

GDS Reform Programme in Wales

Programme Update - January 2023

The GDS Reform Programme Updates are shared quarterly, to provide current information on the work of the programme and opportunities for training and ongoing communication and engagement.

Please ensure that this update is shared with all members of your dental team, as the information within is relevant across all roles and responsibilities.

January 2023 Virtual Engagement Events

The most recent engagement events were held virtually on 24 and 25 January 2023, where delegates were provided an opportunity to share innovative ideas for the Wales Dental Reform Programme. The event report is available on PCOne as are the recordings of the presentations and PDF versions of the slides.

FAQs are currently being created in response to some of the questions/queries that arose during the events. These will be circulated shortly.

We usually communicate these engagement events via maxcourse, thanks to contacts at HEIW. If you are not registered, please have a look here: www.maxcourse.co.uk/walesdent

Engagement for 2023/24 is being planned and further information will be shared as soon as possible

GDS Reform Programme Board – Dental Strategic Oversight Group (SOG)

The last meeting of the Strategic Oversight Group took place on 06 December 2022. Highlight points of discussion included:

- Performance data for 2022/2023.
- Update on the first meeting of WS4: Profession Engagement. Members of this work stream have identified different areas requiring attention and will meet monthly January-March 2023 to discuss these areas. The focus of this work stream is on both contract reform and system reform.
- Review of the Programme Initiation Document (PID) for the GDS Reform Programme. It was agreed that a Business Change Lead would now be appointed to help progress the work of the programme by attending SOG meetings and providing a link with Heads of Primary Care.
- The data analysis is ongoing with consideration being given to the weighting element.

Principles of Care – Dental Caries & Periodontal Disease

Feedback to the evaluation questionnaire was positive, with broad support for the promotion of a needs-based and preventive culture in general dental practice. Most of the other points raised related to the importance of patient engagement and how the PoC would work at an operational level in a new contract. Equally, availability of the workforce to support a 'skills-mix' approach was considered key.

In addition to incentivising delivery of evidence-based prevention through the new dental contract, ongoing updating and upskilling of dental teams on evidence-based prevention will be required if we were to make progress beyond traditional model of over reliance on oral health advice and tooth brushing instructions.

Public communications – from WG

The Welsh Government Office of the Chief Dental Officer has been continuing work on public communications and the Primary Care toolkit for the Help Us Help You campaign can be accessed [here](#). It contains assets for social media channels. Links to 'Dropbox' files are included in the PDF.

For more information and advice on using these assets, please contact hsscomms@gov.wales

Delivery

- Led by Chief Dental Officer
- Supported by 'Help Us Help You' campaign

Details and links to current WG led public communications can be found on the PCOne website [here](#).

Dental Workforce Planning

HEIW is dedicated to transforming the workforce for a healthier Wales. In line with other sections at HEIW, the dental department is continuing to develop a Dental Workforce Plan (DWP) for Wales. Consideration will be given on how to plan and prepare for the future to ensure we have the right workforce in place to meet patient demand. HEIW will lead the programme to develop, publish and plan implementation of a DWP, engaging with the profession to agree priority areas and contribute to the work. Taking a collaborative approach, HEIW work with stakeholders to determine the priorities and scope solutions for a long term sustainable dental workforce in Wales.

The Dental Workforce Plan will provide an overarching context and framework for the development of this workforce and consider ways to train and deploy the existing and future workforce to best effect. This is likely to include enhanced use of multidisciplinary teamworking, role adaptation, development of new roles and supporting and enabling individuals to develop a sustainable career pathway and work at the top of their license. Early actions in 2023 will include:

- Establishing a governance structure and Programme Board to scope and set timeline of work programme.
- Convening a Wales wide WP steering group identifying key partners and stakeholders to encourage insight, seek support and involvement at an early stage
- Identifying Priorities for WP – ensuring they are aligned to WG Policy direction
- Scoping current internal and external data on dental workforce

More information on how to get involved with the Dental Workforce Plan will be given in the next update.

Dental Workforce Development

Nicola O'Kelly our new Dental Nurse Training Lead is now in position and the development of the HEIW NEBDN programme continues. The recruitment, selection and application process for trainee dental nurses is now open. If you are considering taking on a trainee dental nurse in 2023, please contact Bethan Withey - Dental nurse training support officer (Bethan.withey2@wales.nhs.uk).

We have a new Dental Educator for Workforce Development whose primary focus is to develop and deliver educational initiatives and resources for DCPs. Our new Dental Educator will be seeking to establish and build on effective networks in Wales to gather intelligence with regards to the development needs of the profession. Contact Kathryn.marshall4@wales.nhs.uk if you wish to discuss and connect on this.

Recognising the advantages of multi-professional working; the dental and pharmacy sections have held two joint on-line CPD events in recent months. The principles of Prudent Healthcare highlight the importance that the right person receives the right care at the right time. Building on multi-professional development opportunities, the dental section will join with the GP Revalidation Support Unit in HEIW to deliver a joint event to explore how can GPs and GDPs can work together to improve the care of diabetics and consider what information should be shared between GPs, GDPs and their patients to improve the patient journey. Take a look at [Dental Postgraduate Section, HEIW – Course list \(maxcourse.co.uk\)](https://maxcourse.co.uk) to see all our CPD opportunities. If you have identified a learning need and are seeking some training or education to assist with this, then do contact us.

NHS BSA update

The following work is ongoing and further updates will be supplied in due course:

Claim errors: We continue to monitor and drive down instances of claim errors, supporting practices and engaging with Dental Practice Management suppliers (DPMS) and yourselves to improve data quality. We have commenced direct one-to-one engagement with DPMS to better understand issues practices may face, with a view to working collaboratively to address these.

Patient questionnaires: We assessed patient questionnaire returns over the festive period, where response rates have previously been significantly reduced. The use of non-paper questionnaires appears to have mitigated this. December's return rate sits slightly higher than the monthly average meaning responses are more robust and covering treatment throughout the year. We will continue to monitor this as we move further into 2023.

eDEN Updates.

Dental Insight will be working alongside Welsh Government to provide data via eDen to support forthcoming changes to patient metrics and year-end guidance.

As always, if you have any queries, please contact Dental Insight at dentalinsight@nhsbsa.nhs.uk

Primary Care One

The PCOne dental pages have been redesigned to enable easier access to information.

The website pages for the GDS Reform Programme include:

- Who's involved (who's who)
- Programme Structure and Governance
- Prevention and Quality Care
- Data and Digital Technology
- Workforce
- Contract Reform
- Communication and Engagement
- Programme Events
- Innovation, Good Practice and Sharing of Ideas
- Resources for Practices
- Bulletins, Newsletters and Reports
- Contact Us

The GDS Reform Programme pages on PCOne can be accessed [here](#). If there is anything else you'd like to see on here, please let us know!

Be involved

We welcome feedback and questions from **all members** of the dental team. We may not have all the answers at present, but we capture the questions and use them to inform our programme and communication (e.g., FAQ documents and engagement events). So please keep asking questions and giving us your feedback via dentalpublichealth@wales.nhs.uk

And finally...

We recently asked your opinion about what email communications you wanted to receive (link [here](#) if you missed it). We'd now like to know more about the different ways in which we could communicate and engage that would work best for you. Please click [here](#) to access the link.

The next report will be produced in April 2023