

GDS REFORM PROGRAMME

Engagement Event | Virtual | 9 March 2022

Event Evaluation and Feedback Report

Summary of the Event

This event contained a combination of presentations and breakout room sessions to allow attendees to receive updates on the restart of the GDS Reform Programme from April 2022, including what practices opting-in to reform are expected to deliver in 2022/23. As part of the event, attendees had the opportunity to participate either in a Q&A session on the GDS Reform Programme or a facilitated discussion on challenges relevant for community dental services in Wales. This event was intended to be presented at a level suitable for all attendees, from those who already had some experience of reform and also for those who had not previously been part of the programme..

Event Aims

In the lead up to the next stage of GDS reform, including the offer of a new contract variation agreement for practices, this event aimed to provide the opportunity for practices to obtain more information on the plans for 2022/23 and to raise questions and concerns regarding the proposed metrics for the new ways of working. The event also aimed to provide dental team with details on the options available to them for the coming financial year.

The GDS Reform Programme engagement event was designed to provide delegates with an opportunity to:

- **Hear** from professionals who have been involved in reform so far and some of the organisations who are involved in the work of the GDS Reform Programme
- **Gain** a better understanding of the metrics information that was provided in the DCDO letter for 2022/23
- **Participate** in a breakout session on either GDS Reform Q&A or a facilitated discussion around the impacts of GDS Reform and COVID19 on CDS

The event agenda included

- A welcome address by:
 - **Eluned Morgan AS/MS**, Minister for Health and Social Services, Welsh Government
 - **Julie Denley**, Co-Chair of the Primary Dental Services Strategic Oversight Group, and Director of Primary, Community & Mental Health, CTMUHB
- Presentations (a mixture of pre-recorded and live) by:
 - **Ewart Johnstone**, Dental Educator (SWT), Dental Foundation Training Team and General Dental Practitioner - *A Clinician's Reflections: Opportunities and challenges of working in a non-UDA system*
 - **Kirstie Moons**, Postgraduate Dental Dean, HEIW - *Dental Workforce Challenges and Opportunities*
 - **Warren Tolley**, Deputy Chief Dental Officer - *Key Delivery Measures for 2022/2023*
- Two breakout room sessions
 - Breakout Room 1 – Q&A on GDS Reform
Chaired by Rob Davies, Associate Clinical Director, CTMUHB and with a panel including representatives from WG, PHW, NHS BSA, HEIW and each Health Board in Wales
 - Breakout Room 2 – Workshop: Implications of GDS Reform and impact of COVID19 for the CDS
Facilitated by Dr Ilona Johnson, PHW and including CDS Directors/Deputies and others from all Health Boards in Wales.

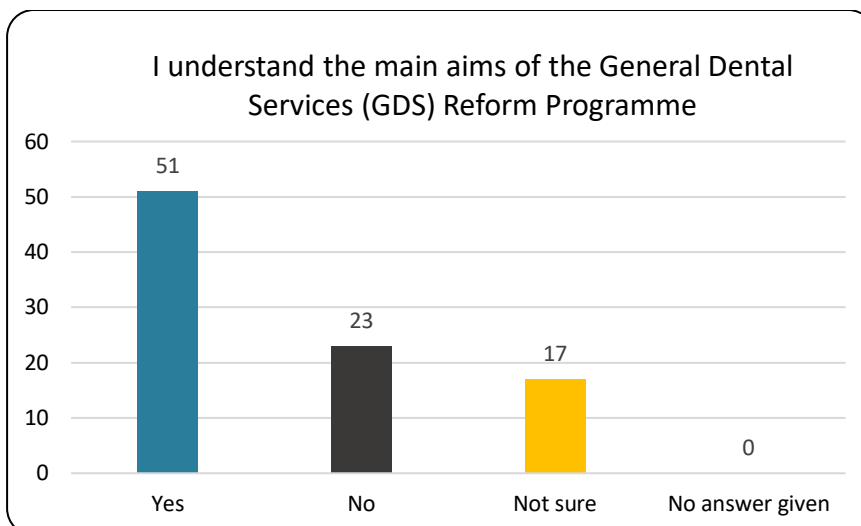
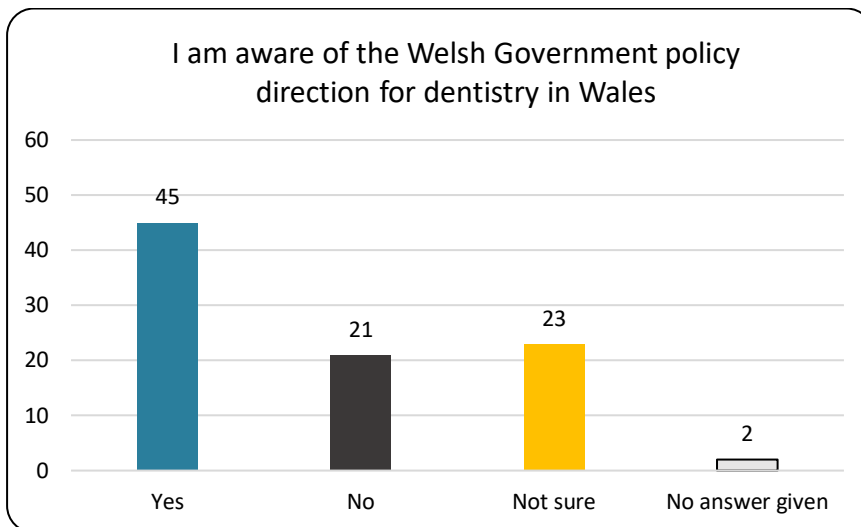
Evaluation Findings

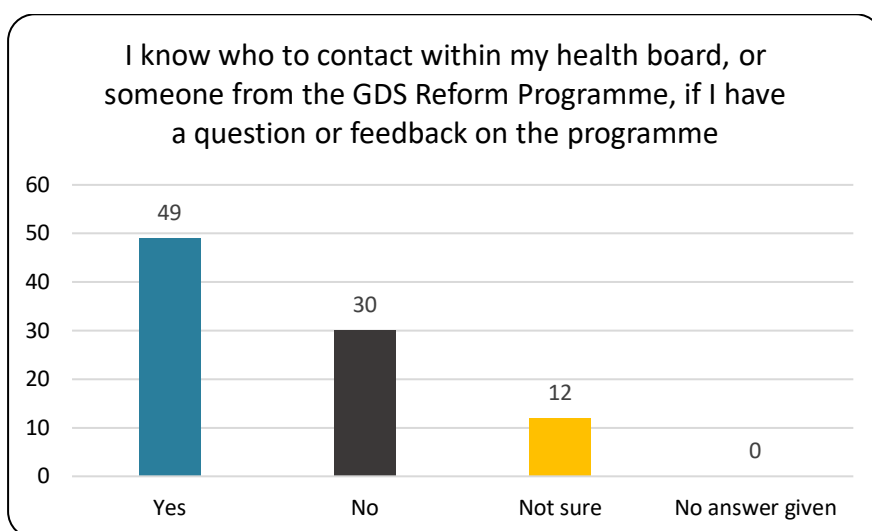
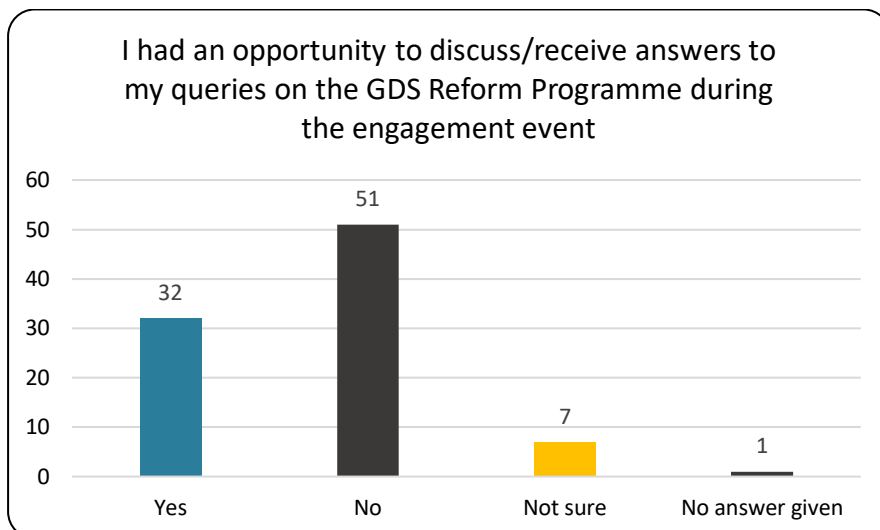
Achievement of purpose/aims and wider effects (Effectiveness and Impact)

Over 500 people attended the event and 91 feedback forms were completed. People who submitted the forms included:

- 71 Dentists
- 8 Practice Managers
- 4 Therapists
- 2 Dental Nurses
- 1 PG Dental Tutor
- 1 Practice Owner
- 4 who did not note their status

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





Overall positives of the event

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

General information provided

- Strategic overview was helpful
- Lots of information provided regarding the contract variation offer
- Useful for those working in CDS to find out what is happening in GDS as it has a direct impact
- Explanations of KPI
- Good overview of proposals
- The event did answer some questions
- It was useful to understand the background to contract reform and the parameters of what will be required moving forwards

Presentations

- Useful recorded preliminary presentations
- Useful to hear presentations from speakers from the different organisations
- DCDO presentation providing detail on what is actually going to happen and how it can be implemented
- Good to get a summary of what is intended/envisaged
- HEIW presentation was interesting

- Useful to hear from practitioner already involved with contract reform
- Clinician presentation on how they use skill mix

Breakout sessions

- Q&A was the most useful aspect (x 4 responses)
- The Q&A breakout session provided far more practical answers to questions
- The Q&A session was useful and enlightening
- The Q&A was chaired well
- Discussion around recording of metrics and access to data, mid year review and options to review patient numbers expected if high need
- The CDS discussion was well facilitated

Opportunity to hear from colleagues and other professionals

- Having the opportunity to hear that colleagues currently shared the same concerns and frustrations with the reform
- Opportunity to hear opinions and questions from colleagues within the profession
- Opportunity to hear from a number of professionals from various areas
- Opportunity for people to express their concerns
- Good to discuss shared problems with CDS group

Organisation of the event

- Well organised with stakeholders presenting high level points first.
- Q&A breakout room was well considered
- Organised and open for all to hear

Other

- Well attended
- The whole event was all very useful
- The openness to speak out

Areas for improvement

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

Unanswered questions in Q&A session

Many attendees felt that there were still a lot of questions left unanswered or not answered in enough detail. It was recognised that this was due to large numbers being present, but attendees noted disappointment in the lack of opportunity for questioners to reply or clarify when their questions were answered. Others felt that their questions had not been addressed at all. Concern over lack of time to review next FAQ before making final decision on whether to sign up for contract reform. Many were disappointed at the high numbers in attendance, as it prevented any real opportunity for discussion. Many delegates were unhappy that they were not able to get live answers to the questions in the chat. Other felt that people used the Q&A session for problem sharing, rather than asking questions about the changes.

Presentations and recorded messages

Some attendees noted that they felt the presentations section of the event did not provide enough detail on the upcoming changes. They did not address all of the points that delegates had hoped would be covered and/or did not provide any new or useful information. Other delegates felt that the presentation section was not really necessary and would have benefitted more from additional time in the Q&A session instead. Some delegates noted that they did not feel that workforce issues and skill mix should have been discussed at this event. Although recognised as important issues, it was felt that the reform proposal should have been the priority for this event and other areas, such as workforce and skill mix, could have been discussed at a future date.

Tight timeline

A lot of concerns were raised over the lateness of the metrics details and the engagement event, as well as the lack of time remaining for review of the post event FAQ, before practices need to make final decisions on whether signing the reform contract variation is the right decision for them for 2022/23. Disappointment was expressed that the proposals have not included any genuine consultation time before implementation. Some delegates also noted that they felt that the engagement event had also been organised hastily and that it had been scheduled too late in the timeline to have any real impact on the upcoming decisions to be made by practices.

Separation of GDS and CDS

It was noted that the separation/streaming of GDS and CDS components was a less useful part of the event as it meant that there was no CDS input directly into the GDS group. It was appreciated that this particular event may not have worked altogether, but highlight was made to the fact that GDS and CDS need to work/engage with each other going forward.

Technical issues

Some delegates experienced issues with joining the main event and the breakout rooms, due to the large numbers joining at the same time. This caused them to miss some of the questions and also information on how the session was going to run.

Additional Comments on the event

- Many putting questions to the panel seemed overwhelmed by the changes. Hopefully there will be plenty of support if/when needed
- The answer 'it's a learning year' provided for some questions was not very helpful for planning
- A lot of comments and questions kept being repeated on the chat, rather than waiting for them to be addressed

Event Resources

- All event resources can be found via the following link:
<https://primarycareone.nhs.wales/topics1/dental-public-health/dental-reform/>

Thank you to all who provided feedback.

All of the above comments and suggestions will be taken into account when planning future events.

Additional comments/feedback provided in relation to the GDS Reform Programme generally, rather than the event, will also be taken into account for future work on the programme.