

Stakeholder engagement report

Purpose of paper	This is the latest GDC stakeholder engagement report. It provides Council and staff visibility of the organisational changes and engagement activities with our stakeholders. The report seeks to inform decision making and to facilitate discussions about engagement activity that will assist with the delivery of strategic objectives.
Status	For noting.
Action	For noting.
Corporate Strategy 2016-19	Having an enhanced understanding of our stakeholders and engagement activities is integral to the successful delivery of <i>Patients, Professionals, Partners, Performance</i> . An improved level of engagement and partnership working is a priority of the <i>Shifting the balance</i> work programme.
Business Plan 2019	Having an improved engagement with our stakeholders and partners is integral to the successful delivery of the business plan, as set out in Moving upstream .
Risk register	Not applicable.
Decision trail	On 27 January 2016, Council approved the <i>Communications and Engagement Strategy</i> . Objective C of this Strategy is to engage effectively with external and internal audiences. This report is designed to support this objective.
Next stage	This paper will be distributed to staff for information and discussion.
Recommendations	There are no recommendations in this paper.
Authorship of paper and further information	Daniel Knight, Stakeholder Engagement Manager. For further information please contact Daniel Knight x6343.
Appendices	Appendix 1 – Stakeholder engagement calendar

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1. Stakeholder appointments

- 1.1. Matthew Garrett has been elected to be the next Dean of the Faculty of Dental Surgery at the Royal College of Surgeons (England). He will take office in June 2020 when the current Dean, Professor Michael Escudier completes his three-year term. Mr Garrett is a consultant in restorative dentistry at the Eastman Dental Hospital and served as the President of the British Society for Restorative Dentistry in 2018/18. He is currently the Faculty's Senior Vice Dean.
- 1.2. In October, Tom Ferris was formally appointed to the office of Chief Dental Officer, Scotland, following his temporary promotion to the role.
- 1.3. The Chief Executive of the British Dental Association (BDA), Peter Ward, has announced he will retire on 31 March 2020 and will be working on the BDA's indemnity product until then. Martin Woodrow has taken over as acting Chief Executive until a permanent appointment is made.
- 1.4. The Health and Care Professions Council (HCPC) has announced that its Chief Executive Officer (CEO), Marc Seale, has decided to leave following the transfer of social worker registrants to Social Work England (SWE). John Barwick, who was the Executive Director for Regulation has been appointed as interim CEO, Accounting Officer and Deputy Registrar, while a permanent appointment is made.

2. Stakeholder engagement report

Chief Dental Officers (CDOs)

- 2.1. The Chief Executive and Registrar and the Executive Directors, Strategy (permanent and interim) attended a meeting with all four CDOs on 6 November. Following matters arising, discussions were held on changes to GDC structures, the corporate strategy consultation and the need for section 60 reforms to optimise fitness to practise processes. Each CDO provided an update on priorities in their respective nations. These included:
 - The tenth anniversary of 'designed to smile' and the reforms now delivered to a third of all NHS dental contract holders in Wales.
 - Minor changes to the dental contract and research into a new contractual model for services in Northern Ireland (NI).
 - Work now underway to repatriate fitness to practise concerns appropriately and produce a new model of care for NHS dentistry in Scotland.
 - Dental contract reform, including 'pairing' with residential care homes and the need to ensure consistency in record keeping in England.

2.2. It was agreed that the next meeting would be held in Birmingham in March 2020. Issues for inclusion in any future section 60 order would be discussed.

Northern Ireland

2.3. The Head of Public Policy attended the BDA NI's Oral Health Matters event on 17 October, where the CDO NI announced plans to establish two new Oral Health Option Groups. The two groups would be focused on improving the oral health of children and older people.

2.4. The Chair and members of the executive team visited NI on 23 and 24 October to meet with the CDO and other key stakeholders. On the 23 October delegates discussed the challenges facing the profession resulting from the suspension of the NI Executive and the potential implications of an EU exit.

2.5. On the 24 October GDC representatives met with the following organisations:

- Health and Social Care in Northern Ireland (HSCNI): discussions included reference to the anxiety felt by younger professionals around regulation as a whole and the opportunities for students to engage with the GDC early in their careers.
- Northern Ireland Medical and Dental Training Agency (NIMDTA): raised the difficulties dental care professionals experienced when applying to restoration to the register, and the considerable pressure now felt during the foundation year, to ensure dentists were prepared for practice.
- Department of Health (NI): The discussions included concerns from the CDO regarding three historical fitness to practise cases, and how the GDC could work more closely with the Department of Health on both legislative reform and ensuring that processes were in place to refer and resolve matters locally.
- RQIA: the discussion included an explanation of the process used to inspect the whole system, with the exception of the quality of dentistry, and issues associated with dental nurses returning from maternity leave, lapsing their registration and not understanding the complications associated with restoration to the register.
- Queen's University Belfast (QUB), Senior Dental Team and dental students: the group spoke about reciprocity of qualifications from countries outside the EU and provisions of the profession-wide complaints handling initiative resources.
- BDA: discussions included the sustainability of the system and the financial pressures facing dentists. Also discussed were concerns regard a lack of a strategic approach to oral health in NI.

Scotland

2.6. The Director for Scotland attended the Scottish Government regulatory planning meeting for their 2020 event on 7 October in Edinburgh. He also met with Jason Birch, Scottish Government, and John Anderson, General Medical Council (GMC), to discuss fitness to practise issues.

2.7. The Director for Scotland attended the Chief Medical Officer (CMO) conference 'Realistic Medicine: Making it Personal', held in Glasgow on 8 October. The event provided an opportunity for attendees to share experiences and learning relating to 'realistic medicine'.

The keynote speaker, Catherine Calderwood, CMO, reminded colleagues that realistic medicine referred to putting the person receiving care at the centre of decision-making and creating a personalised, as opposed to a 'one size fits all', approach. Following the event, the Director for Scotland met with Jay Wragge, Dental Director NHS Orkney and Donald MacFarlane, Assistant Clinical Director NHS Highland, to discuss the upstream policy agenda and building engagement across Scotland.

- 2.8. The GDC attended the NHS Education Scotland (NES) and Healthcare Improvement Scotland (HIS) 'Learning from adverse events' conference on 22 October. Sessions at the event included the NHS Scotland Health Board's perspective on the opportunities and challenges arising from adverse events, new notification systems and workforce development and learning.
- 2.9. The Director for Scotland attended a joint HCPC and Scottish Government event on 29 October to consider 'safe return to practice'. Attendees considered how stakeholders could more effectively share experiences, how professionals could learn about both the positive and negative impacts of returning to practice, and the role of regulators.
- 2.10. In addition to the above, the Director for Scotland and the Head of Communications and Engagement (interim) met the stakeholders listed below. Discussions included policy updates, exploration of opportunities for collaborative working, the profession-wide complaints handling initiative and staff changes in Scotland.
 - Nigel Robinson, Scottish Government Regulation Unit, 18 October.
 - Paul Cushley, Dental Director, NES, on 22 and 30 October.
 - Tom Ferris, CDO Scotland, 30 October.
 - Jason Birch, Scottish Government, 30 October.
 - Nicola Cotter, Head of Scottish Affairs, GMC, 30 October.
 - Margie Taylor, consultant, 5 November.
 - Tony Anderson, NES, 8 November.
 - Lynsey Cleland, Scottish Health Council, 13 November.

Wales

- 2.11. The Executive Director, Fitness to Practise Transition, provided a presentation to the Welsh Dental Committee on 15 October. The presentation covered the GDC Corporate Strategy 2020–2022, the introduction of application fees and progress with the fitness to practise end-to-end review.

England

- 2.12. The GDC was represented at the Health Education England's (HEE) event, 'Shaping the patient safety syllabus for the NHS patient safety strategy' on 2 October. Discussions included the development of the Safety Syllabus for the NHS and the implementation plans being undertaken by the Academy of Medical Royal Colleges and HEE.
- 2.13. The GDC attended the HEE Advancing Dental Care Education and Training Review Stakeholder Forum on 22 October. The forum provided the opportunity for HEE to share evidence and findings gathered to date, to test ideas and thinking, and for the group to develop and discuss options for flexible training models.

2.14. The GDC also attended the HEE Advancing Dental Care Assurance Board on 23 October where discussions included the House of Commons, Health and Social Care Select Committee's inquiry on dental services, the value of gathering intelligence on the perspectives of new entrants for the economics of training workstream.

2.15. The HEE Credentialing Roundtable was held on 18 November. The group explored HEE's planned approach to the credentialing ambitions set out in the NHS Long Term Plan and the Interim NHS People Plan, including how to develop principles for an England-wide multi-professional credentialing system and how such a system needed to incorporate existing credentialing activity.

2.16. The Head of Upstream Regulation provided a presentation on professionalism and the future direction of lifelong learning at the Bridgewater Annual Symposium in Warrington on 9 October. There were approximately 150 attendees at the event, made up of dental professionals and administration staff from the Bridgewater NHS Foundation Trust.

2.17. The Head of Regulatory Intelligence attended the Judicial Diversity Forum on 10 October, to provide a presentation on the importance of monitoring and evaluating work and how to develop strategies, programmes and individual research projects.

2.18. We also had representatives at the following meetings:

- The NHS Local Team (North) Responding to Concerns Network on 10 October
- Dental Care Professional Research Awards 2019 on 15 October
- The launch of Mouth Cancer Action Month on 29 October
- Hampshire and Isle of Wight LDC on 12 November, and
- BDA Central Counties Branch AGM on 13 November.

UK-wide engagement

2.19. The conference, 'East meets West: cultural perspectives in medical professionalism and wellbeing', was attended by the Clinical Fellow on 8 October. Held at the Royal Society of Medicine (RSM), the event included explorations into how doctors view professionalism and how the values and perspectives from other cultures contributes to wellbeing.

2.20. The Chief Executive and Registrar took part in a panel discussion at the {my}dentist Clinical Conference on 11 October 2019. The expert panel discussed how clinicians can be supported to build their careers, the environment clinicians are operating in and some of the types of support that could be made available.

2.21. The GDC attended the Westminster Health Forum: Improving patient safety in the NHS on 31 October where Sir Robert Francis QC, Chair, Healthwatch England, and non-executive Director at the Care Quality Commission (CQC) spoke about ensuring patient and public engagement in the context of the national patient safety strategy. Dr Nigel Acheson, Deputy Chief Inspector of Hospitals, CQC, provided a presentation on reducing avoidable harm. There were also sessions on the impact of investigations in the NHS and how to progress cultural change, and the priorities for delivering safe care across the health and social care sector.

- 2.22. The Head of Communications and Engagement (interim) presented at the British Association of Dental Nurses' (BADN) National Conference on 2 November. Attendees were provided with a presentation on developments, with a focus on promoting professionalism.
- 2.23. Members of the policy team attended the profession-wide complaints handling initiative meeting on 6 November. This meeting was one of a series of stakeholder meetings set up to move the production of a complaint's resolution model to the next stage. Discussions included the development of a new tool to help navigate the dental complaints landscape. It was also an opportunity to discuss the forthcoming data sharing project.
- 2.24. The Head of Adjudications attended the National Association of Dental Advisers (NADA) Annual Conference on 8 November and provided a summary of fitness to practise activities over the last 12 months and development plans.
- 2.25. The Executive Director, Strategy, chaired a meeting of the Dental Corporates Regulatory Reform Group on 13 November. The group was updated on recent developments at the GDC, including the outcome of the consultation on the new corporate strategy and the introduction of application fees. Other items put forward for discussion by attendees included access to the register for those who qualified outside of the EU and evidence requirements associated with the English Language Test.
- 2.26. Members of the policy, communications and fitness to practise teams hosted a stakeholder workshop on 15 November to consider the PSA principles of right-touch regulation and how these might be developed into GDC principles for regulatory decision-making.

Health and care professional regulators

- 2.27. The Chief Executive and Registrar hosted a meeting to discuss Professional Standards Authority (PSA) fees with the Chief Executive of the PSA, Alan Clamp, on 7 November. On 12 November the Chief Executive and Registrar attended PSA's Collaborative Regulation Symposium where representatives exchanged views and experiences about effective collaboration and shared good practice in regulation.
- 2.28. The Head of Registration Operations attended a meeting of the Inter-regulatory Registration Forum, held at the General Pharmaceutical Council (GPhC), on 1 October. Discussions included an update on developments at SWE prior to their register opening in December 2019, online applications, non-UK registration processes, collection and use of equality and diversity data and latest news in the potential impact of Brexit on registration.
- 2.29. The GDC was represented at the Joint Horizon Scanning Workshop on 2 October where the Nuffield Council on Bioethics provided details of its horizon scanning work, which included genomic editing, robotics in social care, and treatments for biological ageing.

Education policy and student engagement

- 2.30. The Head of Education Policy and Quality Assurance attended the Senate of Dental Specialties at the Royal College of Surgeons England in London on 9 October. At the meeting, attendees were provided with an update on the outcomes of the consultation on the fundamental principles governing the system of specialist listing.

2.31. The Head of Education Policy and Quality Assurance provided a report and invited feedback on the BDS inspection programme at a meeting of the Dental Schools Council (DSC) on 14 October. The report was positively received, with some minor concerns raised on the timeliness of the inspection reports. It was agreed that a timetable for the reports would be created to identify any potential issues.

2.32. Members of the education quality assurance team also attended the following meetings:

- Royal College of Physicians and Surgeons Glasgow to discuss the quality assurance of specialist training on 25 October.
- Advisory Board for Specialty Training in Dentistry (ABSTD) held 6 November.
- Advisory Board for Foundation Training in Dentistry (ABFTD) held 13 November.
- Directors of Dental Hygiene and Therapy Schools held 14 November.

2.33. Members of the Strategy Directorate hosted a one-day conference to gather further evidence for the thematic review of dentists' preparedness for practise. The event was held on 5 November in London and was attended by around 100 delegates. During the workshop, participants were provided with the key findings from the recent literature review and asked to participate in several workshop sessions on the topic. The event was attended by under and postgraduate deans, foundation dentists and foundation dentist trainers and other key stakeholders.

2.34. Between 30 September and 15 November, we completed the following sessions with students on the role of the GDC and professionalism (all first year BDS students, unless specified):

- 9 October – University of Aberdeen
- 16 October – University of Dundee
- 17 October – University of Leeds (plus hygiene and therapy students)
- 22 October – Queen's University Belfast
- 23 October – Aberdeen Dental Education Centre (fifth year dentists)
- 30 October – Newcastle University
- 1 November – Cardiff University
- 6 November – University of Central Lancashire (plus dental therapy and clinical dental technician students)
- 6 November – Glasgow Dental Education Centre
- 8 November – Edinburgh Dental Institute (hygiene and therapy students)
- 11 November – Bristol University (plus hygiene and therapy students)
- 12 November – University of Glasgow

2.35. We also held the following sessions with foundation or vocational dentists undertaking induction:

- 3 October – HEE Winchester
- 18 October – North East and North Cumbria
- 7 November – Manchester

3. Stakeholder engagement calendar

November 2019 (excluding Sundays)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28 Oct 09:30 SPEAC Meeting; Meeting Room - WS (5.1F) 5th Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	29 08:30 Comms: Check CMS Forms 10:00 IJ: HCPC/Scottish Gov. Safe return to practice; stakeholder 16:00 RS: Mouth Cancer Action Month Launch 2019; Strangers' Dining Room, House of Commons; stakeholder	30 09:00 Paul Cushley, Dental Director NHS National Services and Colin; Hol... 11:00 Ian and Colin meeting interim ... 11:30 BDS induction - Newcastle Uni... 12:30 Ian and Colin meet Jason Birch ... 14:15 Ian And Colin meet Nicola Cott...	31 08:30 Comms: check CMS forms 09:00 MH: Westminster Health Forum: Improving patient safety in the NHS	1 Nov 14:00 BDS induction - Cardiff University; Confirming location; stakeholder	2 09:00 Colin/Hermione speak at National Dental Nursing Conference; stakeholder
4 IJ: Healthcare, Law and Professionalism, Dundee Dental School; Dundee Dental Sc 09:30 SPEAC Meeting; Meeting Room - WS (3.2F) Chairs Office (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder 10:30 FW: HOLD: RDSBP Meeting - F2f; 151 Buckingham Palace Road, Victoria, London - Room Y.335; Bishop, Nancy	5 SLT Board 08:30 Comms: Check CMS Forms 09:00 Preparedness for Practice Conf... 16:15 Margie Taylor - former CDO Sco... 18:00 Holyrood Reception - Cross Par...	6 King's College Hospital HT inspection (Martin lead; Marlene observe); Martin McEl ABSTD; Manjula Das 09:00 RD: CDO meeting at Skipton H... 10:30 Profession-Wide Complaints H... 14:00 ABSTD; Manjula Das 14:00 BDS induction - University of C...	7 08:30 Comms: check CMS forms 09:00 IB: Alan Clamp, New Chief Executive of PSA 13:00 Manchester FDs; Wythenshawe hospital Education and Resource Centre	8 09:00 National Association of Dental Advisers Annual Conference; Doubletree Hilton Hotel, Leeds, York... 09:30 Bsc Oral Health year 1; The Edinburgh Dental Institute - Edinbur... 10:30 Tony Anderson NES; The Edinburgh Dental Institute - Edinbur...	9
11 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); st... 16:00 BDS Induction - Bristol University; Chapter House Lecture Theatre, Bristol Dental School, Lower Maudlin Street, BS1 2LY; Mijke Horn	12 08:30 Comms: Check CMS Forms 09:00 Collaborative regulation' symposium - PSA; The Royal Society, ... 11:00 BDS Induction - University of Glasgow; Lecture Theatre 2, at the De... 18:30 The Hampshire and Isle of Wight Local Dental Committee - presentatio...	13 10:00 ABFTD; Manjula Das 11:00 SC, RC, TG, RD: Dental corporates regulatory reform group; ... 14:00 Lynsey Cleland - Director, Scottish HealthCouncil; Glasgow; lan... 18:00 CC & TG: BDA Central Counties Branch Presentation; Birmingham; st...	14 PRB 08:30 Comms: check CMS forms 09:30 JS- Directors of Dental Hygiene and Therapy schools bi-annual meeting; Portsmouth Dental Facility; stakeholder	15 10:30 GDC Workshop: Principles of regulatory decision-making; Etc. Venues Marble Arch; Lisa Bainbridge	16
18 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder 11:30 HEE Credentialing Roundtable; Central London; Humaira Khanom	19 08:30 Comms: Check CMS Forms 09:30 Lucy Warner (CEO of NHS Practitioner Health) visit to the GDC; ... 11:00 IJ: Scottish Regulatory Forum; GTCS; Ian Jackson (0131 629 8194) 17:30 Next LDC Confederation Open Meeting Tuesday 19.11.19; Royal Na...	20 13:30 JC & CC: BDA Indemnity Strategy Day; BDA, 64 Wimpole Street; stakeholder	21 08:30 Comms: check CMS forms 10:00 PK: HEE Advancing dental care: workforce intelligence; Stewart Roo... 11:30 Disclosure (Scotland) Bill - Eng... 12:00 Tom Ferris CDO Scotland; St A... 16:30 Alan Whittet - Senior Dental A...	22 09:00 JC RS and IJ: Scottish Dental Practice Advisors meeting; Centre of Edinburgh; stakeholder 13:00 UKHEAC (UK Healthcare Education Advisory Committee); 15 - 17 Furnival Street, London, EC4A 1AB; stakeholder	23
25 09:00 6 09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (S... 12:00 Scottish Govt 2020 Regulation ... 14:00 BDS Induction - Queen Mary U... 17:30 NMC Always Caring, Always Nu...	26 Barnsley College visit, part of NCFE CACHE DN inspection; Kathryn Coun... Calderdale College visit, part of NCFE... JCPTD; Dublin; Manjula Das JCPTD Meetings 08:30 Comms: Check CMS Forms	27 Acacia Training Ltd visit, part of NCFE CACHE DN inspection; Kathryn Counsell-Hubbard 09:30 Dental Professional Forum, Edinburgh; Apex Grassmarket Hotel, 31-35 Grassmarket, Edinburgh, EH1 2HS; Daniel Knight	28 08:30 Comms: check CMS forms	29 09:00 FEDCAR Event (Patrick attending); Paris, TBA	30

December 2019 (excluding Sundays)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
25 Nov	26	27	28	29	30
09:00 6	Barnsley College visit, part of NCFE CACHE DN inspection; Kathryn Coun...	Acacia Training Ltd visit, part of NCFE CACHE DN inspection; Kathryn Counsell-Hubbard	08:30 Comms: check CMS forms	09:00 FEDCAR Event (Patrick attending); Paris, TBA	
09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (S...	Calderdale College visit, part of NCFE...				
12:00 Scottish Govt 2020 Regulation ...	JCPTD; Dublin; Manjula Das	09:30 Dental Professional Forum, Edinburgh; Apex Grassmarket Hotel, 31-35 Grassmarket, Edinburgh, EH1 2HS; Daniel Knight			
14:00 BDS Induction - Queen Mary U...	JCPTD Meetings				
17:30 NMC Always Caring, Always Nu...	08:30 Comms: Check CMS Forms				
2	3	4	5	6	7
09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - ...	Teesside HT inspection; Kathryn Counsell-Hubbard	Council (workshop)	Council	13:00 Cross Regulator Workshop on Sexual Misconduct; GMC Offices, 350 Euston Road. NW1 3JN	
11:30 NEBDN update meeting; Meeting Room - WS (B.1) Basement C...	08:30 Comms: Check CMS Forms	10:00 BDS induction - Sheffield University; Dental School Lecture Theatre, 19 Claremont Crescent, Sheffield, S10 2TA; stakeholder	08:30 Comms: check CMS forms		
13:30 BDS induction - University of Manchester; stakeholder	14:00 BDS induction - Queen's University Belfast; TBC; stakeholder				
	15:00 BDS induction - University of Liverpool; Confirming location; stakeholder				
9	10	11	12	13	14
09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	EMT		08:30 Comms: check CMS forms		
	08:30 Comms: Check CMS Forms		09:00 Susanne Gibson at the Westminster Health Forum: The health workforces and delivering the NHS P...		
			12:00 Tom Scott: Scottish Directors of Dentistry; Edinburgh, exact location TBA		
16	17	18	19	20	21
09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	08:30 Comms: Check CMS Forms		08:30 Comms: check CMS forms		
23	24	25	26	27	28
09:30 SPEAC Meeting; Meeting Room - WS (2.1F) 2nd Floor Meeting Room (SKYPE); Meeting Room - BH (CS01) - Medium Meeting Room (8) (SKYPE); stakeholder	08:30 Comms: Check CMS Forms	Christmas Day	Boxing Day		
			08:30 Comms: check CMS forms		