Dental Pilot Staff Survey

As part of their efforts to capture the evidence and learning from the dental contract pilots, the Department of Health have commissioned ICM (http://www.icmresearch.com/) to conduct a survey of pilot practice staff to capture their views on the new care pathway being tested in the pilots and its potential for improving patients’ oral health.

The Department of Health would like to hear the views of as many staff as possible. The survey is applicable for practice managers and administrative staff as well as dentists and other dental practitioners. Please encourage other staff in your practice to complete the survey.

The survey is 6 pages long and should take no longer than 10 minutes to complete. All feedback will be treated anonymously (i.e. nobody’s comments will ever be attributed back to them personally, in line with the Market Research Society Code of Conduct).

Completed surveys should be posted to ICM Research, Dental Pilot Staff Survey, Berkshire House, 168-173 High Holborn, London, WC1V 7AA. If you require a reply-paid envelope then please contact ICM using the contact details below. Alternatively, you can email the completed questionnaire to ICM.

Please return the completed survey as soon as possible or by Monday 18th June 2012.

Please feel free to contact Gregor Jackson at ICM Research, by emailing him at dentistry@icmresearch.com or contacting him on 020 7845 8330, if you have any questions or concerns about this survey.
Q1. **What is your main role in the practice?** PLEASE MARK ONE ANSWER ONLY

- Dentist – Practice owner / Principal
- Dentist – Associate / Performer
- Dental nurse
- Dental hygienist
- Dental therapist
- Dental technician
- Other dental care professional
- Dental practice manager
- Receptionist
- Other dental practice administrative staff

Q2. **How long have you worked at your current practice?** PLEASE MARK ONE ANSWER ONLY

- Less than 12 months
- 1 year
- 2-3 years
- 4-5 years
- 6-7 years
- 8-9 years
- 10-14 years
- 15-19 years
- 20 years or more

Q3. **To what extent do you agree or disagree with each of the following statements about the overall care pathway currently being piloted in your practice?** PLEASE MARK ONE ANSWER ONLY FOR EACH STATEMENT.

**a)** Compared to before the pilot, the new way of working enables better care to be provided to patients

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don’t know

**b)** Compared to before the pilot, the new way of working has the potential to improve the oral health of patients

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don’t know

**c)** Compared to before the pilot, I have greater professional satisfaction

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don’t know

➢ PLEASE ANSWER THIS QUESTION IF YOU ARE A DENTIST (EITHER A PRACTICE OWNER/PRINCIPAL OR ASSOCIATE/PERFORMER). OTHERS PLEASE SKIP TO Q5.

Q4. **Compared to before the pilot, would you say you have more or less clinical autonomy, or is it about the same?** PLEASE MARK ONE ANSWER ONLY

- A lot more
- A little less
- A little more
- A lot less
- About the same
Q5. Compared to the previous system, how would you say the Oral Health Assessment (OHA) performs overall in terms of enabling better care to be provided to patients? Is it better or worse, or is it about the same? PLEASE MARK ONE ANSWER ONLY

A lot better □  A little worse □
A little better □  A lot worse □
About the same □  Don’t know □

Q6. Compared to the previous system, how would you say the Oral Health Assessment (OHA) performs in terms of each of the following? PLEASE MARK ONE ANSWER ONLY FOR EACH STATEMENT.

A lot better □  A little better □  About the same □  A little worse □  A lot worse □  Don’t know □

a) Supporting communication with patients
b) Encouraging patient self-care
c) Enabling evidence based personally focused care

Q7. If you could make one or two recommendations for improving the Oral Health Assessment (OHA), what would they be? PLEASE WRITE IN BELOW

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As you may know, dental practices taking part in the pilot are using a new way of giving patients feedback on their oral health based on a ‘traffic light’ rating (red/amber/green or RAG status).

Q8. Overall, in your view, how helpful or unhelpful is the red/amber/green status in helping patients understand their oral health? PLEASE MARK ONE ANSWER ONLY

Very helpful □  Very unhelpful □
Fairly helpful □  Not applicable □
Neither helpful nor unhelpful □  Not using red/amber/green status □
Fairly unhelpful □  Don’t know □
Q9. How helpful or unhelpful is it/would it be for the dentist to be able to show patients the red/amber/green status, either on screen or on paper, and talk them through the rating before they leave the surgery? PLEASE MARK ONE ANSWER ONLY

- Very helpful □
- Fairly helpful □
- Neither helpful nor unhelpful □
- Fairly unhelpful □

Q10. Which of the following statements best describes your view about red/amber/green status?
PLEASE MARK ONE ANSWER ONLY

- The red/amber/green status makes it more difficult for patients to look after their oral health □
- The red/amber/green status makes it easier for patients to look after their oral health □
- The red/amber/green status makes no difference to how patients look after their oral health □

The next few questions are about ‘Self-Care Plans’ which contain details of a patient’s red/amber/green status and a summary of the dentist’s advice about how the patient can improve their oral health. We are seeking your views firstly on the concept of a Self-Care Plan and secondly on the Self-Care Plan currently being generated on your practice systems.

Q11. Overall, in your view, how helpful or unhelpful do you consider the concept of a Self-Care Plan in helping patients to understand their oral health? PLEASE MARK ONE ANSWER ONLY

- Very helpful □
- Fairly helpful □
- Neither helpful nor unhelpful □
- Fairly unhelpful □

Q12. Which of the following statements best describes your view about the concept of a Self-Care Plan? PLEASE MARK ONE ANSWER ONLY

- A Self-Care Plan makes it more difficult for patients to look after their oral health □
- A Self-Care Plan makes it easier for patients to look after their oral health □
- A Self-Care Plan makes no difference to how patients look after their oral health □

Q13. Overall, in your view, how helpful or unhelpful do you consider the Self-Care Plan you are using currently in helping patients to understand their oral health? PLEASE MARK ONE ANSWER ONLY

- Very helpful □
- Fairly helpful □
- Neither helpful nor unhelpful □
- Fairly unhelpful □
Q14. **Which of the following statements best describes your view about the Self-Care Plan you are using currently?** PLEASE MARK ONE ANSWER ONLY

- A Self-Care Plan makes it more difficult for patients to look after their oral health [ ]
- A Self-Care Plan makes it easier for patients to look after their oral health [ ]
- A Self-Care Plan makes no difference to how patients look after their oral health [ ]
- Don’t know [ ]

Q15. **If you could make one or two recommendations for improving the Self-Care Plan, what would they be?** PLEASE WRITE IN BELOW

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Nothing [ ]

Q16. **This next question is about Interim Care Management appointments (ICMs). How useful, if at all, is each of the following in helping patients look after their oral health?** PLEASE MARK ONE ANSWER ONLY FOR EACH STATEMENT.

<table>
<thead>
<tr>
<th>Type of Appointment</th>
<th>Very useful</th>
<th>Fairly useful</th>
<th>Not very useful</th>
<th>Not at all useful</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Preventative advice only (e.g., advice on teeth brushing and oral hygiene)</td>
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<td>b) Preventative advice and treatment (e.g., a scale and polish or fluoride varnish)</td>
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➢ **PLEASE ANSWER THIS QUESTION IF YOU ARE A ‘DENTIST - PRACTICE OWNER / PRINCIPAL’. IF NOT, PLEASE SKIP TO Q21.**

Q17. **Has your practice changed the skill mix of staff to help deliver the new way of working as part of the care pathway? This could be through up-skilling existing staff or by changing the staffing model.** PLEASE MARK ONE ANSWER ONLY

- Yes, a great deal [ ]
- Yes, a fair amount [ ]
- Yes, just a little [ ]
- No, not at all [ ]

Please answer Q18

Please skip to Q19
Q18. **In what way has your practice changed the skill mix of staff to help deliver the new way of working?** PLEASE WRITE IN BELOW

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Nothing □

Q19. **Would you consider changing the skill mix of staff at some point in the future if the new way of working becomes permanent?** PLEASE MARK ONE ANSWER ONLY

Yes, definitely □ PLEASE ANSWER Q20

Yes, probably □

No □ PLEASE SKIP TO Q21

Don’t know □

Q20. **How might your practice change the skill mix of staff in the future to help deliver the new way of working?** PLEASE WRITE IN BELOW

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Nothing □
Q21. Please tell us about any significant challenges you and/or your practice have experienced during the transition to the new way of working and suggestions for how those challenges could be better addressed. PLEASE WRITE IN BELOW

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Nothing ☐

Q22. Finally, please tell us any other comments you have on the care pathway including any suggestions for improvement? PLEASE WRITE IN BELOW

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Nothing ☐