Unlocking the learning potential from Fitness to Practise

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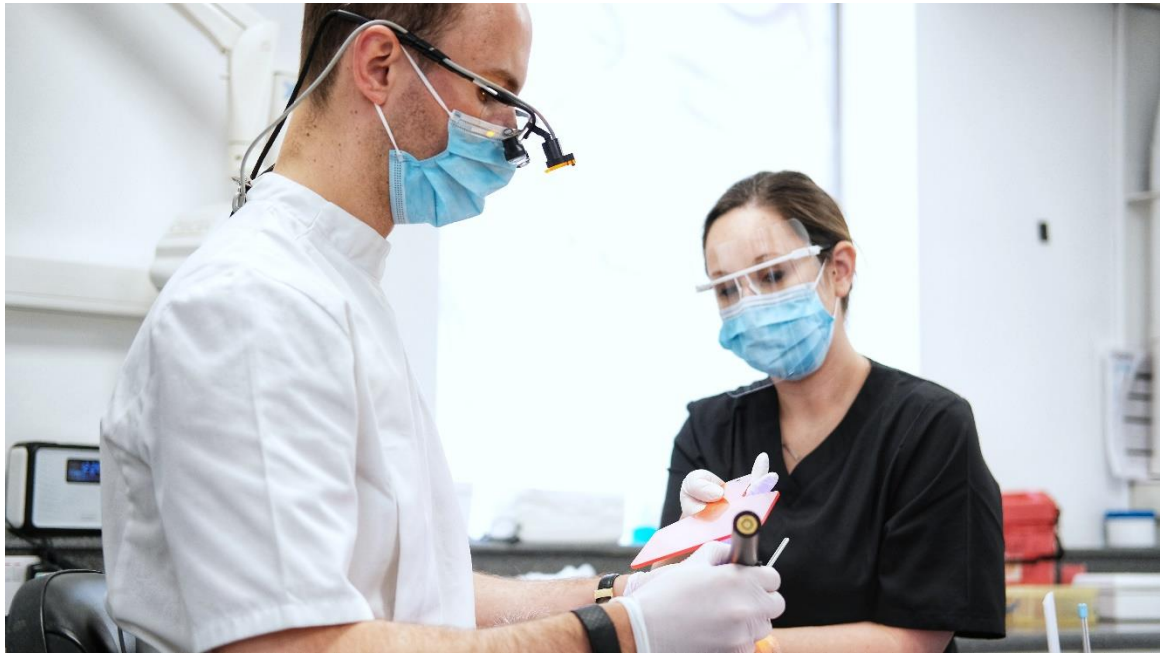
(Note that our presentation content was drafted pre-Covid 19 and therefore any plans and next steps referred to in this presentation may be amended)

Purpose of today's paper to share…

- GDC's ambitions for unlocking the learning potential from Fitness to Practise (FtP) – right time, right place, right touch
- An early example of unlocking learning - insights
- Our plans for the future



Ambition is for FtP learning to inform...

FtP case handling

- How we make FtP learning accessible
- Proportionality (consistency, fairness, transparency)
- Understanding the journey of those involved in FtP (all perspectives)
- Monitoring and evaluation of FtP and GDC's transformative agenda (right touch, right time, right place)

Prevention/ upstream

- Understand and model risk
- Critical path analysis/whole systems understanding
- Contributing to intervention and prevention (PtP, communication of key FtP themes, what is within our and others' remit)
- Over time, monitoring and evaluating prevention

Overarching themes

- EDI correlations (recruitment, assessment, complaints, FtP, case and complaints outcomes)
- Human factors (including personal and systems factors)
- Communication (how we communicate about FtP and during all stages)
- Partnership (joint research and data sharing)

Our insights reporting

Our insights reporting includes:

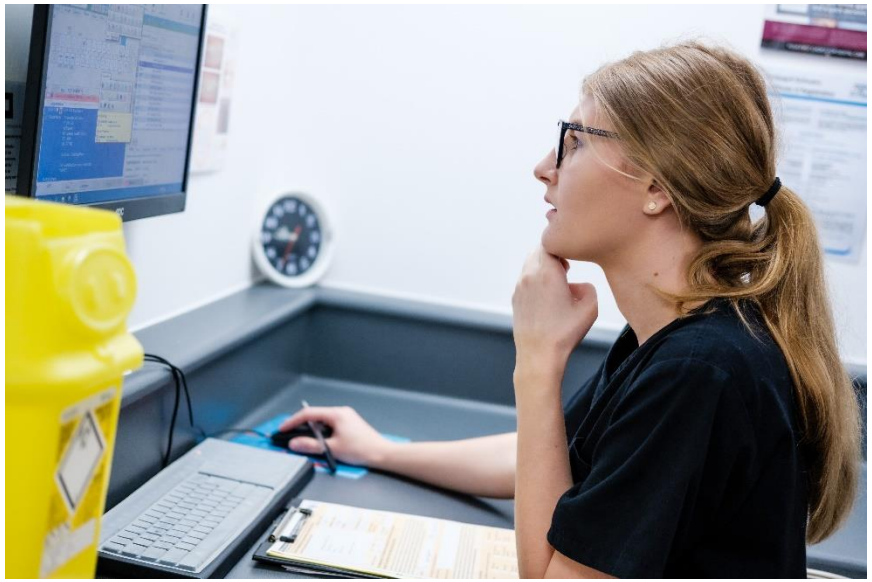
- Quarter 4 2018 - open and closed cases following initial assessment and a spotlight publication on antibiotic prescribing
- Quarter 1 2019 - open and closed cases following initial assessment
- Quarter 2 2019 - open and closed cases following initial assessment and a spotlight publication on scope of practice (all 2019 cases)

Why are we sharing insights?

- Sharing insights and spotlighting issues to:
  - Understand the concerns raised and the issues presented
  - Learn from the experience of other to avoid common mistakes and improve the quality of dental care
  - Provide material for reflective practice
  - Consider findings when preparing PDPs
  - Highlight issues to support change e.g. antibiotic prescribing
- We are begun by focusing on the initial assessment stage of fitness to practise

How are insights created?

- FtP, research and comms collaboration
- Analysis and coding:
  - Considerations are coded
  - Basic frequency analysis is conducted
  - Frequency of report – quarterly (under review)
- Reporting:
  - Accessible
  - Channels - blended approach (news letter, online, presentations)



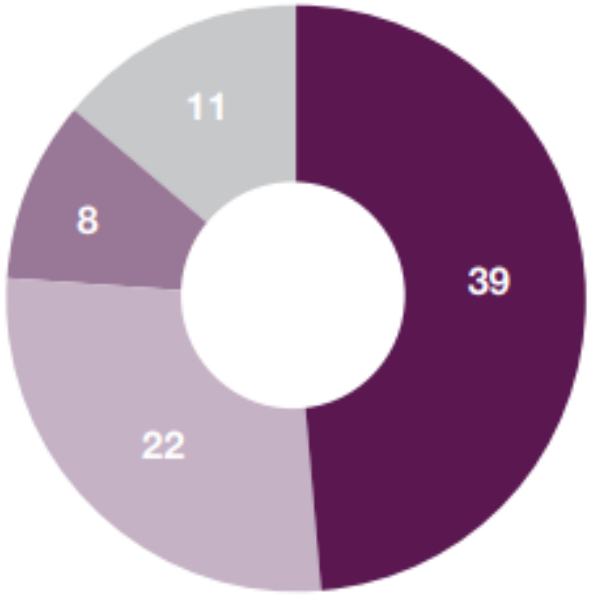
Themes and learning – CLOSED Q1

Figure 4: Key themes of closed concerns Q1 2019 (count of concerns raised)

- Clinical treatment
- Conduct of behaviour
- Employment-related
- Others*

*Others included: communication, advertising, consent, cost of treatment, criminal conviction.

The two largest categories of concerns, 'clinical treatment' and 'conduct or behaviour' represented two thirds of all closed cases in Q1 2019. The closed cases in Q1 that include these two themes are considered in further detail below.

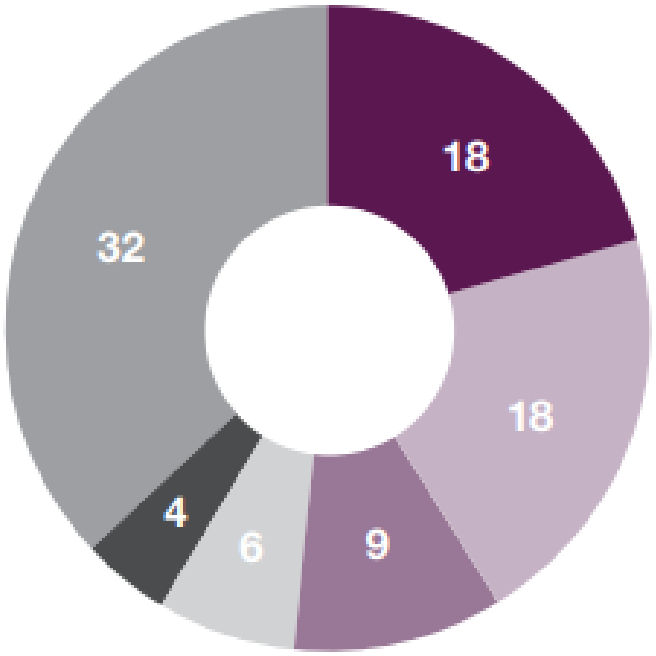


Themes and learning – CLOSED Q2

Figure 4: Key themes of closed concerns Q2 2019

- Advertising
- Employment, business or contractual disputes
- Communication issues
- Conduct issues
- Clinical concerns
- 32 others*

* Others included: 32 closed cases for this period which related to a wide variety of issues including poor attitude, complaint handling, patient expectations not being met, differences of clinical opinion, pain following treatment and referral delays.



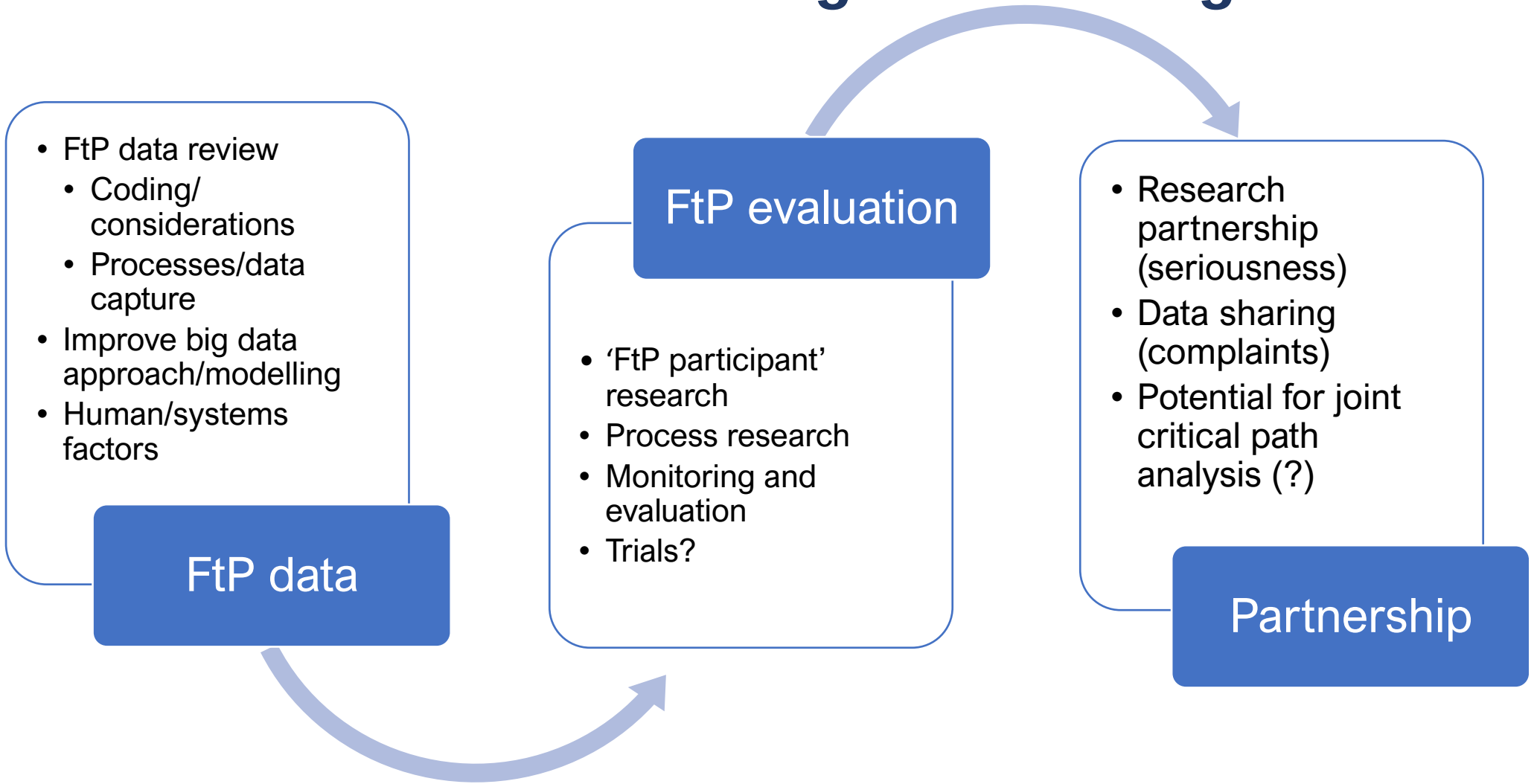
Interest and debate driven by insights

Blue on blue, Len D'Cruz, 10 January 2020
BDJ, 228, 13-14(2020)
https://www.nature.com/articles/s41415-019-1118-5

The challenges that lie ahead, John Makin, DDU
Blog, Dentistry, 28 February 2019
https://www.dentistry.co.uk/2019/02/28/challenges-lie-ahead/

New Fitness to Practise learning tools
British Society Periodontology (BSP), 30 June 2019
https://www.bsperio.org.uk/news/new-fitness-to-practise-learning-tools

Where next for GDC in unlocking FtP learning



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