

## GDS Reform Programme in Wales

### Programme Update - October 2022

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.

### September 2022 Virtual Engagement Events

The September engagement events were held virtually on 26, 27 and 28 September 2022, where we continued to listen and also shared information on data and initial plans for 2023/24 and beyond. The event report is attached here.

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

The next events will be held on 24/25 January 2023 and details will be made available as soon as possible.

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

We also ask health board contacts to share the details for registering – thank you!

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

The last meeting of the Strategic Oversight Group took place on 22 September 2022. Highlight points of discussion included:

- The performance measures for 2022/2023 are being tracked
- Current and historic data is currently being modelled to assist with developing metrics for the future contract
- Evaluation of the Principles of Care taking place (see PoC section below for update on results)
- Ongoing work around communication for public and the profession
- A new workstream is being set up on the Programme – WS4: Professional engagement. This workstream will include representation from Dentists, Dental Care Professionals, Dental Technicians, Clinical Dental Technicians and NHSBSA. The overarching aim is to ensure professional engagement and representation in line with the Reform Programme work plans and information will flow directly between this workstream and the Office of the Chief Dental Officer for Wales.

### Principles of Care – Dental Caries & Periodontal Disease

A questionnaire has been distributed to determine how the Principles of Care can be implemented in practice. The responses are currently being collated. The feedback has been positive, with the main issues raised being how this will affect claiming processes in a new NHS contract, the importance of patient communication and ensuring there is an adequate workforce to promote 'skill-mix'. The PoC were also reviewed by the Community Health Council, who were also positive about the pathways. They will also be discussed at a forthcoming workshop meeting with key stakeholders from the General Dental Services.

### 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 is attached here. It contains assets for social media channels. Links to 'Dropbox' files are included in the PDF. Alternatively assets can be accessed via: [WeTransfer](#).



2022-08-31 HUH  
NHS toolkit ENG.pdf

For more information and advice on using these assets, please contact [hsscomms@gov.wales](mailto: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.

## Support for Training and Development of the Dental Workforce

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

The HEIW Annual Dental Team Conference took place on October 14. Over 130 delegates came together to discuss 'choices', both in our professional lives and around the choices that patients make.

Our new Dental Nurse Training Lead will be in position by the end of November. This individual will be developing, delivering, and overseeing a high-quality dental nurse training programme for HEIW (NEBDN Diploma). The Diploma will start in 2023, and the recruitment, selection and application process for trainee dental nurses begins at the end of the year. For more information on the course contact Bethan Withey - Dental nurse training support officer ([Bethan.withey2@wales.nhs.uk](mailto:Bethan.withey2@wales.nhs.uk))

Our course programme continues for the remainder of 2022. Spaces are available on November 16<sup>th</sup> on our Making Prevention Work in Practice (MPWiP) work-based learning course for dentists to support dental nurses in extending their skills to support patients in maintaining their oral health.

Other course highlights include Sustainability in Dentistry 7<sup>th</sup> December, and an update in Conscious Sedation 9<sup>th</sup> December. Both these events are on-line. To book [Dental Postgraduate Section, HEIW – Course list \(maxcourse.co.uk\)](#)

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; looking at processes to support increasing access for being able to see and care for more patients; or exploring skill-mix in delivery of care to patients. Full funding is available for projects, and they can be led by a DCP as well as a dentist.

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

## NHS BSA update

The following work is in development, and we will continue to provide updates as work progresses:

**External engagement events.** NHSBSA colleagues have been attending external engagement meetings to provide support to the profession with regards to FP17W claiming, claiming errors and the importance of timely submissions of claims.

**Error rate improvements.** We have been working behind the scenes to monitor, improve claim errors and support practices with submission errors. We are happy to confirm that the volume of claim errors has been reducing since April. We will continue to work with all Dental Practice Management suppliers (DPMS) and yourselves to improve data quality. If you require any support our [Knowledge base](#) and [Helpdesk](#) will be more than happy to support.

**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.

**eDEN Updates.** We've made some changes to the dashboards in [eDEN](#).

Mid-year data is available as an additional tab. This has been designed to be easily exported as an Excel spreadsheet or PDF. To export the data, use the cog in the top right corner of the dashboard's screen.

For Local Health Boards (LHBs), mid-year data for all contracts can be found on the Wales Data Dashboard.

Fluoride varnish data for children aged 3 to 17 will now refer to treatment for Bands 1, 2, and 3 only.

New items have been added to the Clinical Data Set (CDS) data on the following dashboards:

- Provider NHS Wales Dentistry Dashboard
- Provider NHS Wales Dentistry Dashboard (LHB)
- Provider NHS Wales Dentistry Dashboard (Wales)

You can find the new CDS items under the 'Activity Data' tab in each dashboard.

As always, if you have any queries, please contact Dental Insight at [dentalinsight@nhsbsa.nhs.uk](mailto:dentalinsight@nhsbsa.nhs.uk)

## Primary Care One

We are currently undertaking a resign of the PCOne dental pages.

Current information on the GDS Reform Programme pages includes:

- 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

If there is anything else you'd like to see on here, please let us know!

## Be involved

### Have Your Say

Researchers from Bangor University are undertaking an independent evaluation of the reform programme. They would like to thank all the practice teams who have offered to talk about their experiences. They are still interested in talking to practices from Hywel Dda (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](mailto:lorelei.jones@bangor.ac.uk)

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](mailto:dentalpublichealth@wales.nhs.uk)

**The next report will be produced in January 2023**