

GDS Reform Programme in Wales

Programme Update - July 2022

Restart of the GDS Reform Programme

The GDS Reform Programme formally restarted on 1 April 2022, under challenging conditions with the impact of the pandemic on all, especially dental teams and patients. Thanks to Health Boards' primary care teams and dental practices for their hard work and ongoing local engagements, there was a significant sign up to the contract variation across Wales and the remaining NHS practices not signed up to reform have reverted back to the previous UDA contract (see table below). Health Boards have reported that a small number of NHS contract holders have decided either not to continue with their NHS dental contract or have decided to retire. We understand that Health Boards are actively planning to reinvest the available money into dentistry.

Health Board	Number of GDS/PDS mandatory services contracts joining GDS Reform Programme
ABUHB	55 (69%)
BCUHB	58 (75%)
CTMUHB	47 (87%)
CVUHB	46 (73%)
HDUHB	48 (83%)
PTUHB	17 (77%)
SBUHB	53 (88%)

July 2022 Virtual Engagement Events – Focus on listening

The reform programme needs active participation and feedback from the dental team members working in different parts of Wales. Andrew Dickenson, the Chief Dental Officer for Wales, attended all Local Dental Committee (LDC), BDA Wales-WGDPC meetings over the last few months to listen and understand their perspective.

A series of virtual engagement events took place in mid-July where NHS dental contract holders, associate dentists and DCPs shared their experience of working under contract variation. Feedback from these events has been shared with the Office of the Chief Dental Officer (OCDO) and will be useful for end of year contract review and planning for 2023-2024 and beyond. As promised, you have spoken, and we have listened.

The next programme engagement events will be held virtually on 26, 27 and 28 September 2022, where we will continue to listen, as well as share some information on current data and initial plans looking forward to the next financial year and beyond. Details of how to register for these events will be circulated soon. The agenda will be the same for each day and is being run on three dates to allow opportunity for all to attend and provide valuable insights. This decision was made based on feedback provided by delegates following the March 2022 engagement event.

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

The reform programme requires commitment and active involvement of multiple organisations and teams. A structure has been created to support [this aim](#). The most recent meeting of the SOG took place on 28 June 2022. The meeting revisited the key deliverables of the programme workstreams and how they are interlinked. The SOG reports to the Primary Care Alignment Group which also has representation from the BDA and OCDO. Additionally, there is ongoing discussion in the SOG and all workstreams on how to improve communication with the public and dental team members, and between different organisations actively involved in the reform programme. A communication campaign to inform the public about dental reform was one of the actions from engagement events and different programme workstreams. Work is continuing in this area and an update on public communications can be found in the relevant section below.

Principles of Care – Dental Caries & Periodontal Disease

The Principles of Care (PoC) for dental caries and periodontal diseases have been developed by dental teams who kindly gave their valuable time in designing these two important documents. Some dental teams have been involved with piloting the PoC and an evaluation is planned by workstream 2 to better understand the potential impact of the PoC in practice. The evaluation and views of the teams will help shape any changes that need to be made in a new contract to facilitate how they can work in practice. A copy of this evaluation form will be shared with the dental profession so that feedback can be provided. The evaluation plan also includes collecting views from the public with the help of the Community Health Councils.

Have Your Say

As you may be aware, researchers from Bangor University are undertaking an independent evaluation of the reform programme. The researchers would like to talk to practice teams, in confidence, about your experiences and views on the future of NHS dental services in Wales (either by phone or using Teams). This will take no more than 30 minutes. As a thank you, the research team would like to offer a £40 shopping voucher.

If you want to be involved, please submit your details to the following form: <https://forms.gle/ivbYK7HK5YGdT7pP8>

For more information please contact the research lead, Lorelei Jones lorelei.jones@bangor.ac.uk

What support is available for the training and development of the dental workforce?

HEIW provides education and training to develop, shape and support the dental workforce in Wales.

In 2022 we are aware that we need to continue to evolve in the delivery of the programmes and events so that our support remains relevant to all dental professionals. Look out for our first HEIW Dental newsletter later this summer which will give more detail about providing feedback to help inform and shape future courses and events.

The HEIW Annual Dental Team Conference takes place this year on October 14th at the Marriott Hotel in Cardiff. We hope to see you there in our first face to face large learning event since 2019. Places are still available to book via maxcourse in the usual way [Dental Postgraduate Section, HEIW - Course list \(maxcourse.co.uk\)](https://maxcourse.co.uk).

HEIW will be working with partners and stakeholders to develop a Dental Workforce Plan for Wales. This work will identify the current workforce, the gaps and shortages, and plan for the future. The position of Programme Manager for Dental Workforce Transformation has been approved and will be recruited to lead on this work.

We are currently at the interview and appointment stage of our new role of Dental Nurse Training Lead. This individual will be developing, delivering, and overseeing a high-quality **dental nurse training programme for HEIW** (NEBDN Diploma). They will act as professional lead for dental nursing in HEIW and will work across the organisation and with external stakeholders to develop the Wales-wide offer for dental nurse training in the long term.

Our business as usual continues with our **All-Wales Study Clubs for Dental Nurses, Dental Therapists and Hygienists** and full programme of CPD courses and events delivered through a mixture of opportunities for learning; embracing on-line and blended with f2f where the hands-on experience is essential. Understanding that the wellbeing of dental teams remains a priority, we have events to support this with the next course on Sept 1st **'Managing Stress Whilst Maintaining Performance'**.

Following on from our work earlier in 2022 in testing and developing the **PoC for both Perio and Caries**; we are delivering **a workshop at Llandough Medical and Dental Education Centre on 17th October** for dental teams to increase their understanding of the PoC and how to integrate them into their own practice. We encourage small groups from the same practice to attend together – ideally a mix of dentists and DCPs. To book [Dental Postgraduate Section, HEIW - Course list \(maxcourse.co.uk\)](https://maxcourse.co.uk)

Our team of **Dental Educators allocated to each of the Heath Boards is available to support teams with quality improvement and peer review projects to evidence engagement with continuous quality improvement.** Projects may include, considering initiatives around adopting a greener and more sustainable strategy in the delivery of care to patients or looking at processes to support increasing access for being able to see and care for more patients.

For more information and to request training or a practice visit for any aspect of QI above contact HEIW.DentalQI@wales.nhs.uk

Public communications – from WG

Welsh Government OCDO has been working on public communications.

Background

The way people see their dentist is changing. Dental teams should carry out comprehensive risks and need assessment (ACORN) and dental recall should be individualised for all patients. There is no longer a need for all

patients to automatically have a 'check-up' every six months. Dental team members will continue to advise patients when they need to be seen again based on their clinical need.

A better use of available resources is required to see everyone on a need basis. This means practices prioritising to see patients with treatment need first. The profession is still feeling the effects of the Covid pandemic and there is a limited number of dentists and practices, which means that resources must be used as efficiently as possible whilst keeping quality patient care at the forefront. Practices seeing and treating high need patients need to be supported by their Health Boards in their 6-monthly and end of year reviews, so it is important that practices share any challenges they face early on with their Health Board and enter into an open conversation.

The feedback from the profession is that they want Welsh Government to explain this new way of accessing dental services to patients and the public.

Objectives

To explain to the general public how they will now access dentistry and to promote the importance of taking care of their own teeth.

Key Messages going out to the public

- Your NHS dentist will be there when you need them
- People will now be seen when they need to be
- You no longer need to see your dentist every 6 months
- Your dentist will tell you how often you need to be seen
- The dental team will explain how to maintain good dental/oral health through prevention

Delivery

- Led by Chief Dental Officer
- Supported by '[Help Us Help You](#)' campaign

[Radio Wales Breakfast with Claire Summers - 27/07/2022 - BBC Sounds](#), skip to 1:08 for the interview.

NHS BSA update

Our team has been working hard behind the scenes and we are pleased to announce performer level data is now available to view in eDEN for Historic and New Patients. An email has been sent to all eDEN users with clarity on understanding the data.

The following work is in development, and we will communicate updates as work progresses:

Patient Questionnaire data being uploaded into eDEN. So far, we have surveyed over 45,000 patients and have received responses for over 300 contracts. Providing the NHSBSA receives email addresses or mobile numbers for your patients, we will be randomly surveying patients for your contracts. Where a patient chooses not to provide a mobile number or email address for a survey, we will be sending paper surveys. If a patient does not opt out from the NHSBSA receiving their email address or mobile number, it is important this information is shared via your claim submission.

Clinical Data Set (CDS) data matching the Band of Treatment. We have introduced guidance to support the profession on what CDS items can be claimed under a band of treatment. A link to the guidance can be found here: <https://www.nhsbsa.nhs.uk/activity-payment-and-pension-services>. Performer Schedules will currently produce a comment where there are errors with the incorrect item being claimed against a band of treatment. Work is underway to support Dental Practice Management Software (DPMS) suppliers with any questions or concerns they have. We are also providing support to Health Boards and contracts through engagement events to answer any questions. **If you require additional support, please reach out to our team.**

eDEN updates:

- Adult/ Child patient split – work is underway for quarterly reporting at LHB/national level for WG, with discussion ongoing as to where to further integrate this data in eDEN.
- Dental Corporates' access to eDEN – this should be available in the next few months and will replace the monthly files currently provided to corporate bodies. There will be a dashboard page to show summary data for the corporate body, along with the ability to drill down to contract level data.

We continue to adopt a population health approach and address health inequalities with the recording of ethnicity data and will be supporting the collection of NHS numbers in future.

For more information and a chance to be up to date with all NHSBSA provider and performer changes please visit our Dental Bulletins: <https://www.nhsbsa.nhs.uk/compass/bulletins/bulletins-providers-and-performers>

Please contact Dental Insight at dentalinsight@nhsbsa.nhs.uk for any queries relating to eDEN. Please also get in touch with any feedback or suggestions you may have – all are welcome as we seek to improve the service!

Over the next few months, the look and feel of eDEN will continue to change. If you have any queries including registration, password resets and training queries please email eDENsupport@nhsbsa.nhs.uk

Resources for Practices

What is the purpose of ACORN?

<https://primarycareone.nhs.wales/files/acorn-and-expectations/acorn-faqs-version-1-3-06-12-2021-pdf/>

HEIW continues to offer training to support dental teams with understanding the role of ACORN in adopting a systematic approach to assess the risks and needs of patients. There are two courses in September with places still available. Register here - [Dental Postgraduate Section, HEIW - Course list \(maxcourse.co.uk\)](#)

PCOne is regularly updated with all that is new. Relevant documents and information can be found here - [Dental Reform - Primary Care One \(nhs.wales\)](#).

Digital copies of prevention plans can be shared with your patients via email. See [PCOne - Dental prevention plan \(e-version\)](#) or [Cynllun Atal Deintyddol \(e-fersiwn\)](#)

Paper copies can be printed locally if needed. These can be found on Primary Care One: [PCOne - Dental Prevention Plan \(Printable\)](#) and [Cynllun Atal Deintyddol \(Argraffadwy\)](#)

Posters can be printed and displayed to reinforce the messaging around 6-month dental recall. They can be found on [PCOne – Dental Recall Poster](#) or [Poster Adalw Deintyddol](#)

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 – please contact dentalpublichealth@wales.nhs.uk

The next report will be produced in October 2022