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Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# Dental Workforce Development Newsletter

**AUGUST 2022**



## Welcome

Dear colleagues

**It is with great pleasure that we share with you our first newsletter which provides an insight into some of the work we are doing in HEIW.**

The dental profession in Wales has worked tirelessly to support patients and each other through the pandemic and we are endeavouring to support you with continuing education and training. You will see that there is a broad range of activity and events happening and I urge you to get involved when you can as there are obvious benefits to coming together, particularly at this time.

In addition to continuously improving our CPD and workforce development offer, we are working with our partners in Welsh Government and other stakeholders to explore solutions to the current workforce challenges in recruiting and retaining roles that many of you in practice are experiencing. As the Strategic Health Authority in Wales responsible for education, training and workforce in healthcare we are well placed to lead on this and gather the intelligence to inform future plans.

We have a great team in HEIW, I am sure you will know most if not all of them. They are always keen to hear from you and listen to what is needed so please feed in when and where you can. Enjoy this brief update and let us have your feedback to inform the future.

**Kirstie Moons**  
Dental Postgraduate Dean



# New to the dental section - Dental Educator (Quality Improvement) Jane Norgate

Jane started her position with us in April 2022. Jane qualified as a dentist in Cardiff and after a short time spent in general practice, she joined the Community Dental Service (CDS) in Aneurin Bevan University Health Board, staying for 22 years.

During her time in the CDS, she was an Educational Supervisor for Dental Core Trainees (DCT) and clinical supervisor for the final year dental students from Cardiff University. Working in the CDS with vulnerable and challenging patients, and recognising the value of teamwork and multidisciplinary working, Jane was inspired to undertake a MSc in Interprofessional studies and Health in 2006.

Not completely new to HEIW; Jane has been the Training Programme Director (TPD) for the Swansea Scheme of DCT since 2007. Like many dental professionals Jane works with other dental professional organisations and brings her experience with Cardiff and Vale University Health Board CDS as SDO/Clinical Lead for Designed to Smile to this new role as the Dental Educator (QI) for CAVUHB.

Jane says ***"I have been presenting the Making Prevention Work in Practice (MPWiP) train the trainers course for 4 years for HEIW and have thoroughly enjoyed engaging with practitioners which has allowed me to gain valuable insight into primary care system reform. Putting patients at***

***the heart of what we do and improving quality of care is 'everyone's business' and I am looking forward to working with, developing and supporting the whole dental team and the new challenges that this will bring."***



Jane lives in Whitchurch, Cardiff with her husband and a grumpy teenager (her description!). When not working, she loves to be outside and can be found either on the Taff Trail puffing and gasping on her runs, raucously cheering on Cardiff Rugby or singing her heart out in her local Community choir!

Jane joins an existing team of QI Dental Educators, each assigned to a Health Board to support dental teams with their professional development and quality improvement initiatives to make positive sustainable change in the oral health of the patients they care for. For more information and to request training or a practice visit for any aspect of QI above contact [HEIW.DentalQI@wales.nhs.uk](mailto:HEIW.DentalQI@wales.nhs.uk)

## News from our Dental Care Professional Team (DCPS)

Wales has around 2,900 registered dental nurses (GDC, April 2022) working within dental practices, community and secondary care.

HEIW continues to provide training and support leading to post registration certificate NEBDN courses in Dental Radiography and Special Care Dental Nursing.

Earlier this year dental nurses studying with us completed with a 100% pass rate for Special Care and 75% pass rate for Dental Radiography. A great achievement by all the dental nurses as their training took place virtually and their Records of Competence were completed during a very

pressurised time for their workplaces during Covid - a huge Congratulations to these dental nurses!

If you want to find out more about programmes such as these which enable dental nurses to increase application of knowledge and skills in the workplace, operating at top of license/SOP; then contact our Dental Team Administrative Officer [Katherine.Liddington@wales.nhs.uk](mailto:Katherine.Liddington@wales.nhs.uk) Our next post registration course will be in Oral Health Education, starting later in 2022.

**... we also have on-line study clubs for dental nurses and dental therapists and hygienists where groups of peers meet to discuss contemporary topics and exchange professional tips.**

# Exciting news on our Dental Team Conference

from our organiser **Kath Hayes**  
(Dental Team Educator)



Let's start with a little history ....the DCP Symposium was born out of need. There were conferences aplenty for dentists but no 'big event' for DCPs.

Initially we planned the event to coincide with the BDA conference (at this time Dental Nurses weren't party to this event) – this meant that while the dentists took themselves off for CPD instead of being stuck in a surgery with a list of chores the DCP team had an alternative event to attend.

It took off with aplomb and brought for the first time over 150 DCPs into the same room with a programme of CPD tailored to suit. After the initial euphoria we wondered whether the event would be sustainable but in 2019 we held our 10-year event. There was interest shown from all dental professionals, so the invite was extended to include all.

Now 2020 and 2021 – let's call them the wilderness years brought everything to a halt – well everything concerned with large groups of healthcare professionals gathering in one place, but we were not to be defeated. The DCP Symposium became The Dental Team Conference and blackboard, and MST became the venue. The events were successful but missing was that networking, socialising with fellow professionals which doesn't lend itself to a camera and a headset.

This year – we're back!!! With all things crossed and all other lucky charms engaged this year's Dental Team Conference is scheduled for October 14 in the Parkgate Hotel. To say we're excited is an understatement. There is the worry that fellow dental professionals may still have concerns about 'gathering' in large numbers but hopefully the call of the CPD, great educational content, seeing friends and colleagues face to face, will outweigh the worries.

The theme of the day is CHOICE, and haven't we had a few of those to make over the last couple of years, however we are not dwelling on the past but looking to the future. We have a host of exceptional speakers lined up including Dr Louise Newson the menopause specialist.

So, without further ado get your place booked via Maxcourse:

<https://www.maxcourse.co.uk/walesdent/guestHome.asp>

**Dental Team Conference**

October 14, 2022, Parkgate Hotel Cardiff





# An update on Careersville for Dentistry

from our Clinical Fellow **Olivia Barrett**

We are pleased to announce the launch of the Dentistry building within HEIW's Careersville online learning resource for school children.

<https://careersville.heiw.wales> | <https://careersville.heiw.wales/cy>

The platform provides students with a plethora of bilingual resources which demonstrate the wealth of work opportunities available within the National Health Service and care sector in Wales. The dental building resource will teach users the variety of roles available within the dental team and provide helpful tips to pursue these careers. Thank you to those dental professionals across Wales who have volunteered their time to create content for the building.

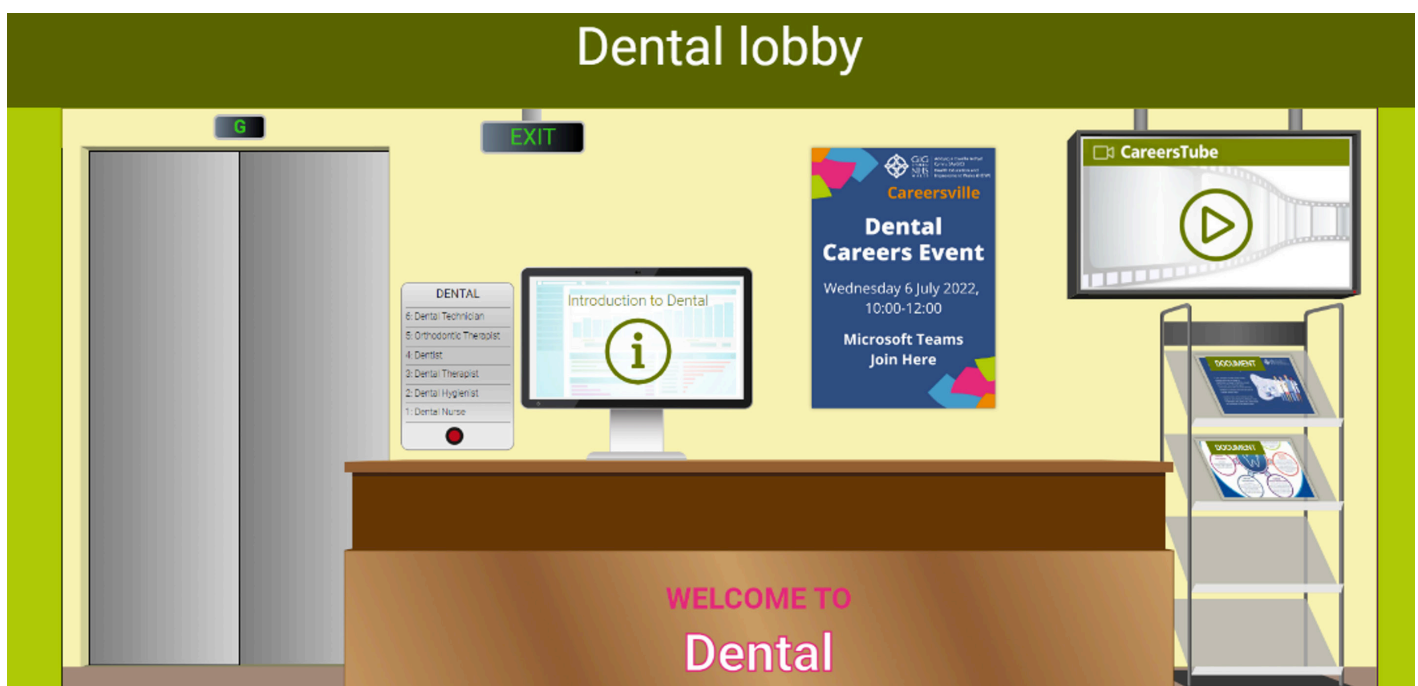
This initiative is part of our wider workforce strategy and priority of ours: to improve recruitment and retention of dental professionals across Wales. Our research has found that healthcare workers are highly likely to settle where they grew up. We hope that by engaging with Welsh school children we will improve workforce retention in the long term for Wales and that this in turn will meet the oral health demands of the Welsh population.

As part of this wider project, we recently held the first ever Welsh Dental Careers event on 6 July

2022. Young people across Wales were invited to take part in this event, where they could learn more about the variety of roles available across Dentistry and hear talks giving insight to what life is like working in Dentistry in Wales. Talks also focused on how the students can improve their applications to dental school in Wales and even included a presentation from Cardiff University Dental School Director of Recruitment and Admissions.

The live event took place simultaneously in both Welsh and English and is available on the HEIW Careersville website. Many thanks for our panellists from across dental professionals in Wales who volunteered to help us with this initiative: Kathryn Marshall, Fiona Sandom, Meryl Spencer, Chet Geisel, Kath Hayes, Mari Llewelyn Roberts, Richard Jones and Lola Rushton.

By engaging with school children at the time they will be considering further study options, we hope this could have a positive impact on the recruitment and retention of the dental workforce in the long term.





## What's new in Quality Improvement?

Five years ago, working in collaboration with Public Health Wales, we developed a QI online project focussing on improving preventive advice for 0-6-year-old children attending general dental practices in Wales.

This is our D2S QI project. The QI project was piloted by the FDs in Wales and was subsequently rolled out to all dental teams in primary care in Wales.

As part of the QI spiral curriculum for newly qualified dentists in Wales, Qi Dental Educator Sue Stokes has been working to develop a new QI online project for the Foundation dentists (FDs) in Wales. Starting in September 2022; the new project, called '**Supporting Better Oral Health**', will focus the patient's risk of dental disease based on the ACORN – Assessment of Clinical Oral Risk and Needs form that is completed annually for all NHS dental patients in Wales. The QI project will concentrate on three groups of patients and their ACORN scores.

The use of the ACORN tool underpins a 'value based' and 'needs led' health care approach implemented in primary care reform in NHS dentistry in Wales. In addition, the project follows the principles and guidance set out in "The oral health and dental response to "A Healthier Wales" and the principles in "Prudent Healthcare." If our pilot with the FDs is well accepted, we will look to make the offer of the new interventions available to the wider dental team who have previously completed the original D2S project.

For more information and to request training or a practice visit for any aspect of QI above, contact [HEIW.D2S@wales.nhs.uk](mailto:HEIW.D2S@wales.nhs.uk)

# How did we deliver our CPD during lockdown?

## A report for one of our Regional Educators, **Sion Griffiths**

It's true to say, although often regarded as a cliché, that a new problem is only an opportunity to discover new answers.

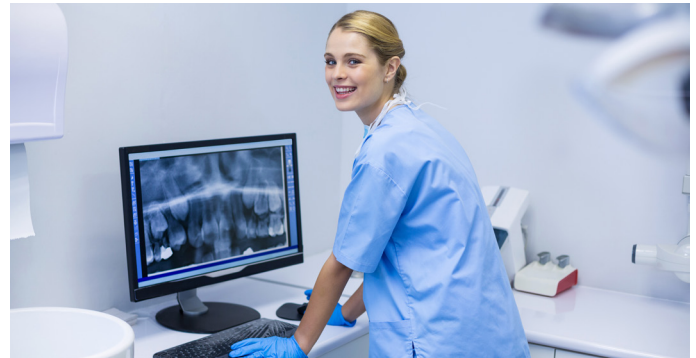
Step up Teams or Zoom. Unknown, certainly to me, prior to March 2020, it is now commonplace in delivery of education.

Outside my HEIW role, I had cause to be part of an online conflagration. On the back of an envelope, I worked out that between everybody; some 2,000 miles of travel had been saved. From the point of cost that's important, but also in terms of Global Warming, road congestion and travel safety, it has to be hugely significant when multiplied up through society.

Online presentations are not of course new, but they have through necessity, now become widespread in the dental section offer of CPD & LLL programmes.

Here in Aberystwyth, our best ever attended course in the past was for Prof David Whittaker on the subject of Dental Forensics. Standing room (literally) only. We had 60+ people. That might be par for the course for the city slickers, but here in the rural parts, we have a quieter life, and it is far more normal to have up to about 20 or so attendees for 'lecture style' delivery.

The biggest change now, with online delivery is of course the numbers tuning in, where 80+ people seem to be the norm. We need to ensure that delegates don't suffer from fatigue whilst staring at a screen for long periods, taking care to ensure our on-line programmes are interactive; whilst balancing



out the convenience of being able to log on to a popular course from home after a long day in the surgery.

When working in a crisis such as covid brought to our CPD programme; we knew we had to move, flex, adapt, and evolve to the situation. However, like many disruptive forces it has also given us opportunities for innovation and creativity. For some courses there is no substitute for 'hands-on' and meeting up with colleagues to share experiences. With the face to face Dental Conference as featured in this edition, plus a full programme of online interactive courses to choose from; dental teams can have the chance to experience all forms of training and education to ensure we are able to meet the healthcare needs of the population and support new models of care and ways of working.

For more information on our courses go to Dental Postgraduate Section, HEIW - Course list (<https://www.maxcourse.co.uk/walesdent/guestHome.asp>)

HEIW have recently awarded a contract for a new learning management system (LMS) for the healthcare profession across Wales. The LMS will not only be a space to book your online and face to face CPD courses, but will also provide learning material for you to access in your own time. We want to make sure you have access to flexible and good quality CPD. The new system will provide the Dental Postgraduate Department with the tools to expand and develop the way we offer CPD material to the profession, as well as enhance multi-professional learning opportunities across Wales.

It is anticipated that the system will replace the current Dental course booking system, Maxcourse later this year. We will let you know when this will happen via this newsletter and communication emails sent from the department, so please keep your email address up to date on your Maxcourse account. We are looking forward to expanding the learning opportunities we provide to the profession.

We hope you find this newsletter useful. We would really like to hear from you on any support we can give with your continuing professional development.

- Kathryn Marshall (HEIW) **Kathryn.Marshall4@wales.nhs.uk**
- Kate Lyons (HEIW) **Kate.Lyons@wales.nhs.uk**