

General Dental Council Annual Survey of Registrants 2013

Topline Results

- This document details the topline results from the GDC's Annual Survey of Registrants 2013, conducted by Enventure Research
- The survey was emailed to a representative sample of 22,004 registrants, drawn from the GDC register. This included a booster sample of 4,702 DCP registrants who were added to increase the response from these professional groups
- 3,611 registrants took part in the survey between 19 November and 31 December 2013 - a response rate of 16.4%
- Where possible, results have been compared to the previous Annual Surveys from 2012 and 2011
- All data has been weighted to ensure it is representative of the entire GDC registrant population in terms of gender, age, registrant type and country
- Percentages may not add up to 100%. This may be due to respondents being able to provide more than one response to a question or rounding
- 0% indicates a percentage of less than 0.5% but greater than zero
- As the online survey was undertaken with a sample of registrants, and not the entire population (approx. 102,800 registrants), all results are subject to sampling tolerances. For example, when interpreting the results to a survey question which all respondents answered, where 50% of registrants in the sample responded with a particular answer, there is a 95% chance that this result would not vary by more than +/- 1.6 percentage points had the result been obtained from the entire registrant population
- Where not all survey respondents have answered a question, as not all questions were relevant to all respondents, the sample size is sometimes smaller. The smaller the sample size, the less reliable the result tends to be. Examples are shown in the table below

Question	Sample size	Sampling tolerance
Q8 – Would you say you are optimistic or pessimistic about the future of your profession over the next two years?	3,611 (all respondents)	+/- 1.6%
Q9 – What areas do you feel optimistic about?	1,320 (respondents who were optimistic)	+/- 2.7%
Q26 – Which one of the following social media would you prefer the GDC to use to communicate with you?	74 (respondents who suggested social media)	+/- 11.4%

Q1 Please tell us which of the following roles apply to you

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q1			
Dental nurse	46%	44%	45%
Dentist	37%	37%	38%
Dental hygienist	7%	9%	10%
Dental technician	6%	5%	6%
Specialist	4%	4%	4%
Dental therapist	3%	4%	3%
Clinical dental technician	1%	1%	1%
Orthodontic therapist	1%	1%	0%

Q2 Please indicate which specialist you are

Base: Specialists

Break % Respondents	
Base	146
Q2	
Orthodontics	31%
Oral Surgery	21%
Other	11%
Periodontics	9%
Restorative dentistry	8%
Prosthodontics	7%
Special Care Dentistry	6%
Paediatric dentistry	6%
Dental Public Health	6%
Endodontics	4%
Oral and Maxillofacial Pathology	2%
Oral Medicine	1%
Oral Microbiology	0%
Dental and Maxillofacial Radiology	0%

Q3 What type of dental care do you provide?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q3			
Mixture of NHS and private care	56%	57%	57%
NHS only	25%	24%	24%
Private only	17%	17%	18%
Don't know	2%	2%	1%

Q4 Where do you work?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q4			
As part of a dental practice	69%	72%	74%
In a hospital	12%	9%	13%
Community / Community Dental Services	9%	9%	5%
Dental school / university / college / school	6%	6%	2%
In a dental laboratory	5%	4%	5%
Other	4%	3%	2%
Salaried Primary Care Dental Services	4%	4%	1%
Not currently working / retired	3%	3%	1%
Armed Forces	1%	1%	1%
Primary Care Trust	1%	2%	1%

Q5 How many dentists are there in the dental practice where you work?

Base: Those working in a dental practice

Break % Respondents	Total	Previous years	
		2012	2011
Base	2474	2987	-
Q5a			
1	8%	8%	-
2	16%	19%	-
3	22%	21%	-
4	16%	18%	-
5	14%	13%	-
6	8%	8%	-
7	5%	5%	-
8	4%	3%	-
9	1%	1%	-
10 or more	5%	4%	-

Q6 Approximately how many hours per week do you normally work?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	-
Q6			
40 hours and over	24%	23%	-
35 - 39	33%	32%	-
30 - 34	13%	13%	-
25 - 29	8%	8%	-
20 - 24	8%	9%	-
15 - 19	7%	7%	-
Fewer than 15	3%	5%	-
Not currently working / retired	3%	3%	-

Q7 How long have you been on the GDC register?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q7			
Less than 1 year	6%	6%	4%
1 to 2 years	12%	10%	11%
3 to 5 years	36%	43%	44%
6 to 10 years	21%	13%	9%
11 to 15 years	5%	7%	6%
16 to 20 years	4%	5%	4%
21 years and over	16%	17%	21%

Q8 Would you say you are optimistic or pessimistic about the future of your profession over the next two years?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	-
Q8			
Very optimistic	11%	10%	-
Quite optimistic	26%	25%	-
Neither optimistic nor pessimistic	30%	29%	-
Quite pessimistic	23%	23%	-
Very pessimistic	8%	10%	-
Don't know	2%	3%	-

Q9 Areas of optimism

Base: Those who were optimistic

Break % Respondents	Total	Previous years	
		2012	2011
Base	1320	1450	-
Q9			
Learning and development	73%	73%	-
Changes in technology	45%	44%	-
Changes in oral health needs	42%	42%	-
Changes in patient expectations	29%	36%	-
Employment opportunities	29%	29%	-
Changes in regulation	21%	25%	-
Increased accountability to patients	15%	18%	-
New NHS dental contract	13%	12%	-
Financial	13%	13%	-
Staffing	7%	8%	-
Europe and international matters	4%	4%	-
Local population changes	3%	4%	-
Don't know	2%	2%	-
Other	1%	1%	-

Q9 Areas of pessimism

Base: Those who were pessimistic

Break % Respondents	Total	Previous years	
		2012	2011
Base	1113	1380	-
Q9			
Changes in regulation	62%	69%	-
Financial	61%	66%	-
New NHS dental contract	54%	59%	-
Employment opportunities	46%	42%	-
Changes in patient expectations	36%	34%	-
Staffing	28%	28%	-
Increased accountability to patients	28%	27%	-
Europe and international matters	16%	17%	-
Learning and development	15%	16%	-
Changes in oral health needs	10%	10%	-
Other	8%	8%	-
Local population changes	5%	4%	-
Changes in technology	5%	4%	-
Don't know	1%	0%	-

Q10 Ranking of optimistic areas
Base: Those who were optimistic

Means Respondents	Total	Previous years	
		2012	2011
Base	1320	1450	-
Q10 Learning and development	1.8	1.7	-
Q10 Changes in oral health needs	2.3	2.3	-
Q10 Changes in patient expectations	2.4	2.5	-
Q10 Changes in regulation	2.7	2.5	-
Q10 Changes in technology	2.8	3.0	-
Q10 New NHS dental contract	2.8	2.7	-
Q10 Financial	2.9	3.5	-
Q10 Increased accountability to patients	3.0	3.1	-
Q10 Employment opportunities	3.1	2.9	-
Q10 Staffing	3.9	3.9	-
Q10 Europe and international matters	4.4	4.1	-
Q10 Local population changes	4.6	4.8	-

Q10 Ranking of pessimistic areas
Base: Those who were pessimistic

Means Respondents	Total	Previous years	
		2012	2011
Base	1113	1380	-
Q10 Financial	2.4	2.2	-
Q10 New NHS dental contract	2.4	2.3	-
Q10 Changes in regulation	2.5	2.2	-
Q10 Employment opportunities	2.8	2.6	-
Q10 Learning and development	3.1	3.2	-
Q10 Changes in patient expectations	3.2	3.5	-
Q10 Increased accountability to patients	3.3	3.2	-
Q10 Staffing	3.5	3.2	-
Q10 Europe and international matters	4.0	3.5	-
Q10 Changes in oral health needs	4.1	3.7	-
Q10 Changes in technology	4.4	4.3	-
Q10 Local population changes	5.0	4.6	-

Q11 What are the greatest professional challenges in your current daily practice?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	-
Q11			
Keeping up to date with changes in guidance, rules and the law	53%	58%	-
Finding time and opportunities to develop	50%	49%	-
Meeting the demands of regulation	43%	51%	-
Administration, including record keeping	40%	40%	-
Meeting patients' expectations	40%	39%	-
Keeping up to date with changes in technology and best practice	35%	37%	-
Preparing for changes to dentistry within the NHS	25%	27%	-
Keeping within budget	22%	21%	-
Increased accountability to patients	19%	18%	-
Communication barriers with patients	15%	12%	-
Recruitment and retention of staff	13%	13%	-
Other	4%	3%	-
Local population changes	4%	3%	-
Don't know	3%	3%	-

Q12 Ranking of challenges

Base: All respondents

Means Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	-
Q12			
Q12 Keeping up to date with changes in guidance, rules and the law	2.6	2.5	-
Q12 Meeting the demands of regulation	2.7	2.5	-
Q12 Finding time and opportunities to develop	2.7	2.8	-
Q12 Meeting patients' expectations	2.8	2.8	-
Q12 Administration, including record keeping	2.9	3.1	-
Q12 Keeping within budget	3.3	3.2	-
Q12 Keeping up to date with changes in technology and best practice	3.3	3.3	-
Q12 Recruitment and retention of staff	3.4	3.5	-
Q12 Preparing for changes to dentistry within the NHS	3.5	3.4	-
Q12 Communication barriers with patients	4.0	4.0	-
Q12 Increased accountability to patients	4.0	4.1	-
Q12 Local population changes	5.1	4.5	-

Q13 Thinking in general about the overall regulation of dentistry, do you think the level of regulation is...?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3610	4160	2827
Q13			
Too little	3%	4%	7%
About right	45%	43%	48%
Too much	46%	48%	39%
Don't know	6%	5%	5%

Q14 From what you know, which of the following organisations, if any, are currently responsible for regulating dentistry?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3610	-	2827
Q14			
General Dental Council (GDC)	95%	-	94%
Care Quality Commission (CQC)	76%	-	70%
Primary Care Trust/local health boards	53%	-	66%
The Department of Health/government	52%	-	58%
Dentist/dental surgeries	27%	-	28%
Business Services Organisation	6%	-	1%
Local council	4%	-	5%
Don't know	1%	-	1%
Other	1%	-	1%

Q15 How much do you know about the General Dental Council?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3610	-	2827
Q15			
A great deal	5%	-	5%
A fair amount	61%	-	58%
Not very much	34%	-	37%
Nothing at all	0%	-	0%

Q16 Overall, how confident, if at all, are you that the GDC is regulating dentists and DCPs effectively?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q16			
Very confident	10%	11%	14%
Fairly confident	57%	54%	54%
Not very confident	19%	20%	21%
Not at all confident	7%	9%	8%
Don't know	7%	7%	3%

Q17 Thinking about all that you know about the GDC, which of the following statements would apply to you?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q17			
I would speak highly of the GDC, without being asked	5%	4%	4%
I would speak highly of the GDC, if asked	25%	24%	22%
I would be neutral about the GDC	45%	42%	43%
I would be critical of the GDC to others, if asked	14%	16%	17%
I would be critical of the GDC to others, without being asked	4%	5%	7%
Don't know / no opinion	7%	8%	7%

Q18a Overall, how confident, if at all, are you that dentists follow the GDC guidance?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q18.a			
Very confident	24%	-	22%
Fairly confident	58%	-	61%
Not very confident	12%	-	13%
Not at all confident	3%	-	3%
Don't know	3%	-	2%

Q18b Overall, how confident, if at all, are you that DCPs follow the GDC guidance?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q18.b			
Very confident	25%	-	22%
Fairly confident	55%	-	59%
Not very confident	11%	-	12%
Not at all confident	2%	-	3%
Don't know	5%	-	4%

Q19a And to what extent do you agree or disagree that the GDC is independent of government?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.a			
Strongly agree	9%	-	13%
Agree	35%	-	27%
Neither agree nor disagree	31%	-	29%
Disagree	12%	-	10%
Strongly disagree	4%	-	6%
Don't know	10%	-	15%

Q19b And to what extent do you agree or disagree that the GDC Is independent of Registrants?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.b			
Strongly agree	12%	-	19%
Agree	38%	-	32%
Neither agree nor disagree	29%	-	27%
Disagree	9%	-	5%
Strongly disagree	2%	-	2%
Don't know	9%	-	15%

Q19c And to what extent do you agree or disagree that the GDC Is a powerful influencer of government policy?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.c			
Strongly agree	5%	-	12%
Agree	25%	-	21%
Neither agree nor disagree	35%	-	30%
Disagree	18%	-	15%
Strongly disagree	7%	-	9%
Don't know	10%	-	13%

Q19d And to what extent do you agree or disagree that the GDC Is trustworthy?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.d			
Strongly agree	15%	-	30%
Agree	46%	-	36%
Neither agree nor disagree	27%	-	20%
Disagree	6%	-	6%
Strongly disagree	3%	-	3%
Don't know	3%	-	4%

Q19e And to what extent do you agree or disagree that the GDC Protects the patient?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.e			
Strongly agree	29%	-	38%
Agree	49%	-	42%
Neither agree nor disagree	14%	-	12%
Disagree	4%	-	4%
Strongly disagree	2%	-	2%
Don't know	2%	-	2%

Q19f And to what extent do you agree or disagree that the GDC Is efficient?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.f			
Strongly agree	10%	-	19%
Agree	34%	-	28%
Neither agree nor disagree	31%	-	23%
Disagree	12%	-	15%
Strongly disagree	7%	-	9%
Don't know	5%	-	6%

Q19g And to what extent do you agree or disagree that the GDC Consults and involves Registrants?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.g			
Strongly agree	8%	-	17%
Agree	37%	-	27%
Neither agree nor disagree	29%	-	24%
Disagree	14%	-	17%
Strongly disagree	7%	-	10%
Don't know	4%	-	5%

Q19h And to what extent do you agree or disagree that the GDC Has a clear regulatory role?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.h			
Strongly agree	15%	-	30%
Agree	52%	-	42%
Neither agree nor disagree	22%	-	16%
Disagree	5%	-	6%
Strongly disagree	2%	-	3%
Don't know	4%	-	3%

Q19i And to what extent do you agree or disagree that the GDC Acts in a fair and proportionate way?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.i			
Strongly agree	9%	-	23%
Agree	41%	-	36%
Neither agree nor disagree	31%	-	19%
Disagree	8%	-	11%
Strongly disagree	5%	-	7%
Don't know	6%	-	4%

Q19j And to what extent do you agree or disagree that the GDC Ensures that proper standards are maintained in the practice of dentistry?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	-	2827
Q19.j			
Strongly agree	16%	-	29%
Agree	50%	-	42%
Neither agree nor disagree	22%	-	16%
Disagree	7%	-	8%
Strongly disagree	3%	-	4%
Don't know	3%	-	2%

Q20a How in touch would you say the GDC is with the views of Dentists?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q20.a			
Very in touch	17%	19%	17%
Fairly in touch	47%	41%	43%
Not very in touch	19%	18%	19%
Not at all in touch	6%	8%	12%
Don't know	11%	14%	8%

Q20b How in touch would you say the GDC is with the views of DCPs?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q20.b			
Very in touch	9%	7%	9%
Fairly in touch	39%	34%	34%
Not very in touch	28%	28%	30%
Not at all in touch	9%	13%	17%
Don't know	14%	18%	10%

Q20c How in touch would you say the GDC is with the views of Patients?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q20.c			
Very in touch	18%	19%	16%
Fairly in touch	41%	37%	44%
Not very in touch	17%	16%	21%
Not at all in touch	5%	6%	7%
Don't know	19%	23%	13%

Q20d How in touch would you say the GDC is with the views of The public?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q20.d			
Very in touch	15%	15%	11%
Fairly in touch	38%	34%	39%
Not very in touch	20%	18%	26%
Not at all in touch	7%	7%	9%
Don't know	21%	25%	15%

Q21 Would you say that the level of the fee for dentists is...?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q21			
Too high	44%	47%	47%
About right	39%	37%	40%
Too low	4%	4%	4%
Don't know	14%	12%	10%

Q22 Would you say that the level of the fee for DCPs is...?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q22			
Too high	60%	66%	73%
About right	30%	25%	21%
Too low	3%	2%	1%
Don't know	7%	6%	5%

Q23 To what extent do you agree or disagree that the GDC is cost-effective?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	-
Q23			
Strongly agree	2%	1%	-
Tend to agree	11%	9%	-
Neither agree nor disagree	35%	34%	-
Tend to disagree	27%	27%	-
Strongly disagree	16%	19%	-
Don't know	9%	10%	-

Q24 In general, how effectively, if at all, do you think the GDC communicates with you?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q24			
Very effectively	9%	9%	10%
Fairly effectively	62%	61%	57%
Not very effectively	21%	22%	24%
Not at all effectively	5%	5%	7%
Don't know	2%	3%	2%

Q25 How do you find out information about the GDC?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q25			
The GDC website	61%	52%	56%
The GDC Gazette by post	54%	77%	70%
The GDC Gazette online	40%	24%	11%
Through other dental professionals / colleagues	30%	28%	36%
GDC monthly e-newsletter	23%	16%	23%
Dental press / journals / magazines not produced by the GDC	23%	23%	0%
CPD events / meetings / seminars not run by the GDC	20%	19%	0%
Through my employers	18%	14%	0%
GDC leaflets	13%	10%	25%
Through information sent to me by membership organisations	11%	10%	11%
Other GDC communications	8%	5%	19%
On websites other than the GDC website	8%	7%	20%
In newspapers / magazines	5%	6%	11%
At exhibitions / shows not run by the GDC	5%	5%	10%
GDC registrant events	5%	3%	9%
I do not find out information about the GDC	2%	2%	1%
Social media	2%	2%	2%
Television	1%	1%	1%
The Dental Complaints Service website	1%	1%	1%
Radio	1%	1%	1%
Through patients	1%	0%	1%
Other	0%	0%	1%

Q26 Which one of the following social media would you prefer the GDC to use to communicate with you?

Base: Those who selected social media

Break % Respondents	
Base	74
Q26	
Facebook	46%
Twitter	35%
Other	11%
Google Plus	5%
YouTube	3%

Q27 Do you have a written plan of the CPD that you intend to carry out in the next year?

Base: All respondents

Break % Respondents	
Base	3611
Q27	
Yes	40%
No	60%

Q28a Incidence of: An appraisal

Base: All respondents

Break % Respondents	
Base	3611
Q28.a	
Within the last six months	35%
Within the last year	26%
Within the last two years	10%
Less recent	6%
Not taken part	16%
Not applicable	9%

Q28b Incidence of: Clinical Audit

Base: All respondents

Break % Respondents	
Base	3611
Q28.b	
Within the last six months	42%
Within the last year	20%
Within the last two years	9%
Less recent	5%
Not taken part	13%
Not applicable	11%

Q28c Incidence of: Case based discussion / case based assessment

Base: All respondents

Break % Respondents	
Base	3611
Q28.c	
Within the last six months	39%
Within the last year	14%
Within the last two years	7%
Less recent	6%
Not taken part	18%
Not applicable	16%

Q28d Incidence of: Review of significant events

Base: All respondents

Break % Respondents	
Base	3611
Q28.d	
Within the last six months	35%
Within the last year	22%
Within the last two years	8%
Less recent	7%
Not taken part	17%
Not applicable	13%

Q28e Incidence of: Review of complaints and compliments

Base: All respondents

Break % Respondents	
Base	3611
Q28.e	
Within the last six months	37%
Within the last year	23%
Within the last two years	7%
Less recent	5%
Not taken part	16%
Not applicable	11%

Q29 Would you personally take up the option to provide services directly, subject to being trained and competent?

Base: DCP respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	2191	2533	-
Q29			
I would take up the option to provide services directly	33%	48%	-
I would continue to operate under a dentist's prescription	40%	39%	-
Don't know	27%	13%	-

Q30 Where would you plan to practise?

Base: Those who answered that they would take up the option

Break % Respondents	
Base	728
Q30	
Stay where I am	64%
Move to another practice that operates direct access	24%
Open my own practice	14%
Don't know	14%

Q31 When do you think you would take up the option?

Base: Those who answered that they would take up the option

Break % Respondents	Total	Previous years	
		2012	2011
Base	728	1216	-
Q31			
Within a year of the option becoming available	53%	65%	-
More than a year but less than two years	13%	17%	-
More than two years but less than five years	12%	5%	-
More than five years	6%	0%	-
Don't know	16%	12%	-

Q32 If you want to raise a concern about poor standards of care do you know where to go?

Base: All respondents

Break % Respondents	
Base	3611
Q32	
Yes	88%
No	12%

Q33 How often, if ever, have you come across an issue that you feel should have been raised as a concern?

Base: All respondents

Break % Respondents	
Base	3611
Q33	
Several times (three or more)	8%
A few times (two to three times)	22%
Once	16%
Never	54%

Q34a Have you ever raised a concern about the practice or behaviour of a dental professional to Someone in your place of work?

Base: All respondents

Break % Respondents	
Base	3611
Q34.a	
Yes	39%
No	61%

Q34b Have you ever raised a concern about the practice or behaviour of a dental professional to The General Dental Council?

Base: All respondents

Break % Respondents	
Base	3611
Q34.b	
Yes	5%
No	95%

Q36 What do you think should happen to a dental professional who fails to report concerns about another dental or health professional?

Base: All respondents

Break % Respondents	
Base	3611
Q36	
It should be investigated at the dental professional's workplace in the first instance	84%
Nothing - it is a matter of conscience	9%
Referred straight to the General Dental Council for investigation	6%

Q37a How confident, if at all, are you would be that appropriate action would be taken by a regulator - Disabled patients receiving poor dental care

Base: All respondents

Break % Respondents	
Base	3611
Q37.a	
Very confident	41%
Fairly confident	44%
Not very confident	13%
Not at all confident	3%

Q37b How confident are you would be that appropriate action would be taken by a regulator - Patients being overcharged for dental treatment

Base: All respondents

Break % Respondents	
Base	3611
Q37.b	
Very confident	36%
Fairly confident	43%
Not very confident	16%
Not at all confident	5%

Q37c How confident are you would be that appropriate action would be taken by a regulator - Residents in a care home receiving poor dental care

Base: All respondents

Break % Respondents	
Base	3611
Q37.c	
Very confident	32%
Fairly confident	40%
Not very confident	22%
Not at all confident	7%

Q38 Before your registration, did your education course cover how to raise concerns about poor standards of care?

Base: Those who registered within the past 5 years

Break % Respondents	
Base	1941
Q38	
Yes	57%
No	43%

Q39 Has raising a concern about poor standards of care featured in your training since registration?

Base: All respondents

Break % Respondents	
Base	3611
Q39	
Yes	61%
No	39%

Q40 How confident would you feel about raising a concern about poor standards of care as a result of your education or training?

Base: Those who had covered raising concerns via education course or training

Break % Respondents	
Base	2509
Q40	
Very confident	31%
Fairly confident	53%
Not very confident	11%
Not at all confident	1%
Don't know	4%

Q41 A dental professional would provide an explanation to a patient when something has gone wrong in their care or treatment?

Base: All respondents

Break % Respondents	
Base	3611
Q41	
Very likely	39%
Fairly likely	48%
Not very likely	9%
Not at all likely	1%
Don't know	2%

Q42 Have you ever checked whether dental professionals you have worked with have had any disciplinary actions taken against them?

Base: All respondents

Break % Respondents	
Base	3611
Q42	
Yes	21%
No	79%

Q43 How did you check this?

Base: Those who have checked whether dental professionals have had any disciplinary actions taken against them

Break % Respondents	
Base	758
Q43	
Consult the General Dental Council	65%
Ask staff at your dental workplace	28%
Ask another dental professional not at the same dental workplace	20%
Look at media coverage	10%
Other	10%
Consult the Care Quality Commission	4%
Don't know / can't remember	2%
None of these	1%
Consult the Health Service Ombudsman	1%

Q44 If you were to check whether action was taken, how would you do this?

Base: Those who have not checked whether dental professionals have had any disciplinary actions taken against them

Break % Respondents	
Base	2853
Q44	
Ask staff at your dental workplace	31%
Don't know / can't remember	27%
Consult the Care Quality Commission	19%
Ask another dental professional not at the same dental workplace	13%
Other	11%
Consult the Health Service Ombudsman	11%
Look at media coverage	9%
None of these	9%

Q45a Please indicate how useful the star rating system would be in... Choosing a dentist

Base: All respondents

Break % Respondents	
Base	3611
Q45.a	
Very useful	25%
Quite useful	36%
Not useful	20%
Not at all useful	13%
Don't know	6%

Q45b Please indicate how useful the star rating system would be in... Improving the quality of dentistry / driving service improvement in dentistry

Base: All respondents

Break % Respondents	
Base	3611
Q45.b	
Very useful	25%
Quite useful	36%
Not useful	19%
Not at all useful	13%
Don't know	7%

Q46 On qualification, how prepared were you for independent practice as a safe beginner?

Base: Those who registered within the past 5 years

Break % Respondents	
Base	1949
Q46	
Very confident	23%
Quite confident	51%
Not very confident	14%
Not at all confident	1%
Don't know	11%

Q47 Over the past two years, how many, if any, external inspections has your place of work undergone?

Base: All respondents

Break % Respondents	
Base	3611
Q47	
None	12%
1	36%
2	22%
3	7%
4	2%
5 or more	2%
Don't know	14%
Not applicable	5%

Q48 Were these from different regulators or repeat inspections from the same regulator?

Base: Those who had experienced more than 1 external inspection

Break % Respondents	
Base	1211
Q48	
Different regulators	70%
Repeat inspections from the same regulator	23%
Don't know	7%

Q49 To what extent do you believe the inspections(s) were effective in assessing the quality of your place of work?

Base: Those who had experienced an inspection

Break % Respondents	
Base	2515
Q49	
Very effective	33%
Quite effective	46%
Not very effective	14%
Not at all effective	4%
Don't know	2%

Q50 Dentists/DCPs who have qualified overseas and practise in the UK receive training about how the UK dental system works

Base: All respondents

Break % Respondents	
Base	3611
Q50	
True	51%
False	49%

Q51 Dentists/DCPs who have qualified overseas & practise in the UK receive training about how dental patients expect to be treated in the UK

Base: All respondents

Break % Respondents	
Base	3611
Q51	
True	33%
False	67%

Q52 During the last year, do you think the number of complaints received by your work place(s)...

Base: All respondents

Break % Respondents	
Base	3611
Q52	
Increased	10%
Stayed about the same	41%
Decreased	18%
Don't know	30%

Q53a Identifying complaints that can be investigated using the workplace patient complaints process

Base: All respondents

Break % Respondents	
Base	3611
Q53.a	
Very effective	44%
Quite effective	38%
Not very effective	4%
Not at all effective	1%
Don't know	14%

Q53b Referring patient complaints to other organisations to investigate

Base: All respondents

Break % Respondents	
Base	3611
Q53.b	
Very effective	32%
Quite effective	37%
Not very effective	7%
Not at all effective	2%
Don't know	22%

Gender

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q58			
Male	27%	28%	29%
Female	73%	72%	71%
Prefer not to say	0%	0%	0%

Age

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q59			
16 - 21	1%	2%	1%
22 - 30	27%	26%	19%
31 - 40	29%	28%	28%
41 - 50	23%	24%	27%
51 - 60	16%	16%	21%
61 - 65	3%	3%	4%
65 +	1%	2%	1%
Prefer not to say	0%	0%	1%

Ethnicity

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q60			
White	82%	82%	83%
Asian or Asian British	9%	9%	7%
Black or Black British	2%	2%	2%
Mixed	1%	2%	1%
Chinese or other ethnic group	1%	1%	1%
Prefer not to say	4%	5%	5%

Q66 Which country do you live in?

Base: All respondents

Break % Respondents	Total	Previous years	
		2012	2011
Base	3611	4160	2827
Q66			
England	79%	79%	52%
Scotland	10%	10%	19%
Wales	4%	5%	15%
Northern Ireland	3%	3%	14%
Other	4%	3%	4%
Prefer not to say	0%	0%	0%

Q67 Do you consider yourself to be disabled?

Base: All respondents

Break % Respondents	
Base	3611
Q67	
Yes	1%
No	95%
Prefer not to say	3%

The following questions were asked to those who opted in to answer three additional questions to review the new Standards web pages.

If a respondent opted in, they were assigned one of four pages to review. Therefore, approximately 25% of the sample answered three questions about each web page.

Case Studies - How useful did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	292
Q69	
Very useful	35%
Quite useful	51%
Not very useful	10%
Not at all useful	2%
Don't know	3%

Case Studies - How easy to read / comprehensible did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	292
Q70	
Very easy to read	55%
Quite easy to read	41%
Not very easy to read	1%
Not at all easy to read	1%
Don't know	2%

Case Studies - How likely would you be to consult this page, if you were looking for guidance on the standards?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	292
Q71	
Very likely	43%
Quite likely	40%
Not very likely	11%
Not at all likely	3%
Don't know	3%

FAQs - How useful did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q69	
Very useful	43%
Quite useful	50%
Not very useful	4%
Not at all useful	1%
Don't know	3%

FAQs - How easy to read / comprehensible did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q70	
Very easy to read	53%
Quite easy to read	42%
Not very easy to read	3%
Not at all easy to read	1%
Don't know	1%

FAQs - How likely would you be to consult this page, if you were looking for guidance on the standards?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q71	
Very likely	44%
Quite likely	44%
Not very likely	8%
Not at all likely	1%
Don't know	3%

Scenarios - How useful did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q69	
Very useful	43%
Quite useful	50%
Not very useful	4%
Not at all useful	1%
Don't know	3%

Scenarios - How easy to read / comprehensible did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q70	
Very easy to read	53%
Quite easy to read	42%
Not very easy to read	3%
Not at all easy to read	1%
Don't know	1%

Scenarios - How likely would you be to consult this page, if you were looking for guidance on the standards?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q71	
Very likely	44%
Quite likely	44%
Not very likely	8%
Not at all likely	1%
Don't know	3%

Advertising Checklist - How useful did you find this page?

Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q69	
Very useful	43%
Quite useful	50%
Not very useful	4%
Not at all useful	1%
Don't know	3%

Advertising Checklist - How easy to read / comprehensible did you find this page?
Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q70	
Very easy to read	53%
Quite easy to read	42%
Not very easy to read	3%
Not at all easy to read	1%
Don't know	1%

Advertising Checklist - How likely would you be to consult this page, if you were looking for guidance on the standards?
Base: Approx 25% of those who responded to the additional website review questions

Break % Respondents	
Base	268
Q71	
Very likely	44%
Quite likely	44%
Not very likely	8%
Not at all likely	1%
Don't know	3%