

Annual Conference of Local Dental Committees

Matthew Hill
General Dental Council
mhill@gdc-uk.org

Agenda

- The GDC in 2013
- What we have done to improve
- What we are doing to improve further
- Our road map for 2016 – 2019
- Priorities for the future
- Q & A

The GDC in 2013

- Since 2010 complaints increased by 110%
- GDC unprepared for managing the volume
- Slippage in standards in fitness to practise, backlogs, dip in customer service
- Consequence: significant increase in dentists' ARF in 2014

Improvement work began in 2014

- Begun to overhaul systems and processes in fitness to practise – still ongoing
- Eliminated backlogs in cases that had built up
- New management team

The improvement work continues

- Learning the lessons for the PSA whistleblowing report
- Action plan covers
 - Further improving the work of our Investigation Committee
 - Improving the oversight the GDC's committees provide
 - Improving our whistleblowing arrangements
- Introduction of case examiners

Where we are in 2016

The GDC is committed to becoming a high-performing, efficient regulator that has the confidence of patients, the profession and our partners

Patients
Professionals
Partners
Performance



Our road map for 2016 - 2019



We will put patient and public protection at the heart of what we do. We will empower patients to make informed choices about the care they receive



We will work closely with the dental profession to identify priority areas for action and use collaborative approaches in tackling them



We will work our
partners in the
dental sector to
protect patients
and make the
system of dental
regulation in the
UK more effective

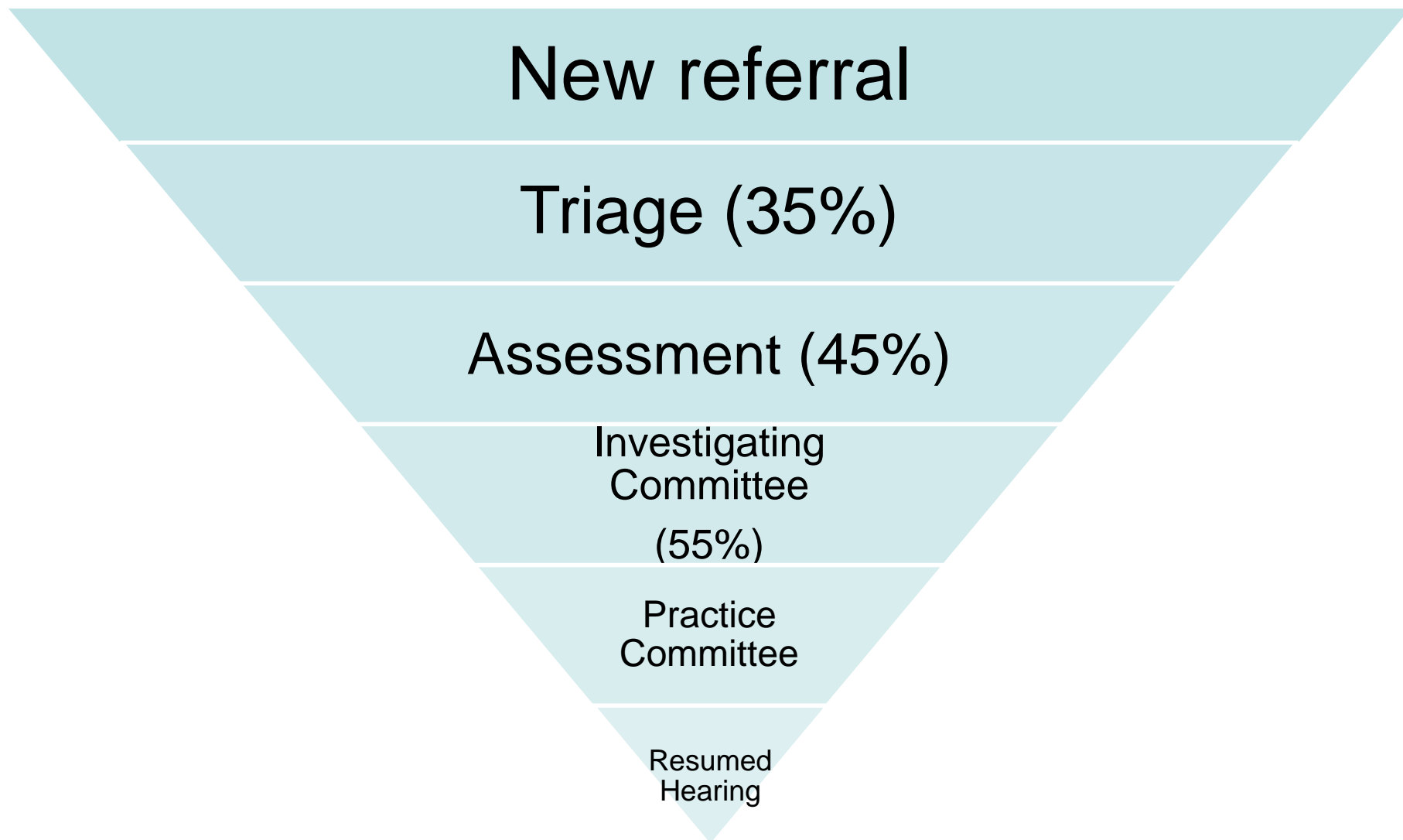


We will continue to strive to become a high performing, proportionate regulator which has the confidence of patients, the public and dental professionals.

Priorities for the future

- Further improving Fitness to Practise performance
- Making the most of recent legislative change
- An opportunity to rethink health professional regulation?

Fitness to Practise overview



Challenges in FTP

- 2010-2014 – 110% increase in cases
- Backlog of 750 cases developed
- Issues with timeliness, customer service
- PSA Performance Review 2014/15 – 2 Standards met
- FtP Improvement Plan introduced in January 2015
- Timeliness remains an issue for us but otherwise signs of progressive improvement are visible....

Further improving Fitness to Practise

Audit heading / period	January 2015	March 2016
Accuracy	92%	93%
Compliance with procedure	97%	96%
Customer service	79%	95%
Decision making	98%	98%
Timeliness	78%	67%
Overall pass rate	90%	92%

Improvements in FTP

- **Communications** – change in tone and contents of letters; manage expectations (Nov 2015)
- **Online customer feedback system** (Feb 2015) – for informants, witnesses and registrants – seeing benefits already
- **Quality Assurance Group** (Mar 2015)
- Raising Concerns – **support for whistle blowers** – helpline, improved web presence and training (Sep 2015) in partnership with PCaW
- **Support for registrants** – guidance for unrepresented registrants, working with Samaritans to identify and support vulnerable registrants in FTP, signposting to support agencies e.g. BDA Benevolent fund

Involving the profession

GDC Standards

- developed in consultation with the profession

Fitness to Practise process

- registrants sit on the Practice Committee
- Clinical case examiners
- Registrant input as expert advisors
- guidance and criteria developed in consultation with the profession

Working together with you

Antiquated legislation

- adversarial, slow and expensive
- emphasis on sanctions, not learning
- creates barriers to using patient feedback

Recasting regulation

- what level of risk and associated costs does the profession want?
- If we raised the bar on risk can most complaints be resolved in the practice?

Working towards local resolution

- GDC wants local resolution wherever possible;
 - in the practice
 - NHS and other employers
- A three tier approach offers:
 - Opportunity to resolve issues before they escalate; better for patients and professionals

Making the most of recent legislative changes

Our section 60 changes will enable us to:

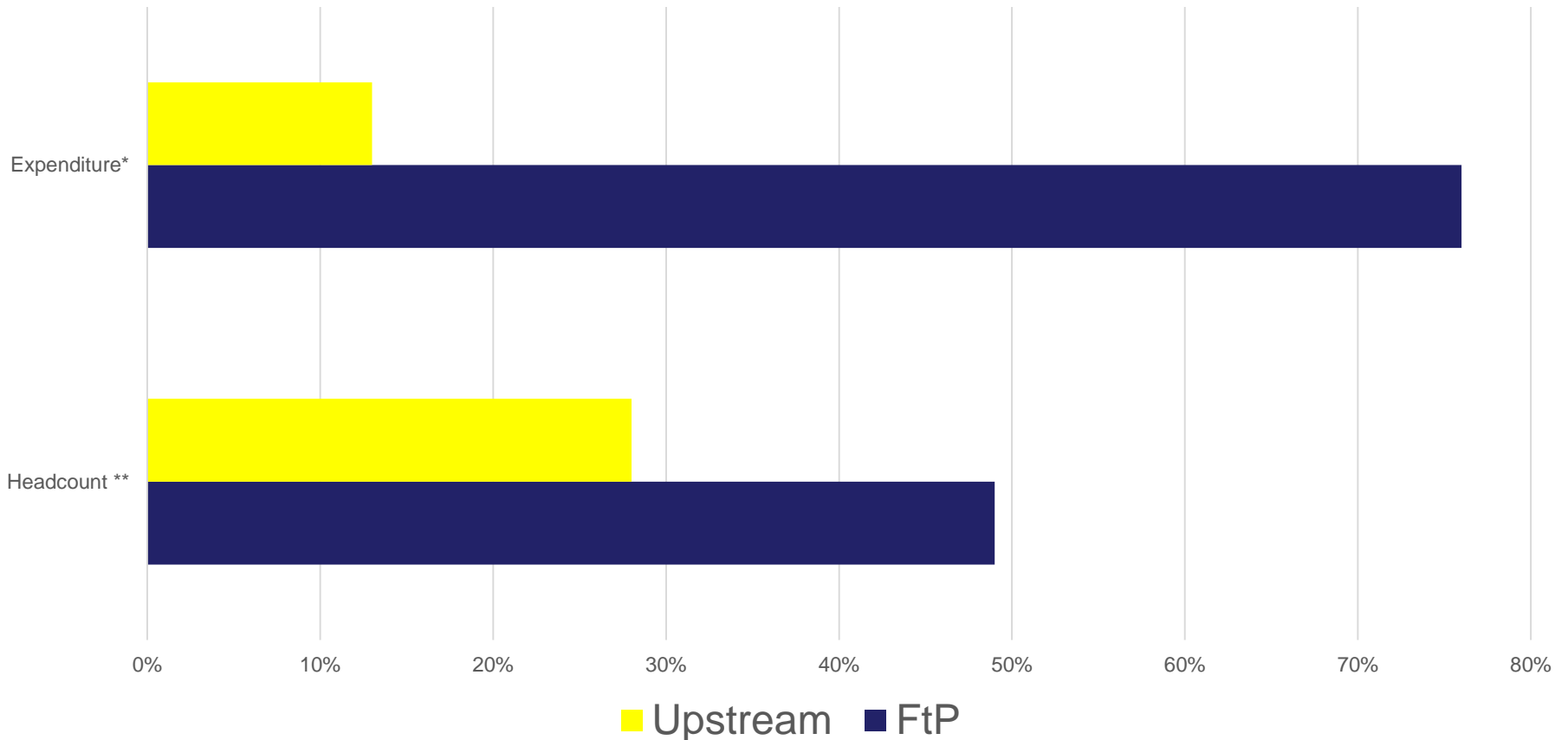
- investigate more swiftly using Case Examiners to decide cases earlier and reduce time and costs
- agree undertakings so only the most serious cases receive a full hearing
- review decisions to close or not to refer to a hearing
- refer for an interim order at any time after an allegation of impairment has been made

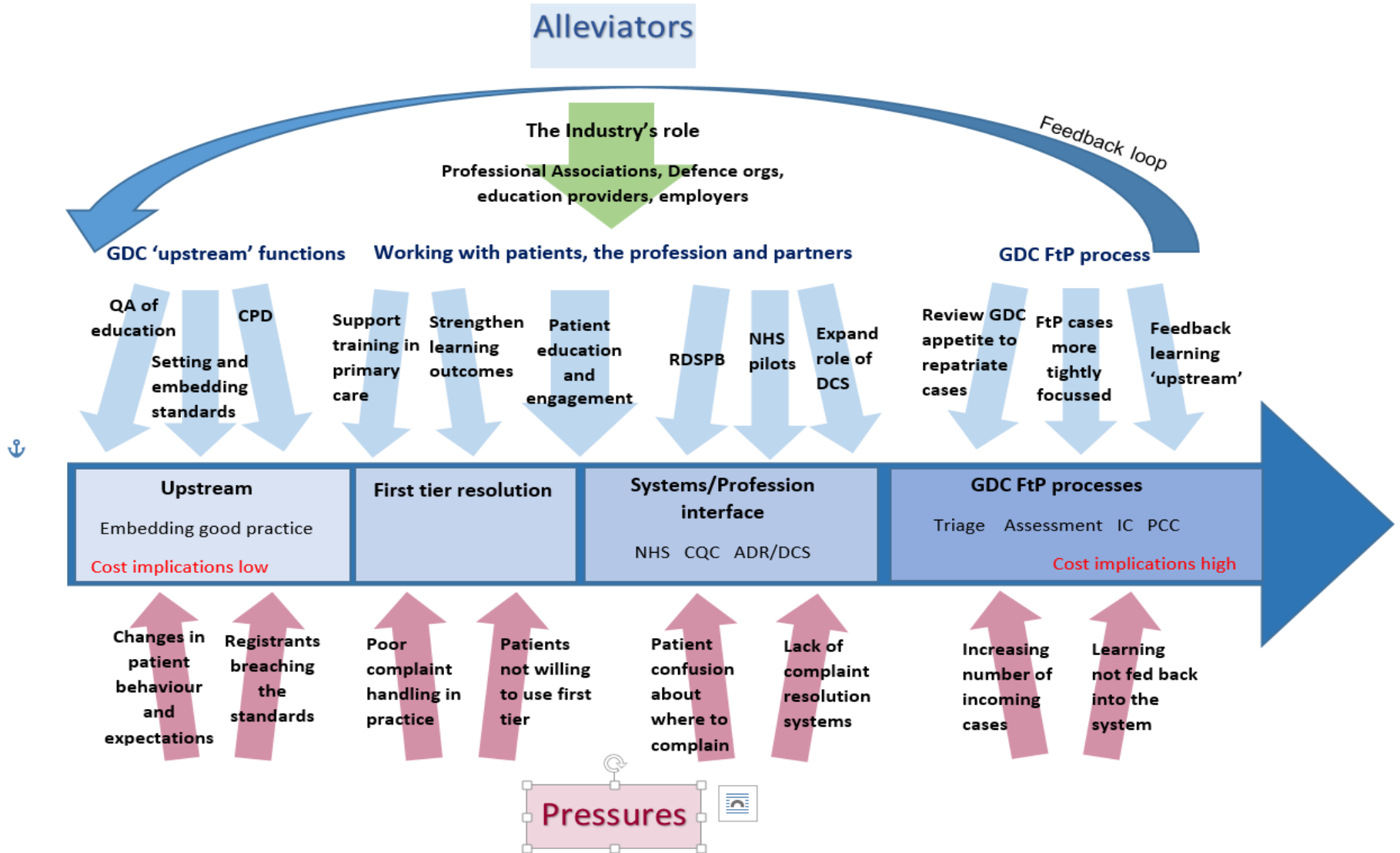
Opportunities to rethink dental regulation

- UK government consultation on health professional regulation expected in the autumn
- GDC will consult on the model of dental regulation
 - What is the appetite for risk among patients, the profession and our partners?
 - What would different levels of risk mean for the cost of regulation?

FTP is where costs lie

Comparison of effort as percentage of GDC total





Questions?

mhill@gdc-uk.org