

## GDS REFORM PROGRAMME

Engagement Events | Virtual | 26, 27 & 28 September 2022

### Event Evaluation and Feedback Report

#### Summary of the Event

This event was repeated over three consecutive evenings, to allow maximum opportunity for attendance without reducing the quality of the experience due to overcrowding. The event consisted of a combination of live presentations and pre-recorded videos in the first half, to allow attendees to receive updates on the work of the GDS Reform Programme, including progress to date, an indication of what practices can expect for 2023/24 and an overview of the Programme plans for the next few years. The second half of the event allowed attendees to move into virtual breakout rooms for facilitated discussions on the GDS Contract Reform Plan.

#### Event Aims

Following restart of the GDS Reform Programme in April 2022, and at the mid-year point of the 2022/23 contract variation agreement, this event aimed to provide information on the ongoing work of the Programme and a further opportunity for delegates to contribute open and honest feedback on experiences over the last six months. The event also aimed to provide dental teams with reassurances around fairness of decision making in end of year reviews and an indication of expectations for April 2023.

This GDS Reform Programme engagement event was designed with a focus on the following:

- **Share** feedback of clinicians' experiences of the current dental reform programme.
- **Outline** the future direction of the reform programme and hear the proposed modifications from the current action learning year.
- **Describe** the application of the Principles of Care in clinical practice.

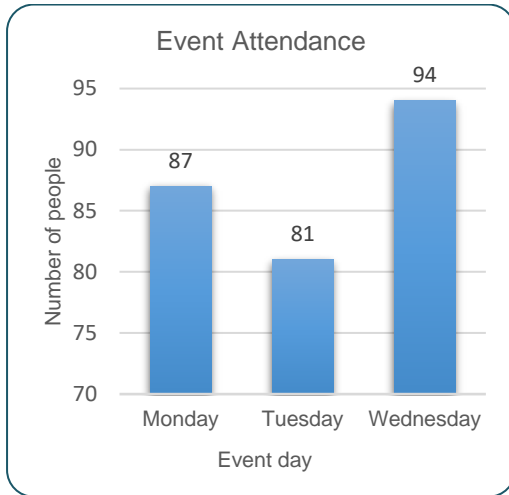
#### Event Agenda:

- A **Welcome Address** by Alex Slade, Director of Primary Care and Mental Health, Welsh Government
- A recorded **Patient Story**, voiced by a Public Health Wales (PHW) member of staff.
- Presentations (a mixture of pre-recorded and live):
  - **GDS Contract Reform and beyond: What is the plan?**  
Presented by Andrew Dickenson, Chief Dental Officer, Welsh Government
  - **What does early data tell us?**  
Presented by Paul Brocklehurst, Consultant in Dental Public Health & Workstream 2 Lead, PHW
  - **Reform Practices End of Year Review 2022/23: Principles and processes in Health Boards**  
Presented by Peter Greensmith, Acting Assistant Director for North Wales Dental Services, Betsi Cadwaladr University Health Board (BCUHB)
- Three breakout rooms: **Facilitated interactive session on the GDS Contract Reform Plan**
  - *Breakout Room 1* – Focus group for HBs, HEIW, CHCs, WG, PHW, BDA-WGDPC, LDC chairs, WDC, NHS BSA. Facilitated by Warren Tolley, Deputy Chief Dental Officer, Welsh Government and Andrew Pryse, Head of Dental Policy, Welsh Government
  - *Breakout Room 2* – Focus group for NHS Contract Holders. Facilitated by Rob Davies, Associate Clinical Director, Cwm Taf Morgannwg University Health Board (CTMUHB) and Richard Jones, Dental Clinical Director for Quality Improvement and Service Development, Swansea Bay University Health Board (SBUHB) and Dental Practice Advisor, CTMUHB
  - *Breakout Room 3* – Focus group for Associates and Dental Care Professionals (DCPs). Facilitated by Emyr Roberts, Community Director for GDS, Cardiff & Vale University Health Board (C&VUHB)
- Key points from each breakout room were highlighted by the facilitators in the final main room session before close of the event.

## Evaluation Findings

### Achievement of purpose/aims and wider effects (Effectiveness and Impact)

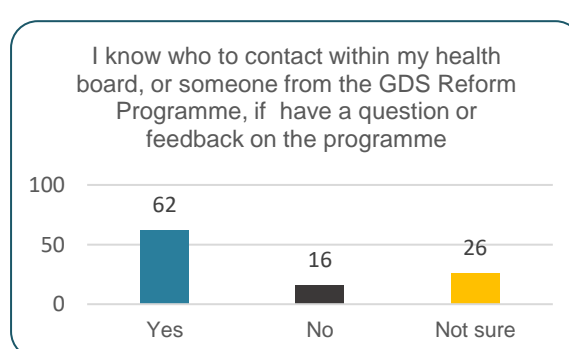
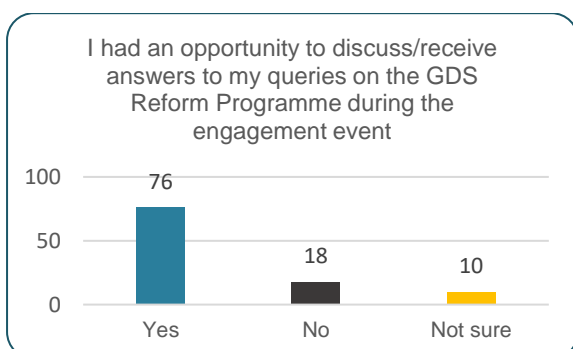
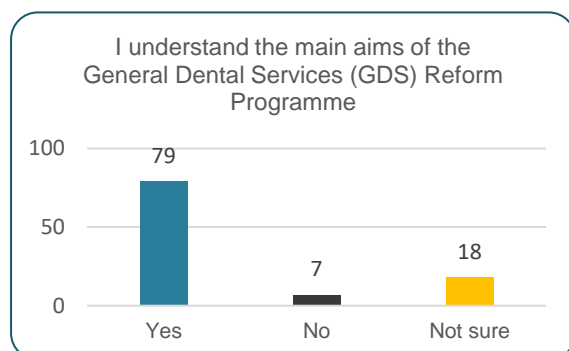
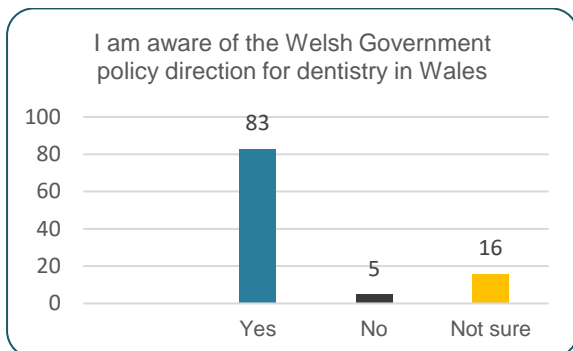
262 people attended the events in total.



104 feedback forms were completed. People who submitted the forms included the following (some of these people undertake multiple roles):

- Area Manager (my dentist)
- Associate medical Director – Dental
- Clinical Director CDS
- Clinical Director
- Community Director for GDS (UHB)
- Compliance Manager
- Dental Contracts Officer
- Dental nurse
- Dentist: NHS Dental contract Holder
- Dentist: Performer/Associate Hygienist
- NHS BSA
- Oral Health Educator
- Primary Care Manager
- Postgraduate Dental Tutor
- Practice Manager
- Retired dentist, LDS Secretary
- Salaried CDS Dentist

The answers provided for the 4 initial **As a result of this event** questions were as follows:



## Overall positives of the event

Feedback from delegates on the **most useful** parts of the event included the following themes.

### Presentations

- The speaker presentations were interesting and varied. Particularly enjoyed Pete Greensmith.
- The presentations setting out the direction of travel more clearly
- Presentation of what next
- HB structures in supporting GDS
- Data on ACORN
- Presentation on future metric targets
- The comments from the CDO were useful. I have a better idea of the trajectory of NHS dentistry and the aims for the future
- CDO presentation about plans going forward and managing 22/23 contract year

### Opportunity to voice opinions and hear from colleagues and other professionals

- Good to hear practitioners viewpoints
- It is always interesting and good to hear from other practices perspectives
- Feedback from others
- The ability to air my views even though I didn't get answers
- Hearing the views of like-minded contract owners
- Good to air my views
- Hearing points raised by other practitioners along with possible solutions.
- Hearing that other Practitioners are having the same problems and misgivings as me
- It was reassuring to hear that other practitioners feel the same way as to what we are
- Listening to other practitioners in the same situation
- Opportunity to provide feedback
- Listening to other practitioners
- Learning that issues raised were common to all areas
- Knowing that all practices are having similar issues with the metrics
- Knowing that other NHS practices are struggling with the Reform
- The ability to ask the questions I was unsure of
- To hear the main barriers in other practices
- Listening to what my colleagues proposed in order to improve/change the Reform
- Hearing the concerns of GDPs especially those in high need areas
- Understanding the problems other practitioners are having with this contract

### Advance notice of possible 2023/24 metrics

- Advance notice of future metrics will help shape my conversations with concerned GDS contractors
- Information of what to expect in the new financial year targets
- Finding out information about plans for 2022-23
- Possible direction for 23/24
- To see that the LHB is listening to our feedback, decreased the number of new patients
- Looking towards the 2023/24 period expectations
- The small preview of what items will likely stay in the contract reform next year
- Seeing next years requirements
- To learn there are going to be changes to the 2023/24 contract
- Understanding of what WG want from 23/24
- Understanding the changes for next year
- Update on what to expect next year

### Breakout sessions

- Q&A and discussions
- Discussing challenges of the contract reform
- To hear the views of the practitioners
- Richard and Rob did a great job in the contract holder room.
- The group discussions about the problems dentists are facing with the new patient workload and access to the existing or historic patients as the new patient and access and emergencies patients take the time slots of the day.
- I thought that all the speakers and the facilitators in the breakout session that I attended were calm, measured, supportive and positive which will provide reassurance to practitioners and providers about the future and hopefully with confidence that we want to work together to bring about real reform in dentistry
- The questions and issues expressed by my colleagues in the breakout room.
- I learned a great deal from the discussion which was relevant to me and where I might fit in to all of this
- The breakout session was very useful. It was reassuring hearing of similar struggles with the contract reform encountered by colleagues.
- The breakout room - extremely good to consider all points of view

### Future of the GDS Reform Programme

- Being kept informed of potential considerations going forward with contract reform. In particular looking at the needs of DCPs, not only how they can be supported to progress in their role, but be rewarded for this too.
- Insight into the contract for the next 2/3 years
- Having information/feedback on what has been happening and where in the future contract reform is heading.
- Highlighting specifics of the contract going forward
- Hearing what approximately is happening in NHS dentistry in the next 12 months
- Learning that therapists can open interim COTs
- Outline of contract reform and timetable
- Nice to know the process is ongoing.
- Line of travel of what the schedule is for Welsh Government.
- Sharing of strategic direction and opportunity for the profession to feedback.
- To hear where the process is heading/ the vision for NHS dentistry.
- Update on progress
- Understanding the outcomes of reform so far and the planned future for reform
- Update on the GDS reform programme

### Other

- Being told to report difficulties/problems to LHB ASAP
- Its useful to hear the direction of travel of policy makers and the comments of colleagues on how it is affecting them
- Glad to have an update and some limited input.
- Just reassurance and clarification of what is happening, and gaining idea of how we are being evaluated .
- Meeting people from different organisations
- To understand fully the set up and how it is working - being able to chat with other contract holders
- The summary to hear what the breakout facilitators actually heard from the comments and discussion in the rooms.
- Reassurance from BCU and hearing comments/concerns during Q&A session
- Thought it was extremely good and informative.
- That the Welsh Government are acknowledging that there are big issues facing NHS dentistry in Wales including shortage of staff, overwhelming number of patients needing to be seen compared to number of dentists available, the urgent need to improve nurses skill set and pay to incentivise, stress and burnout that the remaining dentists are facing after huge numbers of their colleagues are leaving the practice, the medicolegal problems that may arise because dentists are not being able to see the patients on the timescale they need due to above issues.
- Support by dentists to better recognise DCPs work

### Areas for improvement

Feedback comments provided on the **least useful** part of the event highlighted the following areas for improvement.

#### Presentations and recorded messages

Some attendees felt that too much time was spent on the information sections, as they repeated information that was already known, but they also understood that not everyone has the same level of knowledge on reform. Their hope is that the next event can focus more on discussion, now that the detail has been covered. Other delegates felt that the presentations were not useful and did not help with overall morale. Information provided from North Wales would not be useful for all attendees. Some attendees felt that the presentation on the GDS Reform Programme structure for information sharing was not helpful. Others felt that the presentation on statistics was not useful, as they feel it is based on distorted data and did not provide reasons for why certain statistics were showing as they were. Some attendees would have preferred to have been shown data on current capacity to see red patients within the 12-month recall period.



## Patient story

Some of the delegates who completed the feedback form noted that they had found the recorded patient story unhelpful. The general feeling was that the current patient journey and struggles are well known and practice teams are faced with stories such as this on a daily basis. They felt that this section of the event was not good for morale and that their main area of interest for this particular event was the current contract and plans for next year. As such, they would have preferred more time in the breakout sessions instead. Concern was also expressed that the patient perception of the quality of the treatment they receive is only one view of the overall quality of the treatment that they actually receive.

## Breakout sessions

Some attendees noted that more time in the breakout sessions would have been useful to allow for longer, more in-depth discussions and also to enable more people to speak. The division of roles between breakout sessions was queried by a few people, as they felt it would have been more useful to have associates in with the contract holders instead of with DCPs, due to the different financial implications of the contract on each of these roles. Advance notice of the breakout room guide questions was suggested as a possible improvement, as it would enable participants to consider their responses before the event. Others felt that the guide questions felt too rigid and did not enable them to raise questions or points that they would have liked to, such as Accelerated Cluster Development (ACD). Time allocated for “any other questions” would have been appreciated by some attendees. It was noted by some delegates that they found it unhelpful to hear of experiences from practices which have more resources than theirs and others felt that the breakout rooms became more of a rant, which made it difficult to have a constructive conversation. In order to allow suitable time for engagement and discussion with the profession, some delegates felt that the facilitated discussions should be run as a whole day/evening.

## Overall Agenda

A few of the delegates mentioned that they felt that the event was not long enough. They would have preferred more time to have been able to attend more of the breakout rooms and/or to have longer discussions in their main breakout room. It was felt that a longer event would allow more time for all attendees to speak, elaborate on their points and raise questions. Some also felt that the main room session at the end of the event could have been improved if WG had used that time to respond to the feedback session comments.

## Future of the GDS Reform Programme

Some attendees found the review of basic aims unhelpful. Others feel that the decisions on what happens next have already been made and they did not find the information on the timeline for change very useful. Some delegates felt that there was no acknowledgement of workforce issues, impact of these or how we encourage current workforce to stay long enough to support the future workforce. It was also noted by some delegates that there was little information to help them understand how we take the impact and difficulties of this year through to the next year in a positive way. They felt that there were no clear solutions presented for the problems discussed and they feel unsure as to when these problems will be addressed in the contract reform. Others highlighted that reforms are greatly underfunded, which will ultimately impact on whether they feel able to continue NHS work.

## Technical issues

There was a pause before the main room was accessible for the final session at some of the events, due to a wait for breakout room discussions to close. This caused confusion for some delegates as they were not sure whether the last session was still going ahead. Others experienced local technical issues at the beginning and so missed the start of the event. Some delegates would have preferred a live chat box during the event, so that they could add to, agree or disagree with comments being raised. Small numbers noted that they do not like the use of online Teams for events.

## Happy with the content and agenda for the event

Seven delegates who completed the feedback form chose not to complete the section relating to “What was the least useful part of the engagement event” and 20 others noted in this section that they found the event helpful and did not feel that there were any areas that they could highlight for improvement.

### Additional comments on the event

- Appears decisions already made on next financial year with metrics but also saying will liaise with profession, these contradict each other
- I do not feel I have learnt anything new
- Need for some in house training/guidance to ensure we are on the right path
- Not listening to our concern
- The repeated threats of clawbacks that were mentioned during the event makes dentists feel stressed, burnt out, unappreciated despite of the hard work they do.
- It was not at all reassuring that things will improve.
- Shows there is clear confusion about how this reform is implemented. Had been actioned too soon without correct training for practices.
- Face to face discussions over the period of half a day or more would be more productive.
- List of contacts would be useful
- Overall good
- I am assuming a summary of what is taken from the meetings and what will be addressed
- Helpful to have ongoing discussions around reform. I would like to have access to ongoing plans for reform as soon as available to plan for the future.
- Very interactive
- Very well planned and hosted. Constructive!
- Still feels like we are being told what is happening rather than being engaged/listened to.
- Practice owners' breakout had a few common themes... practices working harder than ever attempting to see new patients and historical, but due to Covid, many HPs have increased dental need currently. Recall periods have been elongated, but the likely scenario is that this is simply building up a second wave of further treatment requirements.
- Pleased that NP numbers being reassessed.
- Thank you
- We could perhaps ask the dentists and other DCPs a more open question about any general ideas they would have about the new NHS contract
- Ran smoothly
- Excellent engagement event, much appreciated by all attendees.
- Better communication about the event. Our dental therapist did not receive an email inviting her to attend.
- Protected work time to attend meetings such as this.
- Open discussions such as this are so valuable to all. By including staff at all levels with this means of communication creates extremely positive feelings, gives everyone a sense of ownership and responsibility. We all have something to give.
- The picture presented of a successful 2022 does not reflect the mood in practice.
- Overall, a very valuable event - and much appreciated.
- Would be beneficial for all concerned to give examples of how skill mix could and should work within GDP and contract reform and maybe direction to someone/practice that is making it work.
- Useful event that I found interesting.
- Should be regular thing (once a quarter maybe?)
- More local feedback events would be helpful
- I really hope the producers of tonight's event do not sugar coat everyone's opinions.
- There was no opportunity for clarification of queries regarding the points on the new announcement, only opportunity to ask questions that we were then required to give solutions for.
- It will be useful to see the summary and presentation slides from this evening's event.
- Thank you all
- Good format - at least you didn't have to submit questions before so they could be censored.
- Questions in breakout 1 seemed more relevant to practitioners undertaking CV in their practices.

- I left and joined contractor holders group which was more illuminating. This was well facilitated - lots of discussion, so needed more time to enable everyone to get their points across.
- The conversation was very positive around skill mix, but many practices commented that it is not financially viable.
- Overall an excellent event - huge improvement on the initial engagement event!
- Transparency of questions proposed and whether they have been listened to and answered
- Keep up the engagement please
- Graphs and flow diagrams and the feeling that no GDPs have been listened to
- It was useful to hear views of colleagues across Wales and have another opportunity to provide feedback.
- I feel that these events are beneficial to the whole team and hope they continue. It is a good opportunity to collaborate.
- Well run evening
- More female dental presenters and facilitators next time. They were all men.
- Breakout session good with good feedback at the end. Only of use if it is listened to.
- The associate session was not anonymised so I didn't feel able to speak freely. Anonymous feedback opportunity would be better in my opinion.

### Event Resources

All event resources can be found via the following links:

[Alex Slade: Welcome - YouTube](#)

[Patient Story V1 - YouTube](#)

[Andrew Dickenson - Contract Reform and beyond - what is the plan? - YouTube](#)

[Paul Brocklehurst - What does the early data tell us? - YouTube](#)

[Peter Greensmith - End of year review Principles and processes in HBs - YouTube](#)

### Thank you to all who provided feedback.

All of the comments and suggestions provided in relation to the event agenda and content will be taken into account when planning future events.

Additional comments/feedback submitted, via Slido, the event feedback form and in breakout sessions during the event, in relation to the GDS Reform Programme in general will also be taken into account for future work on the programme.

FAQs are being produced, to provide further clarification on additional questions during/following this event and will be shared shortly as well as being posted on the PCOne website.

If you have any further questions or queries, please contact [dentalpublichealth@wales.nhs.uk](mailto:dentalpublichealth@wales.nhs.uk)