



COMPLETE
 [Redacted Name]
 [Redacted Email]

PAGE 2: Information about the person or organisation completing this submission survey

Q1: This submission was completed by:

Name	Adrian Tan
Company/organisation	[Redacted]
Position	[Redacted]
City/town	[Redacted]
Email address	[Redacted]

Q2: Are you making this submission survey as a registered practitioner

Q3: Please tell us which part of the sector your submission survey represents a registered dentist or dental specialist

PAGE 3: General question about recertification

Q4: Do you think the Dental Council needs to make changes to its current recertification framework? Yes - but only minor changes

PAGE 4: Area for change one: public assurance

Q5: Each of the seven statements below are equally important components of good oral health care. We want to identify where there are gaps or weaknesses in the way our oral health practitioners serve the public. Please rank the components from 1-7, with one being the component you think needs the most improvement and seven being the component you think needs the least improvement:

- Patients are confident their practitioner will not harm them 4
- Patients receive the appropriate treatment for their oral health concern or issue 2
- Patients receive appropriate information about their treatment and care 3
- Patients needs and concerns are discussed and addressed with their practitioner 1
- Patients feel they are treated with dignity and respect at all times 5
- Patients feel confident their practitioner has the knowledge and skills to treat them 6
- Patients know how to complain about treatment they have received from their practitioner 7

Q6: Do you think the Dental Council needs to equip patients and the public to recognise poor practise?

No,

Please give your reasons:
Perceived poor practice is not the same as actual poor practice. Public perceptions of practitioner wrong doing are often erroneous and are often not properly equipped to assess treatment. The concern here is HOW much information does the public need to properly recognise poor practice? A little information breeds misinformative decisions; and too much will swamp the average member of the public, and they will lose the forest for the trees.

PAGE 5: Area for change two: right-touch risk-based regulation

Q7: Do you feel you have adequate information about the Dental Council's approach to regulation?

Yes

Q8: A risk pyramid illustrates the connection between the desired actions and/or behaviours of a practitioner and the differing level of responses a regulator can use to encourage and/or achieve the desired action and/or behaviour. Do you think the Dental Council should develop a risk pyramid/matrix to explain the types and levels of risk and corresponding regulatory responses?

Yes

PAGE 6: Area for change three: risk identification

Q9: Which (if any) of these tools and mechanisms do you think the Dental Council should be using to identify and manage risk?

Practice audits, Risk factors for practitioners, Competence and recertification programmes, Supervision, counselling and/or mentoring

Q10: Are you aware of any other tools or mechanisms the Dental Council should be using to identify and manage risk?

Yes,

Please tell us about other tool/s or mechanism/s you are aware of:
Region or area Council appointed auditors/reviewers that make periodic visits to ALL practices for a collaborative effort towards improving risk detection and managing risk.

Q11: Do you think any of these risk tools or mechanisms are more effective than others?

Yes,

Please give your reasons:
Supervision, counselling and/or mentoring supports a collaborative approach towards managing "at risk" practitioners. It feels like a much less punitive management technique is likely to generate a positive response - a carrot, if you like, before the stick.

PAGE 7: Area for change four: early intervention

Q12: Do you think the Dental Council should explore the use of risk analysis and risk-profiling to identify poor practise sooner?

Yes,

Please give your reasons:
It is in the public, COuncil AND practitioners interests for at risk practices to be identified early, proactive rather than reactive.

PAGE 8: Area for change five: compliance

Q13: Do you think the Dental Council should explore the use of incentives to encourage practitioner compliance?

Yes,

Please give your reasons:
Positive reinforcement ALWAYS trumps punitive encouragements.

Q14: What do you think the Dental Council could do differently to encourage practitioner compliance with its recertification requirements? Please explain:

Respondent skipped this question

PAGE 9: Area for change six: ongoing education and learning opportunities

Q15: Do you think the Dental Council should change its current amount of prescribed hours and peer activities?

No - the hours are about right

Q16: Do you think the Dental Council should change the current length of its education and learning opportunities (CPD) cycle?

No - the cycle length is about right

Q17: Please rank the following statements (with one being most important and eight being least important) according to the following question: Which actions should the Dental Council prioritise when considering its approach to ongoing education and learning opportunities?

Changing the current amount of prescribed hours and peer activities	5
Changing the current length of the education and learning opportunities (CPD) cycle	6
Permitting practitioners to set their own hours of education and learning opportunities and quantity of peer activities	4
Removing the requirement to have verifiable education and learning activities	8
Requiring practitioners to maintain an accurate record of their education and learning activities	1
Permitting practitioners to choose some of their education and learning opportunities from prescribed categories	2
Permitting practitioners to choose all of their education and learning opportunities from prescribed categories	3
Setting some mandatory education and learning opportunities based on the Dental Council's Practice Standards	7

Q18: Do you think the Dental Council needs to make any other changes or improvements to the ongoing education and learning process?

No - it works well as it is

PAGE 10: Final thoughts and comments

Q19: Do you have any other comments, suggestions or information you want to share with the Dental Council about recertification?

Respondent skipped this question