

Dental Appraisal System (DAS) for Community Dentists Pilot

Interim Review – April 2019

INTRODUCTION & BACKGROUND

The purpose of this review is to establish whether DAS is meeting, or on course to meet, the aims and objectives of the pilot agreed prior to launch. This review will primarily concentrate on feedback from DAS training sessions, feedback from completed appraisals and key stats recorded via our Service Desk.

The Revalidation Support Unit (RSU) within Health Education & Improvement Wales (HEIW) were commissioned by Welsh Government to provide a bespoke, end-to-end appraisal system for all Community Dentists (CDS) in Wales. DAS enables appraisers and appraisees to book meetings and compile information in a secure online setting.

The RSU met with a number of key stakeholders to scope the requirements for all users and to ensure it met all contractual and regulatory requirements of CDS. This included meeting with Welsh Government, CDS Clinical Directors and the British Dental Association (BDA).

AIMS & OBJECTIVES

The aim of the pilot was to develop an online appraisal system for Community Dentists in Wales. In doing so, we utilised our experience of developing online systems along with our ongoing remit of managing the Medical Appraisal Revalidation System (MARS), to shape DAS. Our main priorities in developing DAS were;

- To develop a flexible online appraisal platform to support the Dental profession, in particular CDS
- To run a pilot project to test the suitability and application of the system for CDS
- To move the current paper-based appraisal process to an online system
- To encourage and enhance the developmental and supportive ethos of medical appraisal

LAUNCH OF DAS

Following extensive consultation and communication, DAS was launched on the 18th September 2018. The majority of communication was disseminated to CDS via Clinical Directors, including information relating to launch and registration on the system.

The RSU, in agreement with Welsh Government, set an indicative target of 50% of Community Dentists to be registered on the system by the halfway point of the pilot (March 2019). At this point, there were 73 CDS registered on DAS out of 151¹, representing 48%.

In readiness of launch, we developed comprehensive online help & support for all users. These resources can be found [here](#) and [here](#) respectively. In conjunction with this, there are detailed PDFs throughout DAS to provide additional support for users.

FACE-TO-FACE TRAINING

In order to support the transition from a paper-based appraisal to online, each Health Board was offered the opportunity to attend face-to-face training sessions to compliment the online support provision that DAS already provides. So far, the following sessions have been held:

- Hywel Dda – 2 sessions in December 2018 (Trinity College, Carmarthen)
- Abertawe Bro Morgannwg – 1 session in December 2018 (NPT Hospital, Baglan)
- Powys – 2 sessions in December 2018 (Llandrindod Wells & Newtown)
- Aneurin Bevan – 2 sessions in February 2019 (St Cadocs Hospital, Caerleon)
- Cwm Taf – 1 session in March 2019 (Keir Hardie Health Centre, Merthyr Tydfil)

The RSU is in discussions with other Health Boards to determine whether they would be interested in face-to-face training sessions.

Following the completion of these sessions, the RSU will explore whether there is requisite demand for further support provisions. These could be 'live' webinars or brief 'how to' videos for users.

All attendees were asked to complete training feedback forms. Here is a summary of the key stats and comments from attendees:

- 100% of respondents indicated we had met their learning & development needs
- 100% of respondents indicated the content of the session was as expected
- 92% of respondents indicated the organisation of the event was good or very good
- 92% of respondents indicated the communication in the lead up to the event was good or very good

WHAT WAS THE MOST VALUABLE ASPECT OF THE SESSION?

“Being able to practically use it”

“Good, clear instruction & the practical element”

“Understand how the programme works & how to upload information”

¹ Figures obtained from 2017-2018 Welsh Government Data, 2018-2019 data not yet available

“Hands on and 1:1 tuition”

WAS THERE ANYTHING THAT DID NOT WORK WELL?

“Sharing PCs”

“The training was organised at short notice and some members of staff did not attend due to clinical commitments”

KEY STATS

The key stats below provide an insight into current progress including training & development, user registrations and appraisal meetings completed. These headline stats will be shared with relevant stakeholders throughout the pilot and will be analysed in the final evaluation of DAS.

- Training sessions completed for Hywel Dda, ABMU, Powys, Aneurin Bevan and Cwm Taf groups.
- 73 Community Dentists registered on DAS so far
- 7 appraisal meetings fully completed, 1 summary committed and a further 2 meetings booked

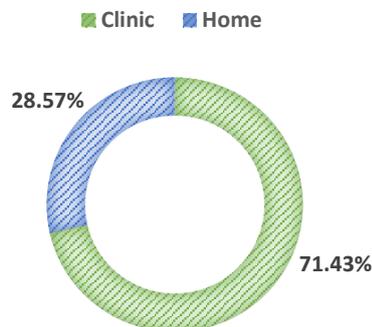
APPRAISAL FEEDBACK SURVEY

The Appraisal Feedback survey is available to complete following the completion of the appraisal and provides the RSU with an opportunity to gain feedback on the DAS system. The feedback survey concentrates on the appraisal process, help & support provision and system functionality. 7 appraisal feedback surveys have been completed so far and a summary of the results can be found below.

85% of respondents noted that the appraisal booking process was good or very good

85% of respondents noted that entering personal & professional details was straightforward

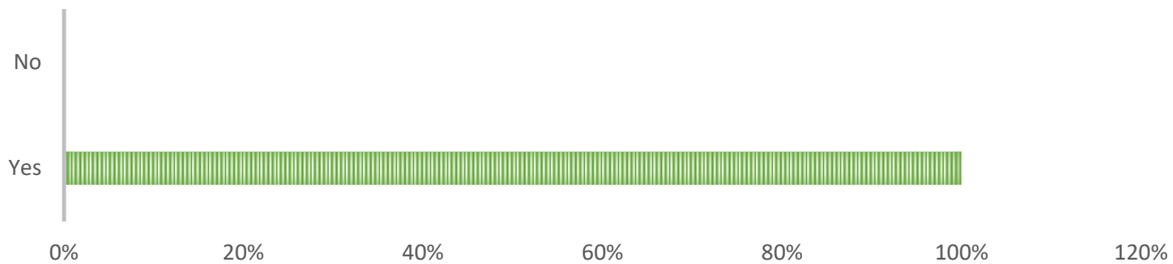
71.43% of users accessed DAS in a clinic & 28.57% accessed DAS from home



100% of respondents answered that the help & support resource was easy to access & use,

100% reported that this resource was able to solve their query

HAS DAS IMPACTED POSITIVELY ON YOUR APPRAISAL?



“Good software & easy to use”

“More structured appraisal, better overview of the information continuity”

“Good systematic method”

“Was easier to have all the information (PDP, Certificates etc) required at one place for appraisal”

“Very well organised and officially set out well”

DO YOU THINK THE SITE (OR A NEW SIMILAR SITE) COULD BE USED TO SUPPORT OTHER DENTAL PROFESSIONALS WITH THEIR APPRAISAL?

100% of respondents answered yes to this question

RECOMMENDATIONS FROM THE INTERIM REVIEW

The RSU is committed to ensuring quality improvement is considered throughout all our work. Overall, the DAS pilot has been positively received by the Community Dentist network as indicated from the training session feedback. Based on these sessions and feedback received from stakeholders, we have compiled the following recommendations;

- 1) Consider developing additional templates on DAS to allow CDS to compile information on DATEX incidents & Significant Events.

In developing DAS, the Unit attempted to align all Health Board appraisal paperwork to encourage a consistent approach throughout Wales. In doing so, we considered carefully the local requirements of each Health Board. Following feedback, we will consider adding further appraisal templates to ensure we meet these requirements.

- 2) Encourage all Community Dentists to register on DAS & undertake their appraisals via the system.

48% of CDS in Wales are currently registered on DAS. Our aim for the second half of the pilot is to get all CDS registered on the system. To encourage this and highlight the benefits of the system, the RSU will continue to support Appraisers and Clinical Directors when using the system.

- 3) Continue to work closely with Welsh Government, Clinical Directors, BDA, GDC and the Dental Postgraduate Section in HEIW, to promote DAS through key events and meetings

During the first 6 months of the pilot, we have taken the opportunity to present and promote DAS in various meetings and conferences, including the GDC Professional Forum. We will continue to liaise with relevant stakeholders to promote the system at various events and utilise social media platforms to raise its profile.

CONCLUSIONS – IS DAS ON COURSE TO MEET ITS AIMS AND OBJECTIVES?

TO DEVELOP A FLEXIBLE ONLINE APPRAISAL PLATFORM TO SUPPORT THE DENTAL PROFESSION, IN PARTICULAR CDS

Following a 12-month consultation with various stakeholders, DAS was developed by RSU and officially launched in September 2018. DAS has utilised relevant aspects of MARS, whilst remaining unique to Dentistry in its set-up and content e.g. functionality that aligns with GDC principles. The system provides appropriate Health Board staff with access to agreed summaries that meets the employment requirements placed on CDS.

TO RUN A PILOT PROJECT TO TEST THE SUITABILITY AND APPLICATION OF THE SYSTEM FOR CDS

The Unit will regularly review the feedback to ascertain whether the system is suitable for Community Dentists. Following their appraisal, every CDS are asked to complete a feedback questionnaire (see Appendix 1). The initial feedback results can be seen above and will be shared with relevant stakeholders throughout the pilot.

TO MOVE THE CURRENT PAPER-BASED APPRAISAL PROCESS TO AN ONLINE SYSTEM

In developing the system, we collated appraisal paperwork from each Health Board and merged them into a unified online appraisal platform. In doing so, the Unit carefully considered the principles of the [Enhanced CPD scheme](#) and CDS terms & conditions of service. DAS also allows users to develop and agree an evolving [PDP that aligns with the requirements](#) set out by the GDC. DAS provides a secure setting for CDS appraisals and can be accessed and downloaded by them at any time,

TO ENCOURAGE AND ENHANCE THE DEVELOPMENTAL AND SUPPORTIVE ETHOS OF MEDICAL APPRAISAL

Throughout the pilot, we have emphasised the educational and learning benefits of the system for CDS. The system provides users with the opportunity to reflect on the appraisal period and highlight to their Appraiser, constraints or concerns they have faced in the appraisal period.

The Unit will continue to work closely with all relevant parties to try and ensure that the pilot meets the agreed aims and objectives.

Following the pilot, the RSU will undertake a final evaluation of DAS, consider whether the system is suitable for CDS on a more ongoing basis and potentially, other Dental professionals.

For queries or further information please contact;

Beccy Newton – Online Resources Manager – Rebecca.newton@wales.nhs.uk

DAS service desk (technical queries) – heiw.das@wales.nhs.uk

APPENDIX 1 – Appraisal Feedback Questionnaire

Scoring options: 1= Poor 2= Fair 3= Neutral 4= Good 5=Very Good unless indicated

APPRAISAL PROCESS

- Q1 – Entering my personal & professional details was straightforward
- Q2 – Arranging the appraisal meeting was straightforward
- Q3 – Entering Information for my appraisal was straightforward
- Q4 – Accepting or rejecting the appraisal summary was straightforward

HELP & SUPPORT

- Q5 – What device did you use to access the system & complete your appraisal?
Options: Desktop, Laptop, Tablet, Phone, Other *[Free text box to specify if other is selected]*
- Q6 – Did you experience any technical problems using the site?
Options: Yes, No *[Free text box if yes is selected]*
- Q7 – Where did you access the site?
Options: Hospital, Clinic, Home, Postgraduate Centre, Other *[Free text box to specify if other is Selected]*
- Q8 – The Help & Support Resource was easy to access & use
Options: Yes, No *[Free text box to specify if no was selected]*
- Q9 – Was the Help & Support resource able to solve your query?
Options: Yes, No
- Q10 – The assistance from the DAS Service Desk was (if applicable)
Options: N/A, Poor, Fair, Neutral, Good & Very Good
- Q11 – Any additional comments regarding the Service Desk or how this can be improved?
[Free text box here]

THE PROCESS

- Q12 – Was the information you received regarding the DAS pilot sufficient prior to launch?
[Free text box here]
- Q13 – Has DAS impacted positively on your appraisal?
Options: Yes, No
- Q14 – If yes (from above question), how has this impacted on the appraisal and if no, why has this had no Impact?
[Free text box here]

THE SITE

- Q15 – Do you have any suggestions or improvements to the site and/or appraisal process?
Options: Yes, No. *[If yes, question appears – What improvements would you make and to what Sections? Free text]*
- Q16 – Do you think the site (or a new similar site) could be used to support other dental professionals With their appraisal?
Options: Yes, No *[if yes, What would need to be done to support this? Free text]*
- Q17 – Have you received any feedback from colleagues about the site?
Options: Yes, No *[If yes, Please provide further details – Free text]*