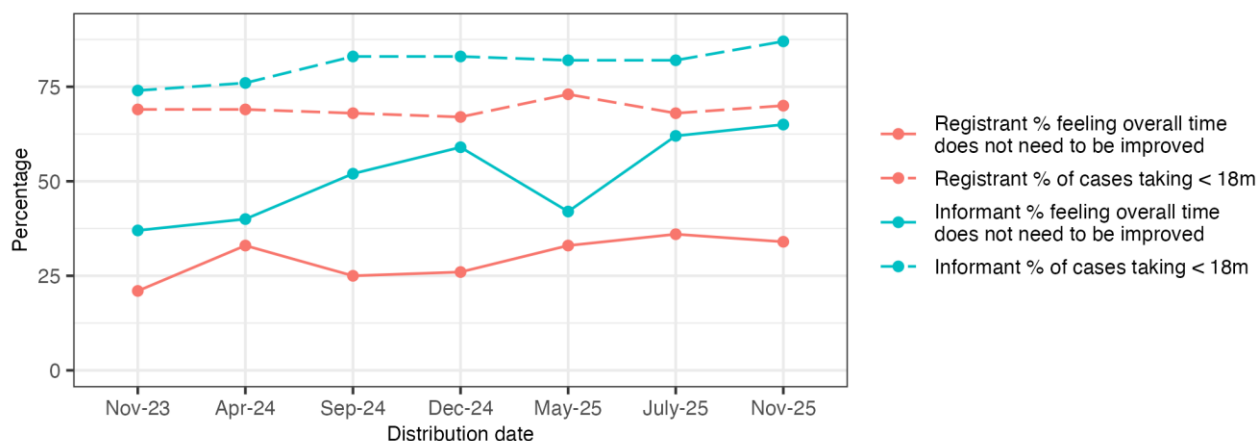
Figure 4. Respondents’ overall satisfaction with the outcome of their case (rounds 5-7 only)



3.3.2 Time to complete

A trend of overall improvement is visible in the number of cases that took less than 18 months to complete, reflecting a similar improvement in the percentage of informants seeking improvement in the overall length of time of the investigation (figure 5). Registrant figures for both measures are relatively flat and indicate longer cases and less satisfaction with the time taken. Across all rounds, more registrants (406, 71%) than informants (328, 51%) felt that the time taken could be improved.

Figure 5. Time for process to conclude



The length of time cases had taken was similar for a majority of both groups (table 3), with 57% of registrants and 62% of informants taking less than 12 months; it is only in the longer case duration categories where divergence is visible.

Table 3. Length of time cases had taken (all rounds)

	Registrant	Informant
1 month or less	35 (6.1%)	61 (9.5%)
2-6 months	186 (33%)	193 (30%)
6-12 months	102 (18%)	140 (22%)
12-18 months	71 (12%)	115 (18%)
More than 18 months	176 (31%)	128 (20%)
Missing	0	8 (1.2%)

Figure 6 plots the length of time taken by the stage cases had reached. This indicates that registrants reported waiting longer for case examiner cases to complete than informants, but that a larger proportion of their cases which completed at the casework stage were completed in less than 12 months. The case examiner stage was mostly completed within 6 months.

Figure 6. Length of time for different stages to complete, for registrants and informants (all rounds, only where stage of case was reported)

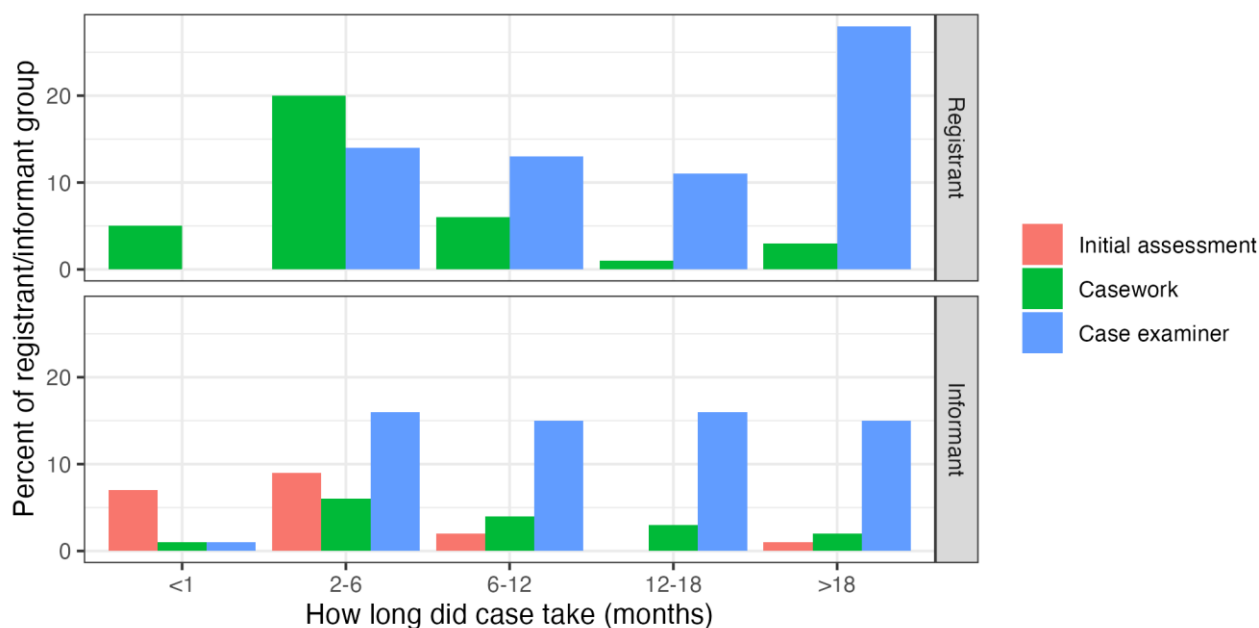
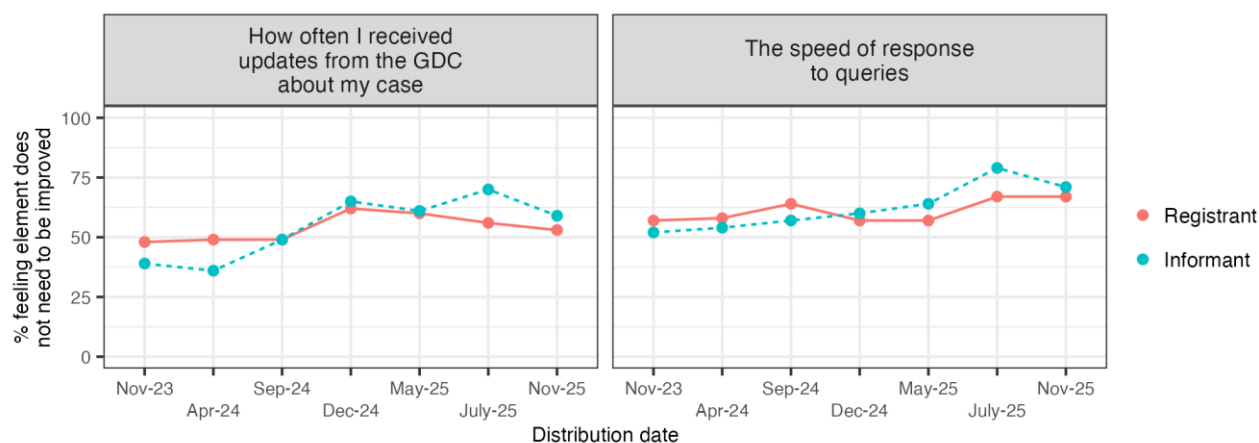


Figure includes only those who indicated which stage their case had reached – excludes ‘Don’t know’ and ‘Prefer not to say’.

3.4 Satisfaction with elements of process

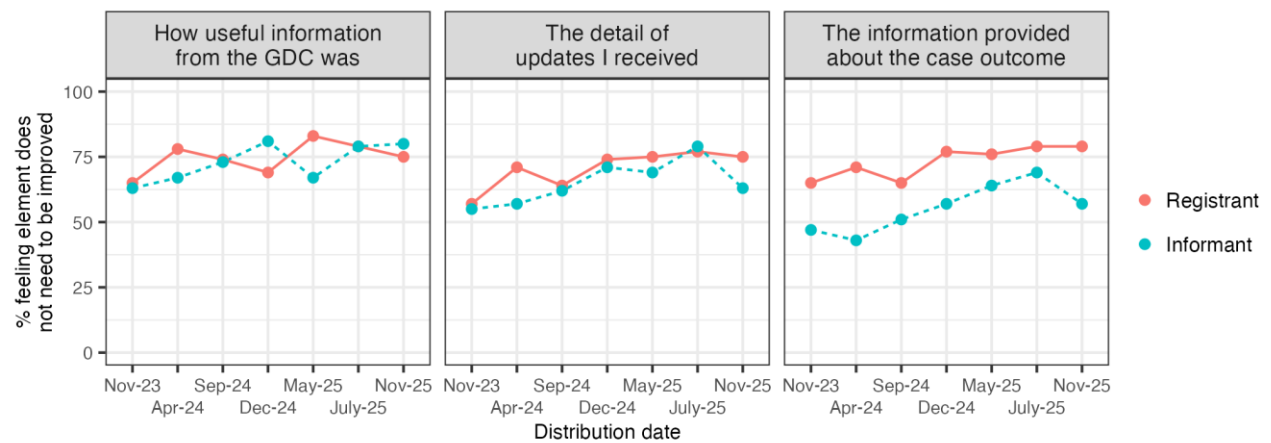
Participants who had indicated dissatisfaction were asked to select which of several specific aspects of the process they felt could be improved. Figures 7-9 illustrate the proportions of respondents indicating no improvements could be made on these elements (so higher percentages indicate more satisfaction). These are grouped to reflect perceptions of timing of communication, content of communication, and overall perceptions of process. (‘The overall length of time of the investigation’ is plotted in figure 5 above).

Figure 7. Perceptions of timing of process and communication



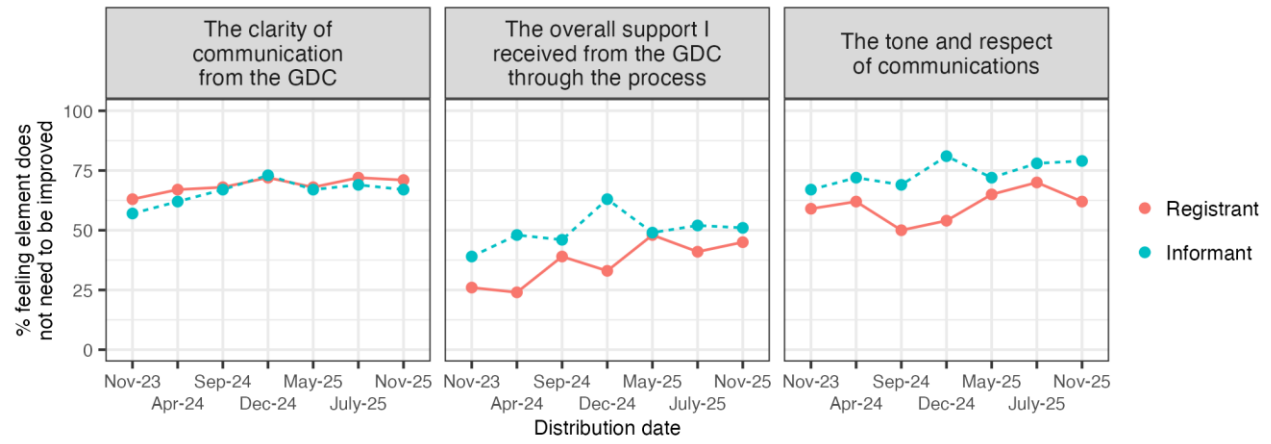
Improvement is visible in the percentage of respondents seeking improvement in the frequency of updates, and the speed of response to queries. There are no consistent differences between groups.

Figure 8. Improvement required in content of communication



Groups were similarly satisfied with the information provided by the GDC, and the detail of updates. Registrants were slightly more satisfied with the information provided about outcomes. There is some improvement over time evident.

Figure 9. Improvement required in overall communication and support



Satisfaction with clarity and tone of communication is stable, but there is a positive trend in relation to overall support, with informants more satisfied with overall support and tone of communication.

Table 4 summarises the frequencies of responses to these items from each group (rounds 5-7 only). The priorities of the two groups appear to be similar, with the length of time of the investigation being the most important for registrants and informants. The largest differences were in relation to the overall time taken, the speed of responses, and the tone of communication (selected by more registrants) and information about detail of updates, and information about case outcomes (selected by more informants).

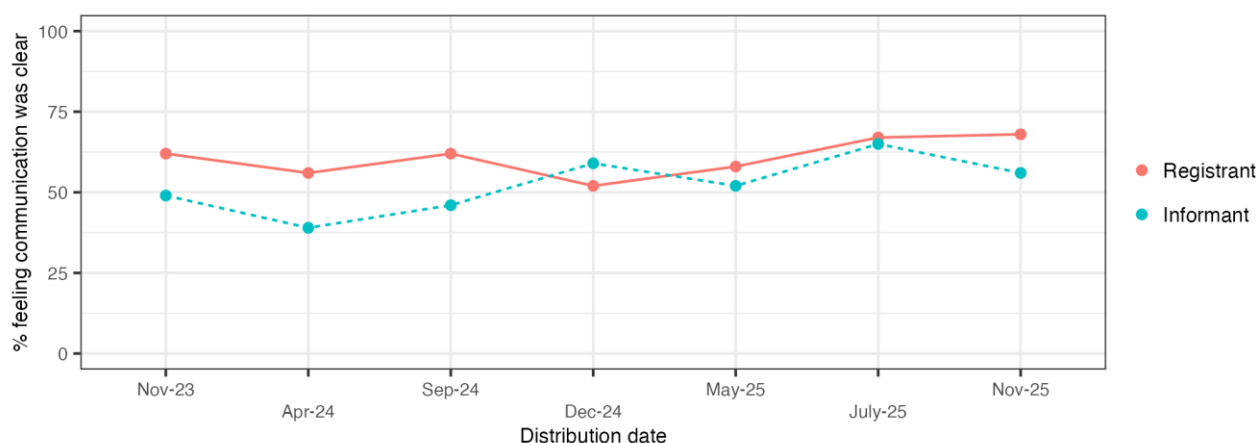
Table 4. Frequencies of registrants and informants indicating improvements could be made in different elements (rounds 5-7 only).

	Registrant (n=341)	Informant (n=415)
How often I received updates from the GDC about my case	100 (44%)	84 (37%)
The detail of updates I received	56 (24%)	69 (30%)
The speed of response to queries	83 (36%)	65 (28%)
The information provided about the case outcome	50 (22%)	85 (37%)
The overall length of time of the investigation	150 (66%)	98 (43%)
The tone and respect of communications	78 (34%)	54 (23%)
The clarity of communication from the GDC	68 (30%)	74 (32%)
The overall support I received from the GDC through the process	127 (55%)	113 (49%)
How useful information from the GDC was	48 (21%)	55 (24%)

3.4.1 Communication and engagement with process

Informants and registrants were all asked about the clarity of the initial communication from the GDC. The percentage of respondents in each round who felt communication was clear is plotted in figure 10. This shows that the figures for both groups fluctuate, with any trends being minimal. Large minorities of both groups felt that initial communication was unclear (38% of registrants, 48% of informants, across all rounds).

Figure 10. Percentage of respondents who found initial communication from the GDC to be clear



Informants were also asked about their own initial contact with the GDC. Figure 11 illustrates the proportion of informants who felt it was easy to raise a concern, and figure 12 those who were satisfied with the initial response they received from the GDC. Both fluctuate, but ease of communication from informant to GDC appears to be more positively regarded than the information received from the GDC. Across all rounds, most informants found it very or somewhat easy to raise a concern (63%), but this leaves substantial numbers (37%) who found it somewhat or very difficult. Most informants (60%) were also dissatisfied with the initial response from the GDC. Higher satisfaction was significantly associated with both higher perceived clarity of the initial communication and perceived ease of raising a concern.¹

¹ Fisher's exact test was significant $p < 0.0001$ for both.

Figure 11. Percentage of informants who felt it was easy to raise a concern

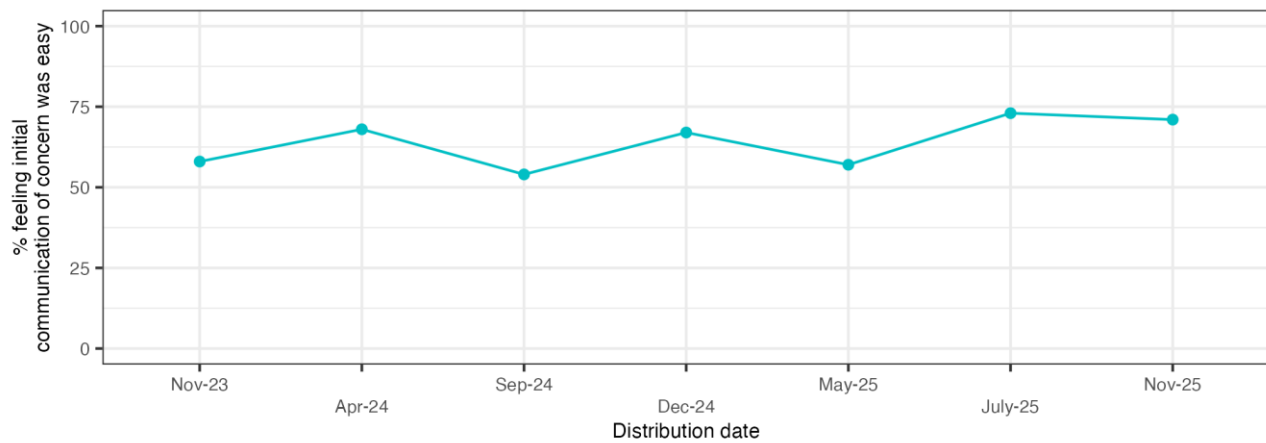
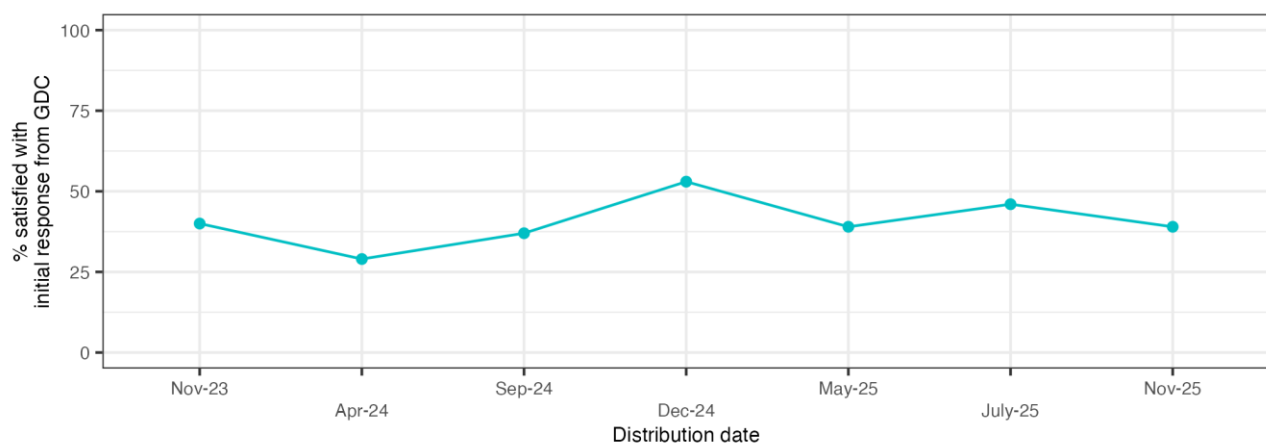


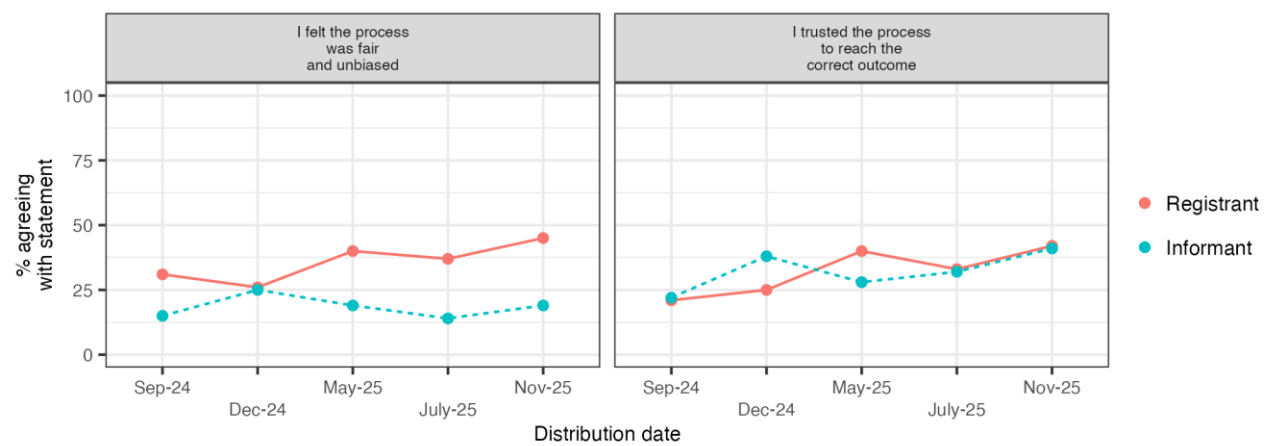
Figure 12. Percentage of informants who were satisfied with initial response from the GDC



3.5 Attitudes towards the process

Items were added in round 3 to measure respondents' trust in the process, and perceptions of its fairness and proportionality. Informants were also asked if they felt their concern had been taken seriously. All these measures tended towards disagreement, with the most frequent response at the lower end of the scale, although registrants also showed a smaller peak at the upper end of the scale, indicating a split in opinions. Due to these distributions, further analysis dichotomised these measures into 'agree' (scores of 4 or 5) or 'disagree' (scores of 1, 2 or 3; while the scale midpoint is neutral, it is coded cautiously). Figure 13 and figure 14 show how this varies over time. Registrant responses indicate an increase in feeling the process was fair, while the trend is flat for informants. Both groups indicate an upward trend in trusting the process to reach the correct outcome.

Figure 13. Perceptions of trust



There is also a similar upward trend in registrants' views of whether their case was treated appropriately and proportionately. Informant views seem to have a flatter trend.

Figure 14. Perceptions of appropriate treatment

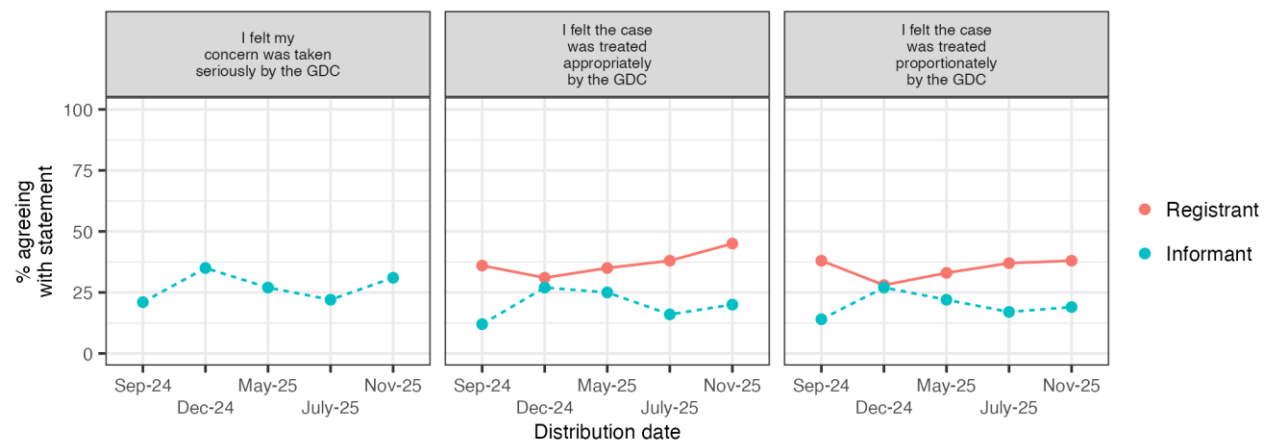


Table 5 summarises the responses to these items for rounds 5-7 only. Fewer than half of informants and registrants were positive about each of these items. The proportion of registrants being more positive was significantly larger for all measures except for trust in the process. Informants were also asked whether they felt that their concern was taking seriously, and while still a minority, a greater proportion agreed with this statement than with the 'appropriately' and 'proportionately' items.

Table 5. Summary statistics for trust, fairness and proportionality items (rounds 5-7 only)

Item	Number (%) of registrants agreeing with statement	Number (%) of informants agreeing with statement	Difference between groups
I trusted the process to reach the correct outcome.	88 (38%)	79 (34%)	Non-significant
I felt the process was fair and unbiased.	93 (41%)	40 (17%)	Significant (Chi-square = 26.931, df = 1, p < 0.0001)
I felt the case was treated appropriately by the GDC.	90 (39%)	46 (20%)	Significant (Chi-square = 18.375, df = 1, p < 0.0001)
I felt the case was treated proportionately by the GDC.	83 (36%)	44 (19%)	Significant (Chi-square = 14.698, df = 1, p = 0.0001)
I felt my concern was taken seriously by the GDC. (Informants only).	NA	62 (27%)	NA

Responses given on a five-point scale where 1=Completely disagree and 5=Completely agree. Proportions reflect those indicating 'Moderately agree' or 'Completely agree'.

3.6 Influences on satisfaction with the process

The main objective of the survey is to assess satisfaction with the FtP process. To understand what may influence that satisfaction, and so identify areas which may be targeted for improvement, logistic regression analysis was carried out to see which variables were associated with satisfaction with the process. This analysis indicates whether a change or difference in a selected variable changes the likelihood of being satisfied with the process, controlling for all other variables in the model.

Variables considered were:

- Respondent demographics (sex, age group, disability and ethnic group, excluding 'Prefer not to say').
- Aspects of the process identified as in need of improvement (those presented in table 4).
- The reported length of the case.
- Satisfaction with the outcome.
- Perceptions of the process (the dichotomised, high-low, variables as presented in table 5).

Only variables which significantly contribute to the fit of each model are reported.

This analysis includes only data from rounds 3-7, which included the items measuring perceptions of the process. Separate analyses were carried out for registrants and informants. Factors shaping the experience of the two groups could not be assumed to be similar, and informants were also asked the additional question 'I felt my concern was taken seriously by the GDC'.

Table 6 summarises the significant relationships identified in each analysis – that is, those which are unlikely to be present by chance. The 'coefficients' column represents the 'odds ratio'; if the figure is higher than 1, it means the likelihood of an individual being satisfied with the process increases with the variable. If it is lower than 1, the likelihood decreases.

So, the coefficient of 6.97 for 'I felt the process was fair and unbiased' for registrants indicates that those who agreed with this statement were nearly 7 times more likely to be satisfied with the process. Conversely, the odds ratio of 0.40 for 'Improve the time taken' means that those who indicated they felt the time taken should be improved were less than half as likely to be satisfied with the process.

Table 6. Variables with a significant association with respondents' satisfaction with the FtP process

Informants	
	Odds ratio
I felt the case was treated proportionately by the GDC.*	3.26
I felt the case was taken seriously by the GDC.*	5.13
Improve the speed of response to queries.**	0.22
Improve the overall support provided by the GDC. **	0.24
Satisfaction with the outcome of the case.*	4.02

Registrants	
	Odds ratio
I felt the process was fair and unbiased.*	6.97
I felt the case was treated appropriately by the GDC.*	4.52
Improve the time taken. **	0.40
Improve the tone and respect of communications. **	0.21
Improve the overall support provided by the GDC. **	0.44
Satisfaction with the outcome of the case.*	6.74

* Comparison between those who agreed and who did not.

** Comparison between those who felt element needed improving, compared to those who didn't.

These results suggest that for both informants and registrants, satisfaction with the outcome of the case is significantly related to their satisfaction with the process. Elements identified as needing improvement which are associated with satisfaction with the process are, for all respondents the overall support received, while for informants the speed of response to queries, and for registrants the overall length of time of the investigation and the tone and respect of communications are associated with satisfaction. Perceptions of the process such as its fairness and proportionality were also associated with satisfaction. There is no association between reported sex, ethnic group or age and satisfaction.

3.7 Free text data

Across rounds 5-7 of data collection, 65% of registrants, and 76% of informants, provided free text responses. Content analysis of all free text responses in rounds 1-4 developed a number of descriptive categories which were used to summarise responses. Free text responses in rounds 5-7 were considered against the same categories, and while most could be coded against these descriptors, indicating consistency in the type of opinions expressed, there were some statements relating to the outcomes of investigations, and more explicitly to wellbeing, which suggested a specific code may have captured more.

While free text responses in some cases elaborated problems and challenges, they were often generic and lacked actionable insights. However, the comments indicating a desire to see impact from such feedback, and to have communication or evidence that it is being acted on, do seem to provide an opportunity for action. Conversely, others relitigated specific complaints, in many instances identifying individuals or practices.

Some key concerns apparent in earlier rounds– the time taken, the clarity and frequency of communication, and perceptions of proportionality and bias –were either already present in the survey (e.g. length of case) or added as scale items in later rounds (e.g. perception of bias).

Table 7. Description of codes in content analysis of free text items

Code	Code description
Generic negative	Comments about negative experiences or attitudes, giving little detail.
Generic positive	Comments about positive experiences, giving little detail.
Length of case	Comments focusing on the length of the process
Outcome	Comments concerning satisfaction or frustration with the outcome of the process. These often overlapped with comments about proportionality or fairness.
Communication	References to the frequency or content of communication from the GDC
Tone or attitude	References to the tone of communication from the GMC, or the attitude inferred by recipients
Fairness/bias	Comments on perceived fairness of the process.
Accessibility	References to the accessibility of systems or information, both in relation to technology and EDI concerns.
Proportionality	Comments on the perceived proportionality of cases.
Case-specific	Details of specific cases, rather than perceptions of the process. Some included personal details, or reiteration of allegations against individuals.
Taking seriously	Statements from informants about the perception their complaints were not treated seriously.
Support	References to support received from the GDC by respondents.
Wellbeing	Comments explicitly identify actual or potential risks to wellbeing from involvement in the process.

4 Discussion

4.1 Key points from analysis

Longitudinal indicators suggest some improvement in measures relating to the time taken by investigations, aspects of communication, and perceptions of the process. These trends are not pronounced, and there is fluctuation in most measures, but there does appear to be improvement in most of these measures for cases reaching a decision from June 2024 to September 2025.

Despite these trends, less than half of respondents across both registrants and informants trust the process, or see it as fair, appropriate and proportionate. The time taken by the process, and the overall support provided by the GDC remain the most frequent aspects of the process which respondents felt could be improved.

Analysis of the factors associated with satisfaction with the process found that even when controlling for satisfaction with the outcome (which may be expected to bias people's recall and perceptions), aspects of communication, and perceptions of how their case was treated by the process were also influential on this overall view.

4.2 Utility of free text

Free text provides opportunity for respondents to give constructive feedback, and some do use it for this purpose. Further, allowing respondents to express dissatisfaction in their own words and expand on responses to other items may improve their engagement. However, as with earlier rounds of the survey, few responses provided clear actions, or potential actions, which the GDC could take. The utility of data in this form should be carefully considered as well as the ethical issues related to the sharing of personal data and wellbeing concerns by participants in an anonymous survey.

Analysis of free text is time-consuming, and in an operational questionnaire such as this, where the focus is quality monitoring, the ability to extract salient details quickly, and for a specific purpose, is important. Having a more focused single free text question, and a character limit on responses, has made a difference to the volume of data received in more recent rounds. A desire by some to have more opportunity to provide detail – often about specifics of their case – may indicate a need to consider other channels of communication and feedback, and signposting to existing channels to record identifiable responses which the GDC can respond to directly where necessary.

4.3 Limitations

Any conclusions drawn from the survey data must be tempered by two main limitations. Firstly, response rates mean that issues of bias in responses cannot be discounted. While 20-25% response rates are often good for online surveys, we do not know whether non-respondents simply did not receive or open the email, or chose not to complete the survey for individual reasons. It may be that respondents tend towards those with more negative experiences, but we cannot assume that.

Additionally, we cannot draw any conclusions as to whether the respondent sample represents the population of those involved in the process in terms of their demographics. Population data are not available to allow comment on whether the mix of age, sex and ethnicity are representative, or biased towards particular groups. Similarly, with no linkage to individual cases, we cannot know whether particular types of case, or outcome, are over or under-represented.

However, these caveats notwithstanding, the volume of data presents better engagement than with previous surveys, and provides indicators of potential change.

4.4 Considerations for future development

Over the period covered by this report, there has been a relatively stable, and acceptable response rate (caveats above notwithstanding). Additional rounds of data collection are planned through 2026, which will provide further data on potential trends. To maintain this longitudinal view, planned rounds will use an identical version of the questionnaire. However, this does not mean that its content should be viewed as static.

There are a number of particular considerations for further development.

Firstly, how to maintain and develop the response rate. While the current, relatively stable response rates are acceptable, to truly gauge and monitor satisfaction as part of a quality assurance and improvement process would require a larger sample. The current approach of disseminating the link by the GDC appears to have been effective, and avoids data protection risks which may arise were the dissemination to be undertaken by a third party (universities, or others).

More work with stakeholder groups may be necessary to understand what challenges to engagement and completion may exist. This could form part of work around communications and messaging to be clear how the survey fits into the FtP process, and how any feedback gained is acted upon – developing expectations that the survey will be forthcoming, reassuring on the nature of the data collected, and setting out the wider approach to improving the system. A ‘you said, we did’ model of feedback may be possible, if an action plan for response to feedback can be developed.

Secondly, to develop understanding of the representativeness of the sample. A greater understanding of respondent and non-respondent profiles may allow targeted action to support completion of the survey, as well as allowing contextualisation of findings.

Thirdly, the content of the questionnaire should be reviewed periodically. Through this development and piloting phase, the content has been based on that used in the earlier GDC FtP feedback survey. However, future use should consider how data are being used within the GDC, whether any items are not used, or informative, and whether there are any questions which could be added on an ongoing basis for

monitoring, or in response to changes within the process to shape action. Any changes should consider whether a loss of longitudinal continuity is acceptable. Any proposed changes should have a mechanism for review by information users within the GDC, and piloting and sense- and acceptability-checking by registrants and informant populations. Free text is a particularly important aspect to consider; it may provide a useful channel for respondents to share actionable suggestions, but any process needs to effectively and safely identify and extract those suggestions.

5 Conclusion

The revised questionnaire in use since 2023 provides consistent data for monitoring satisfaction with the FtP process over time, and may be used to gauge the impact of ongoing changes in the GDC's fitness to practise process and communication.

It has shown some success in achieving a higher response rate than the previous process for gaining feedback. To increase confidence in the feedback received, and be assured it reflects the wider population of those who have been through the system, action to increase engagement and response rates should be explored. This may include checking current communication materials with public and registrants, and considering how communication around the survey can be embedded throughout the FtP process. Demonstrating how feedback is used and acted upon may form an effective part of this.

Finally, content should not be viewed as static, but leveraged to provide maximum benefit to the GDC. How all data is used should be carefully considered.

Appendix

The Appendix summarises frequencies of responses to demographic and other items for each survey round. These illustrate overall consistency in respondent profiles.

Sex

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
Male	70 (48%)	18 (33%)	35 (44%)	22 (36%)	26 (35%)	32 (40%)	28 (38%)	231 (41%)	91 (56%)	59 (66%)	51 (52%)	33 (52%)	35 (52%)	48 (62%)	45 (52%)	362 (56%)
Female	67 (46%)	28 (51%)	33 (41%)	31 (51%)	44 (59%)	38 (47%)	41 (56%)	282 (49%)	50 (31%)	26 (29%)	36 (36%)	27 (43%)	25 (37%)	24 (31%)	28 (33%)	216 (33%)
Prefer not to say	8 (5.5%)	9 (16%)	10 (13%)	7 (11%)	5 (6.7%)	11 (14%)	4 (5.5%)	54 (9.5%)	19 (12%)	5 (5.6%)	12 (12%)	3 (4.8%)	6 (9.0%)	4 (5.2%)	11 (13%)	60 (9.3%)
Unknown	0	0	2 (2.5%)	1 (1.6%)	0	0	0	3 (0.5%)	3 (1.8%)	0	0	0	1 (1.5%)	1 (1.3%)	2 (2.3%)	7 (1.1%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Age group

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
16-24	1 (0.7%)	0	2 (2.5%)	1 (1.6%)	0	0	0	4 (0.7%)	4 (2.5%)	0	0	1 (1.6%)	2 (3.0%)	1 (1.3%)	1 (1.2%)	9 (1.4%)
25-34	18 (12%)	9 (16%)	12 (15%)	5 (8.2%)	10 (13%)	7 (8.6%)	8 (11%)	69 (12%)	9 (5.5%)	7 (7.8%)	4 (4.0%)	2 (3.2%)	4 (6.0%)	2 (2.6%)	4 (4.7%)	32 (5.0%)
35-44	45 (31%)	19 (35%)	22 (28%)	7 (11%)	17 (23%)	18 (22%)	17 (23%)	145 (25%)	19 (12%)	14 (16%)	18 (18%)	9 (14%)	11 (16%)	12 (16%)	16 (19%)	99 (15%)
45-54	31 (21%)	10 (18%)	18 (23%)	20 (33%)	17 (23%)	20 (25%)	25 (34%)	141 (25%)	38 (23%)	25 (28%)	21 (21%)	16 (25%)	14 (21%)	12 (16%)	12 (14%)	138 (21%)
55-64	30 (21%)	9 (16%)	9 (11%)	12 (20%)	19 (25%)	19 (23%)	14 (19%)	112 (20%)	32 (20%)	22 (24%)	22 (22%)	14 (22%)	12 (18%)	28 (36%)	16 (19%)	146 (23%)
65 or over	12 (8.3%)	3 (5.5%)	8 (10%)	6 (9.8%)	8 (11%)	9 (11%)	4 (5.5%)	50 (8.8%)	41 (25%)	15 (17%)	19 (19%)	16 (25%)	19 (28%)	16 (21%)	23 (27%)	149 (23%)
Prefer not to say	8 (5.5%)	4 (7.3%)	8 (10%)	9 (15%)	4 (5.3%)	8 (9.9%)	5 (6.8%)	46 (8.1%)	19 (12%)	7 (7.8%)	14 (14%)	5 (7.9%)	4 (6.0%)	5 (6.5%)	12 (14%)	66 (10%)
Unknown	0	1 (1.8%)	1 (1.3%)	1 (1.6%)	0	0	0	3 (0.5%)	1 (0.6%)	0	1 (1.0%)	0	1 (1.5%)	1 (1.3%)	2 (2.3%)	6 (0.9%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Ethnic group

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
White	82 (57%)	27 (49%)	36 (45%)	28 (46%)	37 (49%)	41 (51%)	37 (51%)	288 (51%)	116 (71%)	59 (66%)	64 (65%)	48 (76%)	40 (60%)	55 (71%)	55 (64%)	437 (68%)
Mixed/ Multiple	3 (2.1%)	1 (1.8%)	0	2 (3.3%)	5 (6.7%)	1 (1.2%)	0	12 (2.1%)	2 (1.2%)	2 (2.2%)	4 (4.0%)	1 (1.6%)	5 (7.5%)	1 (1.3%)	1 (1.2%)	16 (2.5%)
Asian/Asian British	28 (19%)	12 (22%)	20 (25%)	10 (16%)	9 (12%)	17 (21%)	18 (25%)	114 (20%)	10 (6.1%)	2 (2.2%)	9 (9.1%)	3 (4.8%)	7 (10%)	2 (2.6%)	3 (3.5%)	36 (5.6%)
Black/Black British	5 (3.4%)	0	3 (3.8%)	1 (1.6%)	2 (2.7%)	2 (2.5%)	6 (8.2%)	19 (3.3%)	1 (0.6%)	3 (3.3%)	2 (2.0%)	1 (1.6%)	1 (1.5%)	2 (2.6%)	2 (2.3%)	12 (1.9%)
Other ethnic group	4 (2.8%)	2 (3.6%)	4 (5.0%)	6 (9.8%)	8 (11%)	1 (1.2%)	3 (4.1%)	28 (4.9%)	1 (0.6%)	3 (3.3%)	1 (1.0%)	1 (1.6%)	1 (1.5%)	2 (2.6%)	2 (2.3%)	11 (1.7%)
Prefer not to say	22 (15%)	13 (24%)	17 (21%)	13 (21%)	12 (16%)	19 (23%)	8 (11%)	104 (18%)	29 (18%)	20 (22%)	18 (18%)	7 (11%)	11 (16%)	14 (18%)	20 (23%)	119 (18%)
Unknown	1 (0.7%)	0	0	1 (1.6%)	2 (2.7%)	0	1 (1.4%)	5 (0.9%)	4 (2.5%)	1 (1.1%)	1 (1.0%)	2 (3.2%)	2 (3.0%)	1 (1.3%)	3 (3.5%)	14 (2.2%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Disability

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
Disabled	5 (3.4%)	6 (11%)	5 (6.3%)	5 (8.2%)	8 (11%)	10 (12%)	7 (9.6%)	46 (8.1%)	31 (19%)	28 (31%)	21 (21%)	17 (27%)	17 (25%)	22 (29%)	18 (21%)	154 (24%)
Not disabled	129 (89%)	44 (80%)	65 (81%)	48 (79%)	65 (87%)	65 (80%)	62 (85%)	478 (84%)	106 (65%)	55 (61%)	62 (63%)	36 (57%)	40 (60%)	46 (60%)	47 (55%)	392 (61%)
Prefer not to say	10 (6.9%)	5 (9.1%)	9 (11%)	7 (11%)	2 (2.7%)	6 (7.4%)	4 (5.5%)	43 (7.5%)	22 (13%)	7 (7.8%)	15 (15%)	9 (14%)	9 (13%)	7 (9.1%)	19 (22%)	88 (14%)
Unknown	1 (0.7%)	0	1 (1.3%)	1 (1.6%)	0	0	0	3 (0.5%)	4 (2.5%)	0	1 (1.0%)	1 (1.6%)	1 (1.5%)	2 (2.6%)	2 (2.3%)	11 (1.7%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Religion

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
No religion	44 (30%)	9 (16%)	16 (20%)	11 (18%)	22 (29%)	19 (23%)	13 (18%)	134 (24%)	52 (32%)	28 (31%)	31 (31%)	26 (41%)	22 (33%)	17 (22%)	22 (26%)	198 (31%)
Christian	49 (34%)	17 (31%)	29 (36%)	19 (31%)	21 (28%)	28 (35%)	28 (38%)	191 (34%)	58 (36%)	34 (38%)	39 (39%)	24 (38%)	23 (34%)	33 (43%)	29 (34%)	240 (37%)
Buddhist	0 (0.7%)	0 (1.8%)	1 (1.3%)	1 (1.6%)	0 (1.3%)	1 (1.2%)	1 (1.4%)	4 (0.7%)	0	0	1 (1.0%)	0	0	1 (1.3%)	1 (1.2%)	3 (0.5%)
Hindu	10 (6.9%)	5 (9.1%)	5 (6.3%)	3 (4.9%)	3 (4.0%)	10 (12%)	5 (6.8%)	41 (7.2%)	4 (2.5%)	0	3 (3.0%)	0	3 (4.5%)	1 (1.3%)	1 (1.2%)	12 (1.9%)
Jewish	1 (0.7%)	1 (1.8%)	0	2 (3.3%)	1 (1.3%)	0	0	5 (0.9%)	0	2 (2.2%)	0	1 (1.6%)	1 (1.5%)	0	0	4 (0.6%)
Muslim	13 (9.0%)	6 (11%)	6 (7.5%)	7 (11%)	9 (12%)	6 (7.4%)	11 (15%)	58 (10%)	5 (3.1%)	3 (3.3%)	3 (3.0%)	0	1 (1.5%)	3 (3.9%)	2 (2.3%)	17 (2.6%)
Sikh	2 (1.4%)	3 (5.5%)	4 (5.0%)	0	0	0	0	9 (1.6%)	1 (0.6%)	0	1 (1.0%)	1 (1.6%)	2 (3.0%)	0	0	5 (0.8%)
Any other religion	0	0	0	0	2 (2.7%)	2 (2.5%)	0	4 (0.7%)	4 (2.5%)	0	0	1 (1.6%)	0	3 (3.9%)	1 (1.2%)	9 (1.4%)
Prefer not to say	26 (18%)	14 (25%)	19 (24%)	17 (28%)	17 (23%)	15 (19%)	14 (19%)	122 (21%)	35 (21%)	21 (23%)	20 (20%)	9 (14%)	13 (19%)	18 (23%)	28 (33%)	144 (22%)
Unknown	0	0	0	1 (1.6%)	0	0	1 (1.4%)	2 (0.4%)	4 (2.5%)	2 (2.2%)	1 (1.0%)	1 (1.6%)	2 (3.0%)	1 (1.3%)	2 (2.3%)	13 (2.0%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Sexual orientation

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
Straight	124 (86%)	43 (78%)	63 (79%)	45 (74%)	60 (80%)	70 (86%)	62 (85%)	467 (82%)	122 (75%)	63 (70%)	70 (71%)	52 (83%)	48 (72%)	58 (75%)	60 (70%)	473 (73%)
Gay/ Lesbian	1 (0.7%)	0 (3.8%)	3 (1.6%)	1 (1.6%)	0	0	2 (2.7%)	7 (1.2%)	1 (0.6%)	5 (5.6%)	4 (4.0%)	0	0	1 (1.3%)	1 (1.2%)	12 (1.9%)
Bisexual	1 (0.7%)	0 (1.3%)	1 (1.6%)	1 (1.6%)	0	1 (1.2%)	0	4 (0.7%)	1 (0.6%)	1 (1.1%)	2 (2.0%)	0	1 (1.5%)	1 (1.3%)	1 (1.2%)	7 (1.1%)
Other	0	0	0	0	0	0	0	0	0	0	3 (3.0%)	1 (1.6%)	1 (1.5%)	1 (1.3%)	0	6 (0.9%)
Prefer not to say	18 (12%)	11 (20%)	13 (16%)	12 (20%)	14 (19%)	10 (12%)	9 (12%)	87 (15%)	33 (20%)	18 (20%)	17 (17%)	8 (13%)	14 (21%)	15 (19%)	22 (26%)	127 (20%)
Unknown	1 (0.7%)	1 (1.8%)	0	2 (3.3%)	1 (1.3%)	0	0	5 (0.9%)	6 (3.7%)	3 (3.3%)	3 (3.0%)	2 (3.2%)	3 (4.5%)	1 (1.3%)	2 (2.3%)	20 (3.1%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Gender identity

	Registrants								Informants							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
Same as assigned at birth	133 (92%)	47 (85%)	69 (86%)	52 (85%)	70 (93%)	72 (89%)	68 (93%)	511 (90%)	138 (85%)	80 (89%)	84 (85%)	58 (92%)	53 (79%)	70 (91%)	70 (81%)	553 (86%)
Different to assigned at birth	0	0	0	0	0	1 (1.2%)	0	1 (0.2%)	1 (0.6%)	1 (1.1%)	0	0	1 (1.5%)	0	0	3 (0.5%)
Prefer not to say	8 (5.5%)	7 (13%)	9 (11%)	7 (11%)	5 (6.7%)	7 (8.6%)	5 (6.8%)	48 (8.4%)	18 (11%)	7 (7.8%)	12 (12%)	5 (7.9%)	9 (13%)	4 (5.2%)	13 (15%)	68 (11%)
Unknown	4 (2.8%)	1 (1.8%)	2 (2.5%)	2 (3.3%)	0	1 (1.2%)	0	10 (1.8%)	6 (3.7%)	2 (2.2%)	3 (3.0%)	0	4 (6.0%)	3 (3.9%)	3 (3.5%)	21 (3.3%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Marital status

	Registrant			Informant		
	Nov-23	Apr-24	Total	Nov-23	Apr-24	Total
Never married	23 (16%)	7 (13%)	30 (5.3%)	24 (15%)	14 (16%)	38 (5.9%)
Married	87 (60%)	37 (67%)	124 (22%)	69 (42%)	29 (32%)	98 (15%)
Civil partnership	1 (0.7%)	0	1 (0.2%)	2 (1.2%)	0	2 (0.3%)
Separated- married	4 (2.8%)	0	4 (0.7%)	3 (1.8%)	2 (2.2%)	5 (0.8%)
Separated- civil partnership	0	0	0	0	0	0
Divorced	11 (7.6%)	1 (1.8%)	12 (2.1%)	15 (9.2%)	14 (16%)	29 (4.5%)
Formerly civil partnership	0	0	0	1 (0.6%)	0	1 (0.2%)
Widowed	3 (2.1%)	0	3 (0.5%)	8 (4.9%)	2 (2.2%)	10 (1.6%)
Surviving civil partnership	0	0	0	0	0	0
Prefer not to say	16 (11%)	10 (18%)	26 (4.6%)	38 (23%)	27 (30%)	65 (10%)
Unknown	0	0	370 (65%)	3 (1.8%)	2 (2.2%)	397 (62%)
Total	145 (100%)	55 (100%)	570 (100%)	163 (100%)	90 (100%)	645 (100%)

Married to

	Registrant			Informant		
	Nov-23	Apr-24	Total	Nov-23	Apr-24	Total
Opposite sex	93 (64%)	34 (62%)	127 (22%)	92 (56%)	37 (41%)	129 (20%)
Same sex	8 (5.5%)	0	8 (1.4%)	2 (1.2%)	4 (4.4%)	6 (0.9%)
Prefer not to say	3 (2.1%)	4 (7.3%)	7 (1.2%)	1 (0.6%)	2 (2.2%)	3 (0.5%)
Unknown	41 (28%)	17 (31%)	428 (75%)	68 (42%)	47 (52%)	507 (79%)
Total	145 (100%)	55 (100%)	570 (100%)	163 (100%)	90 (100%)	645 (100%)

Progress of cases

	Registrant								Informant							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
Initial assessment	NA	NA	NA	NA	NA	NA	NA	NA	16 (9.8%)	12 (13%)	15 (15%)	10 (16%)	14 (21%)	10 (13%)	18 (21%)	95 (15%)
Casework	43 (30%)	23 (42%)	27 (34%)	13 (21%)	18 (24%)	23 (28%)	18 (25%)	165 (29%)	29 (18%)	12 (13%)	9 (9.1%)	7 (11%)	7 (10%)	12 (16%)	10 (12%)	86 (13%)
Case examiner	87 (60%)	25 (45%)	41 (51%)	40 (66%)	44 (59%)	46 (57%)	38 (52%)	321 (56%)	78 (48%)	46 (51%)	48 (48%)	33 (52%)	25 (37%)	39 (51%)	34 (40%)	303 (47%)
Do not know	10 (6.9%)	4 (7.3%)	5 (6.3%)	5 (8.2%)	5 (6.7%)	8 (9.9%)	9 (12%)	46 (8.1%)	33 (20%)	17 (19%)	23 (23%)	12 (19%)	16 (24%)	13 (17%)	22 (26%)	136 (21%)
Prefer not to say	4 (2.8%)	1 (1.8%)	7 (8.8%)	3 (4.9%)	8 (11%)	4 (4.9%)	5 (6.8%)	32 (5.6%)	7 (4.3%)	1 (1.1%)	4 (4.0%)	1 (1.6%)	4 (6.0%)	3 (3.9%)	2 (2.3%)	22 (3.4%)
Unknown	1 (0.7%)	2 (3.6%)	0	0	0	0	3 (4.1%)	6 (1.1%)	0	2 (2.2%)	0	0	1 (1.5%)	0	0	3 (0.5%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)

Time taken to complete investigation

	Registrant								Informant							
	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
1 month or less	2 (1.4%)	6 (11%)	4 (5.0%)	6 (9.8%)	7 (9.3%)	3 (3.7%)	7 (9.6%)	35 (6.1%)	4 (2.5%)	4 (4.4%)	8 (8.1%)	10 (16%)	11 (16%)	10 (13%)	14 (16%)	61 (9.5%)
2-6 months	37 (26%)	21 (38%)	31 (39%)	16 (26%)	25 (33%)	29 (36%)	27 (37%)	186 (33%)	37 (23%)	28 (31%)	38 (38%)	20 (32%)	21 (31%)	20 (26%)	29 (34%)	193 (30%)
6-12 months	37 (26%)	5 (9.1%)	12 (15%)	13 (21%)	15 (20%)	14 (17%)	6 (8.2%)	102 (18%)	41 (25%)	19 (21%)	23 (23%)	11 (17%)	10 (15%)	16 (21%)	20 (23%)	140 (22%)
12-18 months	24 (17%)	6 (11%)	7 (8.8%)	6 (9.8%)	8 (11%)	9 (11%)	11 (15%)	71 (12%)	38 (23%)	17 (19%)	12 (12%)	11 (17%)	13 (19%)	15 (19%)	9 (10%)	115 (18%)
More than 18 months	45 (31%)	17 (31%)	26 (33%)	20 (33%)	20 (27%)	26 (32%)	22 (30%)	176 (31%)	42 (26%)	22 (24%)	17 (17%)	11 (17%)	12 (18%)	13 (17%)	11 (13%)	128 (20%)
Total	145 (100%)	55 (100%)	80 (100%)	61 (100%)	75 (100%)	81 (100%)	73 (100%)	570 (100%)	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)
Unknown									1 (0.6%)	0	1 (1.0%)	0	0	3 (3.9%)	3 (3.5%)	8 (1.2%)

Informant relationship with registrant about whom they have raised a concern

	Nov-23	Apr-24	Sep-24	Dec-24	May-25	July-25	Nov-25	Total
Patient	123 (75%)	66 (73%)	74 (75%)	44 (70%)	53 (79%)	58 (75%)	65 (76%)	483 (75%)
Dentist colleague	8 (4.9%)	2 (2.2%)	7 (7.1%)	3 (4.8%)	3 (4.5%)	5 (6.5%)	8 (9.3%)	36 (5.6%)
DCP colleague	7 (4.3%)	3 (3.3%)	1 (1.0%)	1 (1.6%)	0 (0%)	5 (6.5%)	1 (1.2%)	18 (2.8%)
Employer	6 (3.7%)	3 (3.3%)	0 (0%)	3 (4.8%)	3 (4.5%)	1 (1.3%)	2 (2.3%)	18 (2.8%)
Other	19 (12%)	16 (18%)	16 (16%)	12 (19%)	8 (12%)	7 (9.1%)	10 (12%)	88 (14%)
Unknown	0 (0%)	0 (0%)	1 (1.0%)	0 (0%)	0 (0%)	1 (1.3%)	0 (0%)	2 (0.3%)
Total	163 (100%)	90 (100%)	99 (100%)	63 (100%)	67 (100%)	77 (100%)	86 (100%)	645 (100%)