

GDS REFORM PROGRAMME

Engagement Events | Virtual | 24 & 25 January 2023

Event Evaluation and Feedback Report

Summary of the Event

This event was repeated over two consecutive evenings, to allow greater opportunity for attendance. The first part of the event consisted of a combination of live presentations, focused on reform principles, programme updates, cluster development, duty of candour and workforce innovation. Following this, delegates were moved into virtual breakout rooms for facilitated discussions on accelerated cluster development, workforce and quality, before returning to the main room for feedback and summary of discussions,

Event Aims

Approaching the end of the first year of the GDS Reform Programme restart, this event aimed to update delegates on the data and feedback that is informing the progress of the programme and current innovation.

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

- **Share** feedback of clinicians' experiences of the Wales dental reform programme.
- **Outline** the future direction of the reform programme and provide an update on the learning to date.
- **Update** on important changes that will involve primary care dental practice.

As well as providing the opportunity for facilitated discussion in the breakout sessions, Slido was made available throughout the event for delegates to submit questions for upcoming FAQs.

Event Agenda:

- A **Welcome & Event Introduction** by Warren Tolley, Deputy Chief Dental Officer, WG
- Four presentations:
 - **Reform Principles and update**
Presented by Andrew Dickenson, Chief Dental Officer, WG
 - **Where are the opportunities to influence Cluster Development?**
Presented by Adam Porter, Community Director for GDS, CVUHB
 - **Working within Duty of Candour**
Presented by Vicki Jones, Clinical Director of CDS, ABUHB & Chair of WDC
 - **Supporting Workforce Innovation**
Presented by Kirstie Moons, Postgraduate Dental Dean, HEIW
- Three breakout rooms: **Facilitated interactive sessions**
 - **Room 1** – focus on accelerated cluster development. Facilitated by Richard Jones, Dental Clinical Director for Quality Improvement and Service Development, SBUHB and DPA, CTMUHB and Adam Porter, Community Director for GDS, C&VUHB
 - **Room 2** – focus on workforce. Facilitated by Kirstie Moons, Postgraduate Dental Dean, HEIW and Kathryn Marshall, Head of Dental Workforce Development, HEIW
 - **Room 3** – focus on quality. Facilitated by Adrian Thorp, Lead Dental Practice Advisor for PHW and Chair of All Wales Quality and Safety Group and Russell Gidney, Chair of WGDPC and WS4 – Professional Engagement.
- Key points from each breakout room were highlighted by the facilitators in the final main room session before summary and close of the event.

Evaluation Findings

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

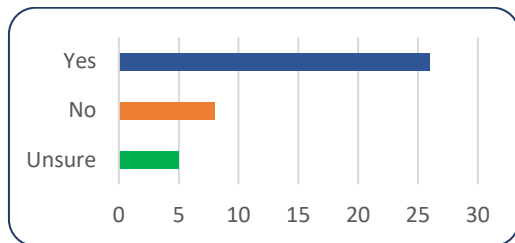
Over 200 people attended the event, across the two evenings.

39 feedback forms were completed by people in the following roles (some of these people undertake multiple roles):

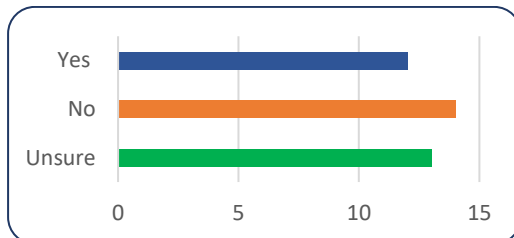
- Clinical Director
- Dental Director
- Dental Nurse
- Dental Nurse Educator
- Dental Practice Advisor
- Dentist: CDS
- Dentist: NHS Dental contract Holder
- Dentist: Performer/Associate
- Dental Educator
- Primary Care Development Manager
- Practice Manager

The answers provided for the 4 **event content** questions were as follows:

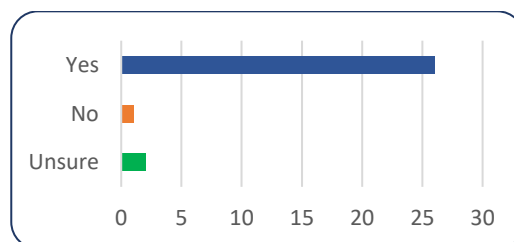
The event helped me to understand Accelerated Cluster Development and the wider changes for Primary Care; and their relevance for dental services in Wales.



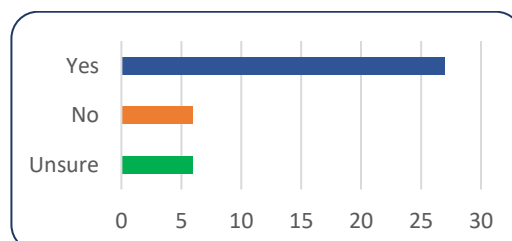
The event helped me to improve my understanding of the strategic aims and objectives of dental system reform in Wales and how the plan for the new dental contract changes links to these strategic objectives.



This event helped me to understand what Duty of Candour means for dental services in Wales.

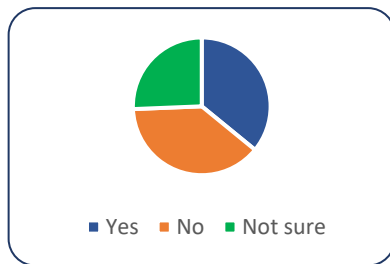


This event helped me to understand the dental workforce challenges and the need for innovative solutions.

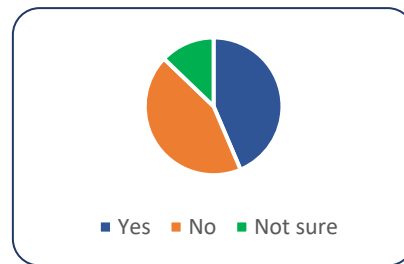


The answers provided for the 5 **awareness outcomes** questions were as follows:

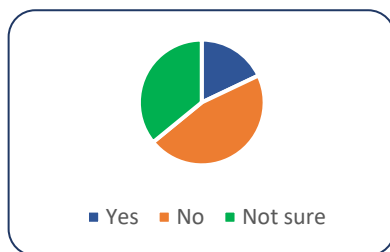
I am aware of the Welsh Government policy direction for dentistry in Wales.



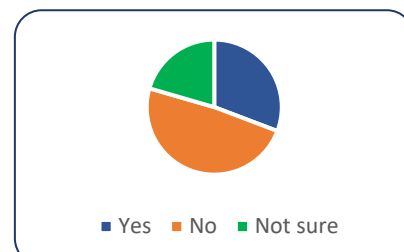
I have been able to share my experience of the Wales dental reform programme.



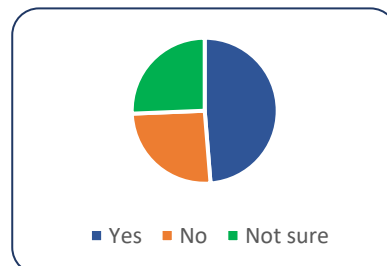
I understand the future direction of the reform programme.



I understand the changes that will involve primary care dental practices.



I know who to contact within my health board, or someone from the GDS Reform Programme, if I have a question or feedback on the programme.



Overall positives of the event

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

Presentations

- The presentations at the beginning were most useful
- Duty of candour update on procedure was well presented and helpful
- Workforce update
- Understanding background work HEIW have undertaken with workforce planning and the difficulties to date and ahead
- Duty of candour implementation in practical process

Breakout sessions

- The Workforce Breakout group
- Explanation of duty of candour in the breakout room
- Being able to chat in small groups about issues that matter
- Workforce discussions
- Talking about Workforce
- The breakout session on duty of candour was useful
- Understanding quality performance issues

General

Opportunity to voice opinions and hear from colleagues and other professionals

- The open discussion in forums
- Hearing feedback in breakout rooms
- Dentists are notoriously isolated, so it was good to hear thoughts and feelings of other dental professionals
- Having a say in the breakout rooms
- Good to hear discussions in breakout rooms where colleagues expressed similar frustrations
- Being able to hear others' thoughts and opinions
- Realising that a lot of other DCP's are experiencing the same issues and concerns and therefore providing hope that changes will have to be made to keep the NHS afloat
- Hear the comments and visions of other dentists

- It was all interesting and helpful to have a quick whistle stop of the latest thinking.

Areas for improvement

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

Overall agenda

Feedback from some delegates noted that they did not find the inclusion of clusters in the event agenda useful. Many noted the importance of clusters, but felt that now is not the right time to raise this topic with the dental profession, while they are struggling with current metrics and the related time requirements and stress experienced.

While some attendees noted that they had found the whole event useful for receiving an update on the whole reform programme, others highlighted disappointment that this particular event had not focused on year end and contract reform.

Much of the feedback noted that the event had not been long enough to allow for adequate discussion time.

Presentations

There was some concern that some of the presentations felt rushed and hadn't been given enough time for the useful content to be shared.

Breakout sessions

Some attendees felt that the breakout sessions were on the wrong topics and expressed that they do not feel heard. At this point in time they would have preferred the opportunity to further discuss year end and contract reform. Other attendees noted that they had found the breakout sessions at this event useful, but they would have preferred them to have been longer to allow for more discussion time. It was noted that some attendees felt that breakout discussions at this event ended covering topics that had already been discussed at previous events.

Technical issues

There was a delay for getting into breakout rooms due to time required to move people to the correct rooms. There was also a delay to the start of the final main room session, due to a wait for breakout room discussions to close. This caused frustration for some delegates.

A few issues with sound quality were also experienced by some delegates during presentations.

Additional comments on the event

Concern has been expressed in some feedback that the engagement events so far have not resulted in changes to contract reform, as requested by delegates. As such, these people feel that they have not been heard. Other delegates have noted that the same topics seem to come up in discussions in breakout rooms and they would prefer to have the chance to hear more and discuss other parts of the GDS Reform programme in these events.

Other comments provided on the event:

- The meetings should be run during work hours instead of family hours at night, and the treatment targets reduced to reflect this.
- It would be useful to have more discussions that involve shaping the future of contract reform.
- It is good to have these events, where information is passed on and dentists can hear each other's views and concerns, but I can't help thinking that I always seem to leave with more questions than answers.
- Not productive and no benefits to the patients or dentists.
- The event was very good and well worth attending. Breakout good and well chaired.
- Improve communication during the meeting.
- Positive facilitators in the breakout room.
- I don't think dentists are really being listened to.
- Very interesting to hear everyone's opinion.
- It was mostly all useful.
- It was all interesting and helpful to have a quick whistle stop of the latest thinking.
- Found it all very helpful
- Inclusion (or a separate event) to ensure secondary care and CDS are informed and engaged in the process? Exclusion seems to be contrary to the concept to reform dentistry as a whole.

Event Resources

All event resources can be found via the following links:

- [GDS Reform Event January 2023: Part 1 - YouTube](#)
- [GDS Reform Event January 2023: Part 2 - 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 in relation to the GDS Reform Programme in general (via Slido / event feedback form / breakout sessions during the event) 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 POne website.

If you have any further questions or queries, please contact dentalpublichealth@wales.nhs.uk