

West Midlands Association of LDCs

Wednesday 8th May 2019

The meeting started with a presentation from Matthew Hill.

- He said they had diagnosed the problems and there were new things that seem to have contributed to a fall in complaints being dealt with, at its peak this was 3000 per year, now 1400
- They regularly engaged with stakeholders
- They now did lots more outside of London with meetings in the UK countries and a one day seminar in Birmingham where “Moving Upstream” was launched
- There was statistic significance that non UK registrants were more likely to get to FTP and the GDC were looking at support for any new entrants to the register wherever they qualified
- The plan was to move the vast majority of the spend away from FTP to preventative upstream work and the strategy was being published soon with costings
- There was work with the NMC on defining seriousness and what the profession and public view as serious
- Review of scope of practice with literature review
- They understood they needed to know of the complexities as working as dental professionals
- They were now targeting dental school inspections into areas they felt were important on QA
- They were working to build better relations with those at the start of their careers with engagement with students and FDs to alleviate the climate of fear rolling out to all dental schools in the next academic year speaking to first year students. Some of the ethics lectures had previously been horror stories of FTP cases.
- The work on developing CPD was also continuing to make it more specific and appropriate
- They have developed leaflets on complaints and embracing feedback and dealing with complaints which he would value LDCs promoting (leaflets and posters)
- They had trialled a local resolution process, the proportion of complaints now making it through that are serious enough to be dealt with by the GDC has now increased showing the filter appears to be working. Alongside better case examination which he also believed was filtering more efficiently.

- He admitted the DCS had been also sending inappropriate cases to FTP filtering, changes had resulted with a reduction from 30% to 2%.
- Complaints repatriation was happening back to NHS England, rolled out to Wales but not yet working in Scotland.
- He spoke about leadership roles in corporate entities and the development of professionalism
- He believed the time lag meant that appearance was still of a GDC unchanged but he said these changes would become more apparent
- He defended the leadership of the GDC and that the preceding history was more at fault and the current Council was responsible for the improvements
- He spoke again about the closure of Smithfield and the move to hearings in Wimpole Street and move and recruitment of new people at the Birmingham offices
- He also said that they had looked again at some of the historic cases in the backlog to see if still appropriate, he also said they now only ask for the records related to the complaint rather than full records. He also said there were now processes to consolidate rather than multiple allegations on the same issue
- There had been a 50% increase in complaints from registrants against other registrants (nearly 10% of all complaints) He understood that many of these were vexatious and dental professionals were abusing the system and were convincing complainants

1. Welcome and Apologies

The Chair welcomed Baz Bhandal and Peter Thornley to their first West Midlands LDC meeting . Apologies were received from Thegan Moodley, Clare Banks, Rob Tobin, Phil Caswell, Afy Ilyas, Amit Patel and Shanta Mestry.

2. Minutes and Matters Arising

The minutes were accepted.

3. Local Issues

Dave Brindley spoke about issues with translation and sign language commissioning. He said a local GDP was struggling to get funding within his practice, it appeared the inconsistencies are with CCG funding. The Chair said this was being raised at the next LDC/Area team meeting the following week. There was a discussion about LDCs acknowledging that they should consider a

contribution to the British Dental Guild of £5 per member to ensure the guild can fund the activities of GDPC.

Suresh Kumar also spoke about immunisation of performers and asked if this was a new hot topic on practice inspections. There was a discussion on why the Area Team undertook inspections and the issues that sparked those and the aggressive nature of those inspecting, the tripping up of practitioners often continues if the record card audit proves inconclusive with other factors such as DBS checks and fire doors etc .

Wolverhampton LDC through Dave Cooper said they were keen to revisit the levy collection as they were struggling with the current %. There was some question on if accounts were available to assist with the problem. The Treasurer said that reduction was able to be reviewed. No other LDCs in the group expressed the need to bolster reserves although Dave Cooper said he was aware the reserve in Dudley was falling.

Vijay Sudra as Chair of Conference gave an update on the developments of the LDC Constitution, there had been an ongoing discussion with Capita about reverting to individual levy collection. He didn't believe the discussions were progressing well, but the issue would no doubt be debated at LDC Conference. Adam Morby spoke about South Staffs LDC concerns with HEE cuts and that all Postgraduate Dental Tutors will go, he felt concern about hands on courses at Worcester and Stafford. He had written to Andrew Dickinson and encouraged all LDCs to raise concern. Peter Thornley spoke about concerns of on line courses and the lack in face to face meetings. Adam updated the multiple work being done by the LDN. Adam spoke about the support the LDN received from the commissioners locally assisting their ideas. There was some uncertainty about the future of the LDN Chair in Birmingham.

Alan McCulloch asked for an update on PAGs, the Chair spoke about the work Birmingham LDC had done to ensure the PAG operated correctly informing those dentists affected and offering them an LDC contact for support.

There was no report from Dudley of any issues.

The Chair spoke about Birmingham LDC, there had been elections and changes of Chair and Vice Chair, he was now Chair and Peter Thornley Vice Chair. The GDC had inspected the BDH and left half a day early, the students now have resilience training from HEE, he said the occupational health issues with new graduates had been improved according to the Dean. The radiologist at BDH had left with a real void in the building. The GA build was still being put forward with a 2 theatre model with a centre of excellence. Following a Health Overview and Scrutiny committee pressure from the Black Country modifications to the business case are being made. There is no problem with places for FDs. The Rego system is still seemingly having issues.

Birmingham LDC were now meeting with the other Local Representative Group , the local Pharmacy Committee informed about a national initiative on oral health from the Office of the CDO , which we were blissfully unaware of.

Another meeting was scheduled for September. Adam Morby reported they too had met with the local representatives also. Vijay Sudra reported the local representatives were surprised the dental budget was capped.

There were concerns about the training appointments and the lack of transparency. Phil Davenport reported how he had been treated which he was upset about, and he felt the process lacked clarity. Dave Cottam said the existing trainers he looked at with the application and TPD reports mainly ended up with three year appointments. He felt the marking system needed a review although both he and Adam Morby said the marking was consistent. Coventry LDC had no issues.

5. GDPC/BDA News

Dave Cottam spoke about the notification he had from the Chair of GDPC about the fact he was standing at a Brexit Party Candidate at the EU Elections. This resulted in a GDPC meeting where the decision was to allow the chair to stay in position until the outcome of the election and thereafter to stand down if elected. He would need to stand for re-election as GDPC Chair even if not elected to the EU.

Dave spoke about the difficulties with LDC Conference looming and meetings with Seema Kennedy the new Minister. An EGM is being arranged for GDPC post EU elections.

Dave spoke about the developments on BDA Indemnity and the tier 2 guides being developed. There were disparities in how dentists are credited with tier 2 status.

The Chair reported there would be a by-election for the PEC for a National Seat.

6. LDC Conference

Vijay Sudra gave an update on the programme for the Conference with 33 motions approved for presentation. He outlined the timelines and venues. He invited people to a pre-Conference curry on the night before.

7. Treasurers Update

The Treasurer said the balance was £1934.64 , with only £10 spent on bank charges. Warwickshire LDC had only paid £13 .

8. AOB

There was discussion on potential speakers at future meetings. Vijay Sudra confirmed that some LDCs are misunderstanding the Guild payment and they can make them from ordinary levies.

The Chair informed the next meeting was 2nd October.

9. Date of Next Meeting

TBA