Health Education West Midlands
Postgraduate Dental Education

Annual Dental Education Quality Management Report

2012/2013
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1. Introduction

This annual report is central to the quality development and management of post qualification dental training within Health Education West Midlands (HEWM). It meets the need for accountability and will inform HEWM review of training quality and improvement priorities/plans.

This report is supported by evidence to demonstrate robust Quality Management and Control procedures within programmes.

Standards

HEWM has adopted the 2012 COPDEND Standards for dental education and training that are based on GMC principles and standards. These have been reproduced in an action plan format which can be used to check progress on compliance with the standards. These standards provide for a Quality Control framework that is demonstrated within this report.

2. Programmes and Leads

<table>
<thead>
<tr>
<th>Programme and Scheme name</th>
<th>Report completed by</th>
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</thead>
<tbody>
<tr>
<td>Dental Foundation Year 1 Training</td>
<td>Andrew Corke</td>
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<td>Associate Dental Dean</td>
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<tr>
<td>Dental Foundation Year 2 Training</td>
<td>Ian Sharp</td>
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<td>Associate Dental Dean</td>
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<tr>
<td>Dental Foundation Training by Assessment</td>
<td>Ameeta Sharma</td>
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<td></td>
<td>Programme Director</td>
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<tr>
<td>Dental Therapists Foundation Training</td>
<td>Steve Clements</td>
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<td></td>
<td>Programme Director</td>
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<tr>
<td>Specialty Training Programme</td>
<td>Ian Sharp</td>
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<td></td>
<td>Associate Dental Dean</td>
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<tr>
<td>Continuing Professional Development</td>
<td>Kiran Kaur Nautay</td>
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<td></td>
<td>Senior Administrator</td>
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<tr>
<td>Dental Performance Development</td>
<td>Jane Davies-Slowik</td>
</tr>
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<td>Associate Dental Dean</td>
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### 3. Faculty

**Dental Foundation Year 1 Training**

Karen Elley - Postgraduate Dental Dean
Andrew Corke - Associate Dean DFT

**DFT Programme Directors:**

Steve Clements – City Scheme
Kully Shoker – Solihull Scheme
Peter Thornley – Coventry Scheme
Shaam Shamsi – Stafford Scheme
Catherine Nelson – Telford Scheme
Rob Richardson – Worcester Scheme
Andrew Corke – Russells Hall (February start)

**Dental Foundation Year 2 Training**

Ian Sharp - Associate Postgraduate Dental Dean DCT

**Lead Trainers:**

Jason Green (OMFS) - UHB
Kathy Warren (Restorative) - Birmingham Dental School
Kate Cullotty - BCHC Salaried Services
Phil Earle (OMFS) - Worcester Royal Hospital
Rod Smith - Worcestershire SDS
Dya Gahir (OMFS) - University Hospital North Staffordshire
Suresh Shetty (OMFS) - Royal Wolverhampton Hospitals
Jane Davies-Slowik - Wolverhampton SDS
Ahmed Messahel (OMFS) - Shrewsbury
Liviu Hanu-Cernat (OMFS) - UHCW
# Dental Foundation Training by Assessment

Karen Elley - Postgraduate Dental Dean  
Andrew Corke - Associate Dean  
Jane Davies-Slowik - Associate Dean  
Ameeta Sharma - Programme Director

# Dental Therapists Foundation Training

Karen Elley - Postgraduate Dental Dean  
Andrew Corke - Associate Dean (Foundation training)  
Steve Clements - Programme Director

# Specialty Training Programme

Ian Sharp - Associate Dean STP  

## Training Programme Directors

Orthodontics – John Turner  
Paediatric Dentistry – Victoria Clark  
Oral Surgery – Ian Sharp  
Oral Medicine – John Hamburger  
Restorative Dentistry – Anthony Summerwill  
Dental Public Health – Kate Taylor-Weetman  
Special Care Dentistry – Kenneth Wilson

# Continuing Professional Development

Karen Elley - Postgraduate Dental Dean  
Robert Morgan - Associate Dental Dean (CPD) & Tutor for Birmingham City Hospital – retired 31/03/2013  
Richard Cure - Dental Tutor (Warwick)  
Marie-Claire Parsons - Dental Tutor (Birmingham Dental Hospital & Charles Hastings Education Centre, Worcester)
4. Organisation and Accountability

The Postgraduate Dental Team is led by the Postgraduate Dean supported by three associate Deans across seven programmes of work. The dental team is part of Postgraduate Medical and Dental directorate of Health Education England/NHS England.

5. Faculty Development

**Dental Foundation Year 1 Training (DF1)**

The majority of activity during 2012/13 for DF1 Education was directed at:

- development and maintenance of DF1 programmes to comply with quality outcomes issued by COPDEND
- establishing educational governance systems as agreed by COPDEND.
- Implementation of new DF1 trainer recruitment using multiple mini interviews.

An action plan using 2012 COPDEND standards was drawn up and progress made towards meeting those standards with timescales for completion.

A new recruitment for DF1 trainers was devised and piloted for the Russells Hall trainer group in November 2012. Four mini interview type stations were used. Following the pilot it was successfully rolled out for the main trainer recruitment in March 2013.

**Dental Foundation Year 2 Training**

Deanery access is available to trainees and trainers to a range of web – based and workshop style faculty development materials.
The monitoring of mandatory training is carried out by the deanery team and status of trainers is updated and reported to the Dental Strategic Management Board.

**Dental Foundation Training by Assessment**

The majority of activity during this period for DFT by Assessment has been directed at:

- Establishing educational governance systems as agreed by COPDEND.

An action plan against PMETB standards has been drawn up and progress made towards meeting those standards with a clear timescale for completion. Although PMETB and now GMC has no direct role in DFT by Assessment it has been felt that the standards for medicine and dentistry should be common and hence those standards have been used for West Midlands DFT by Assessment programme.

**Dental Therapists Foundation Training**

The majority of activity during 2012/13 for DTF1 Education was directed at:

- Matching the Study Day Programme to the Curriculum Competencies
- Aligning the Dental Therapists Foundation Training Curriculum to the GDC Scope of Practice for Dental Therapists.

**Specialty Training Programme**

**Activity included:**

Commissioned programmes of e-learning for training the trainers, bullying and harassment, equality and diversity and workplace based assessments are in place. Compliance with this training is monitored by the dental team.

Individual support is provided to TPDs and trainers as required from the AD and Dean.

Support is provided to specialty trainers for specific Train the Trainer activity as and when required

All trainers are encouraged to develop themselves with training and participation in faculty development opportunities, which are circulated by the dental team to trainers.

**Continuing Professional Development (CPD)**

In the financial year 2012/2013, the Deanery commissioned a total of 309 CPD courses across its 13 postgraduate centres. In that year, 3892 Dentists and 4040 Dental Care Professionals attended the courses. All attendees are expected to provide feedback online, where results are reviewed by the relevant Postgraduate Centre Tutor and fed back to the lecturer(s). These evaluations also feed into the Quarterly Reports Tutors produce and present at Tutor Meetings.

The Deanery organises a programme of CPD courses providing verifiable CPD in a range of subject areas for all the dental team including the core & recommended topic areas. There has
been increased availability of e-learning resources in this year to help those find that taught courses do not match their learning style or personal circumstances.

The Dental Workforce Development Strategy identified that in order to retain skilled and experienced dental nurses there was a need to provide career progression for this group one of the required actions was the development of courses to provide knowledge skills and work based assessment for qualified dental nurses wishing to develop additional skills as outlined by GDC Scope of practice. This would improve skill mix within dental practices as well as improve retention of existing staff.

The following training courses were commissionioned and delivered 2011-12:

- Level 4 qualification for Radiography was provided for two cohorts of dental nurses by Birmingham Metropolitan College.
- Pouring and casting of models – Orthodontic Training Team
- Impression taking – Orthodontic Training Team

**Dental Performance Development**

During the financial year 2012-2013 37 dentists with performance concerns were supported by the Associate Dental Dean for Performance Development compared to 23 in 2011-2012.

This substantial increase has occurred due to increased requests from PCTs for support for EU dentists (12 in 2012-13) who had been referred to the deanery to seek support with PDP development as part of their Performers List conditions.

23 new cases were referred between 1st April 2012 and 31st March 2013

Most of the new referrals were self-referrals, usually as a result of contact with either the GDC, a PCT or indemnity society following the identification of an area of concern. None of the referrals was received directly from the GDC, however in the GDC cases where conditions were imposed, contact and support from the deanery was usually one of the conditions specified. One referral was from an LDC member who was concerned about a colleague who was having difficulties.

The majority of cases were performance or conduct concerns. Pure performance concerns are rare and the GDC cases are usually heard at the Conduct Committee. There was one Health case supported in the West Midlands and a second with a considerable health component.

By the end of the year 29 cases were still active and 8 were completed. 2 of the completed cases were erased by the GDC. The 2 cases that were put on hold in March 2012, one dentist returned to her native country and the other on maternity leave returned and continued to be supported.

**Coaching/Mentoring**

Mentoring of dentists with performance concerns is a vital part of their support. There is a list of deanery approved mentors we can call on to support these dentists. The numbers of mentors has been increased by commissioning an assessed 3 day coaching and mentoring course there
are now an additional 36 mentors who were trained in three cohorts during the year.

6. Scheme Internal Quality Control procedures

Dental Foundation Year 1 Training

Quality management for DFT education is developed through DFT meetings and evaluation of courses in the West Midlands culminating in this annual report. The overarching group for DFT and Postgraduate Dental Quality Management is the Dental Strategic Management Board. Karen Elley as Postgraduate Dean chairs this group and all aspects of dental workforce training are represented. The quality management process involves reviewing current practice against 2012 COPDEND standards and development action plans to meet those standards, not currently being met or evidenced. Quality of DFT is reviewed by monitoring courses and electronic portfolios including trainee feedback and reviewing evaluation of courses in the West Midlands.

Dental Foundation Year 2 Training

Deanery team functions are clearly defined, with individual team members having responsibility for specific work streams. These report via the business managers to the DSMB and the wider deanery team. Individual associate Deans have clearly defined objectives and programmes of work, with regular reviews of work streams.

Dental Foundation Training by Assessment

Quality management for DFT by Assessment has been developed through the creation of PMETB styled standards in the West Midlands culminating in this annual report. The overarching Group for DFT by Assessment and Postgraduate Dental Quality Management is the Dental Strategic Management Board. Karen Elley as Postgraduate Dean chairs this group. Quality of DFT by Assessment will be reviewed by monitoring action plans and audit including candidate feedback and by reporting to the Strategic Management Board in the West Midlands.

Dental Therapists Foundation Training

On a scheme basis Quality management is monitored by;

- Monthly feedback on Study Days.
- End of year appraisal of scheme by Therapists.
- Regular review of individual Portfolios by Programme Director (PD).
- Meetings and feedback from Trainers.
- Appraisal for PD by Associate Dental Dean

Specialty Training Programme

Quality of training across the specialties is benchmarked against the accepted 2012 COPDEND standards. Records of compliance with these standards are held centrally within the dental team and are regularly reviewed at the Dental Strategic Management Board. All training units are reviewed on a regular basis by visiting teams from the dental team. Work is currently on-going to establish a new programme for the se visits and to establish a
mechanism for the visits which is trainee centred.

**Continuing Professional Development**

**Activity included:**

- Adverse weather: Recent events have raised the issue of how the Dental Educator team should react when adverse weather or any other unforeseen circumstances require urgent contact with course attendees.
- Categorisation of core and recommended topics: the system has been updated and Tutors briefed on how to correctly badge a course. This will help delegates choose which courses they should be attending.
- Late cancellation policy: developed aiming to deter delegates from cancelling places at short notice.
- Speaker payments: clarity over how and when speakers are eligible to claim expenses were formally recorded in a policy.
- Quarterly reporting: Tutors are expected to submit quarterly reports which are presented at Dental Educator meetings and actions are agreed.
- Course evaluations: online evaluations are now more user friendly and generates more useful data.
- Automated emails: the booking system now sends a selection of automated emails.
- Multi-session courses: the booking system now supports courses with a multi-session format (e.g. parts 1, 2 etc).

**Dental Performance Development**

- 1:1 support for individual dentists.
- Notes of meetings kept and dentist has copy of notes which they approve as being a correct record of meeting.
- Support Individually tailored to assist dentists to develop their skills.
- Ensure standardisation of procedure and continue to develop PDP process.
- PDPs are developed to meet the concerns of the referring body by having reference to correspondence between the referring organization and the dentist.
- User feedback has been in the form of appreciative e-mails from users of the service
  No evidence presented as users of service kept anonymous.
- Section 63 courses to meet the needs of dentists in difficulty evaluated.

**7. Progress against Previous Development Objectives**

**Priority Development Objective**

**Dental Foundation Year 1 Training**

- Successful continued DF1 national recruitment with West Midlands as a local centre.
- Increased web based information on the HEE WM website with increased dissemination of information electronically.
- To ensure trainers understand how to deliver the curriculum at the trainer preparation courses.
Successful new DF1 trainer recruitment implemented for both February and August start schemes.

**Dental Foundation Year 2 Training**

- The number of DF2 posts has been increased.
- All except one training unit now has DF2 posts in place for 2013 entry.
- The commissioned clinical skills programme has been delivered and very well received by trainees.

**Dental Foundation Training by Assessment**

- Applicants are aware of the application process as this is well publicised on the Deanery website.
- Section 63 courses are well attended as the online CPD booking system is working well.

**Dental Therapists Foundation Training**

- Educational courses to raise awareness of “Working with Dental Therapists in the GDS”.
- Promoting Therapy Training to Dental Foundation Trainers.
- Establish a Committee of Dental therapists to deliver Peer Review meeting across the Deanery.

**Specialty Training Programme**

- Appointment of Associate Dean for Specialty Training programme.
- New trainees onto ISCP on appointment.

**Continuing Professional Development**

- A new set of evaluations have been rolled out for courses starting in April 2013. All questions are mandatory and the layout of answers has also been improved.
- Speaker agreement has been updated with the clause ensuring lecturers ensure compliance with equality and diversity legislation.
- Hands on course fees: Proposal to standardise costs to be taken to May 2013 Dental Educator meeting and Dental Strategic Management Board meeting. Action to be carried over to 2013/2014.
- Approximately 70 Dental Technicians and Clinical Dental Technicians registered on booking system and regularly attending courses including conference days.
- Online payments to be considered for next financial year pending stability of new Health Education West Midlands organisation.
- Postgraduate Centre location in Coventry - To be carried over to next financial year.
- Quarterly reports are produced by each centre and reviewed at each Dental Tutor meeting.
- Dental Tutors are Centre Administrators are actively managing the number of unauthorised attendance.
- Oral Cancer awareness has been added to the lecture based courses from April 2013 and also via the online training.
Dental Performance Development

- To support dentists in difficulty referred by GDC or involved in GDC hearings or by PCT cluster/local office of CB.
- Spread sheet of dentists in difficulty supported maintained and updated.
- Annual report produced.
- Quarterly reports provided to DSMB.
- Other deanery staff trained as mentors have supported some of the dentists in difficulty.
- NHS England LAT developing.
- Associate Dean member of Dental Workforce Advisory Group.
- To develop mentoring and coaching in the region; 36 new mentors trained in 3 day assessed coaching course and being put on mentoring/coaching register.
- In relation to Performance Development, adopt and roll out the revised COPDEND Quality Development system and prepare for COPDEND visits prior to GDC developing a QA process. Deadline to be set by COPDEND.

8. Priority Development objectives 2013/14

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<thead>
<tr>
<th>Priority Development Objective</th>
<th>Action(s)</th>
<th>Timescale</th>
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<tbody>
<tr>
<td><strong>Dental Foundation Year 1 Training</strong></td>
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<tr>
<td>2. Modifications of new trainer recruitment process in the West Midlands.</td>
<td>Work with programme directors and HEEWM team to develop multi station interview stations to cover aspects of trainer person specification. PD/HEEWM discussion and implementation as required.</td>
<td>Ready for Oct 2013</td>
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<tr>
<td>4. Develop a suitable appraisal process for extended trainers.</td>
<td>Discussions with programme directors and implementation as required. Possible initial pilot on few trainers.</td>
<td>March 2014</td>
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<p>| <strong>Dental Foundation Year 2 Training</strong> | | |
| 1. Commence dialogue with all training units about changes to Dental Core training. | Ensure accurate communications to trainers and units. | 3 months |
| 2. Develop new DCT posts in SDS where appropriate and possible. | Dialogue with clinical directors now that NHS structures have been established. | 6 months |</p>
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<tr>
<th>Priority Development Objective</th>
<th>Action(s)</th>
<th>Timescale</th>
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<tbody>
<tr>
<td>3. Implement a broader process for central recruitment.</td>
<td>Develop with dental team and UHB MR team a process which can better deal with numbers via recruitment.</td>
<td>6 months</td>
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**Dental Foundation Training by Assessment**

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<tr>
<td>1.</td>
<td>To distribute the evaluation form before issuing the VT certificate.</td>
<td>To modify the form that is in use for DF1 training.</td>
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<tr>
<td>2.</td>
<td>A requirement of trainers to have some experience in mentoring.</td>
<td>This is now being undertaken as there are courses available.</td>
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<td>3.</td>
<td>Accountability for the whole process.</td>
<td>To make trainers aware that they are responsible for signing off the clinical element of the trainees assessment, the programme director is responsible for assessing the portfolio and the Associate Dean to overlook the whole process and sign off the VT certificate.</td>
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**Dental Therapists Foundation Training**

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<tbody>
<tr>
<td>1.</td>
<td>Move towards Trainer applications. Being a competitive process similar to DF1 training.</td>
<td>Evening Educational event.</td>
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<tr>
<td>2.</td>
<td>Attract Dental Therapists from all UK universities.</td>
<td>Improve liaison with Universities.</td>
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<td>3.</td>
<td>Peer Review with other Therapy FT Schemes</td>
<td>HEE West Midlands.</td>
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**Specialty Training Programme**

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<tr>
<td>1.</td>
<td>Implement process for paediatric dentistry national recruitment.</td>
<td>6 months</td>
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<td>2.</td>
<td>Implement ACF posts in paediatric dentistry and special care dentistry.</td>
<td>4 months</td>
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<td>3.</td>
<td>Develop ACL post in Oral Pathology.</td>
<td>6 months</td>
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<tr>
<td>Priority Development Objective</td>
<td>Action(s)</td>
<td>Timescale</td>
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<tr>
<td><strong>Continuing Professional Development</strong></td>
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<tr>
<td>1. Hands-on courses held across the region carry a fee payable by attendees ranging from £50-£120. The Associate Dean for CPD highlighted that the Deanery needed to be transparent with all fees they charge delegates, and that there should be a standard process for determining what tutors will charge for their hands-on courses.</td>
<td>Proposal to be taken to May 2013 Dental Educator meeting and Dental Strategic Management Board meeting. Action to be carried over to 2013/2014.</td>
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<tr>
<td>2. Online payments to be rolled over to next financial year pending stability of new Health Education West Midlands organisation.</td>
<td>SLA to be reviewed by the Workforce Development Manager.</td>
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<tr>
<td>3. The suitability of the current location of the postgraduate centre in Coventry was discussed in depth at the Dental Educators meeting in February 2012. The centre was noted for the following:</td>
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<td>• Very high parking charges.</td>
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<td>• Long queues to enter the car park due to conflict with hospital waiting times.</td>
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<td></td>
<td>• Speakers were unwilling to lecture at Coventry due to the difficulty in getting to the centre.</td>
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<td>4. Change in evaluation questions, answers layout, and all questions are now mandatory. Changes apply to all courses post April 2013.</td>
<td>To be reviewed in September 2013.</td>
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</tbody>
</table>
5. Courses from January – May 2013 to be listed with the CQC outcome they meet. To be reviewed in May 2013.

6. Proposal to pilot evaluations in a selection of CPD courses. To be reviewed at the Dental Educator Meeting in May 2013.

7. It was raised that an increasing number of non West Midlands delegates are utilising resources within the West Midlands including lecture based, hands on and e-learning courses all commissioned by the West Midlands Deanery. Email sent to maxcourse users. Emailed to remind them that.

8. Funding for courses provided by HEWM is for those members of the Dental Team who live/work within the West Midlands only.

9. Currently delegates express interest in e-learning programmes via an online survey unrelated to the booking system. Business Manager to continue to liaise with booking system providers to ascertain legibility of the proposal of allowing delegates to ‘book’ onto e-learning packages online.

Dental Performance Development

Dentists in difficulty:

1. To support dentists in difficulty referred by GDC or involved in GDC hearings or by NHS England or Public Health England.

Annual report:

1. Adopt formal deanery documentation for dentists in difficulty in the West Midlands.

2. To develop a framework for referral and management of poor performers with Local Area Teams of NHS England and Consultants in Dental
Priority Development Objective | Action(s) | Timescale
--- | --- | ---
Public Health. | Coaching/Mentoring:
1. To formalise coaching/mentoring scheme for the dental team in the West Midlands:
   - Framework for coaching/mentoring
   - Coaching/mentoring page on website
   - Coaching/mentoring register
   - Ensure CPD and supervision for trained coach/mentors

Quality:
1. In relation to Performance Development, adopt and roll out the revised COPDEND Quality Development system and prepare for COPDEND visits prior to GDC developing a QA process.

Dentists taking a career break:
1. Include activity in annual report and quarterly reports.