

Using a novel approach to introduce Quality Improvement methodology to primary care dentistry

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INTRODUCTION

The use of Quality Improvement (QI) in dental primary care is limited.

To help address this, the ACE team, working with primary care dental teams, co-designed a **Problem-Solving Toolkit** based on QI methodology).

It was tested by 2 cohorts in NHS Greater Glasgow & Clyde (NHS GG&C).

AIM

By June 2024, the ACE team will co-design and launch a QI-based Problem-solving Toolkit within Primary Dental care.

METHOD

Early 2022: review of existing dental QI resources

Aug 2022: Co-design event

Dec 2022: Test drive of Toolkit with co-design attendees

May 2023: online educational event to introduce the toolkit to NHS GG&C cohort 1. This included facilitated discussion in virtual breakout rooms

A MS Teams channel was created to encourage interaction between users and facilitators post event.

Nov 2023: survey feedback from cohort 1 was used to amend an educational event for cohort 2.

Problems identified:

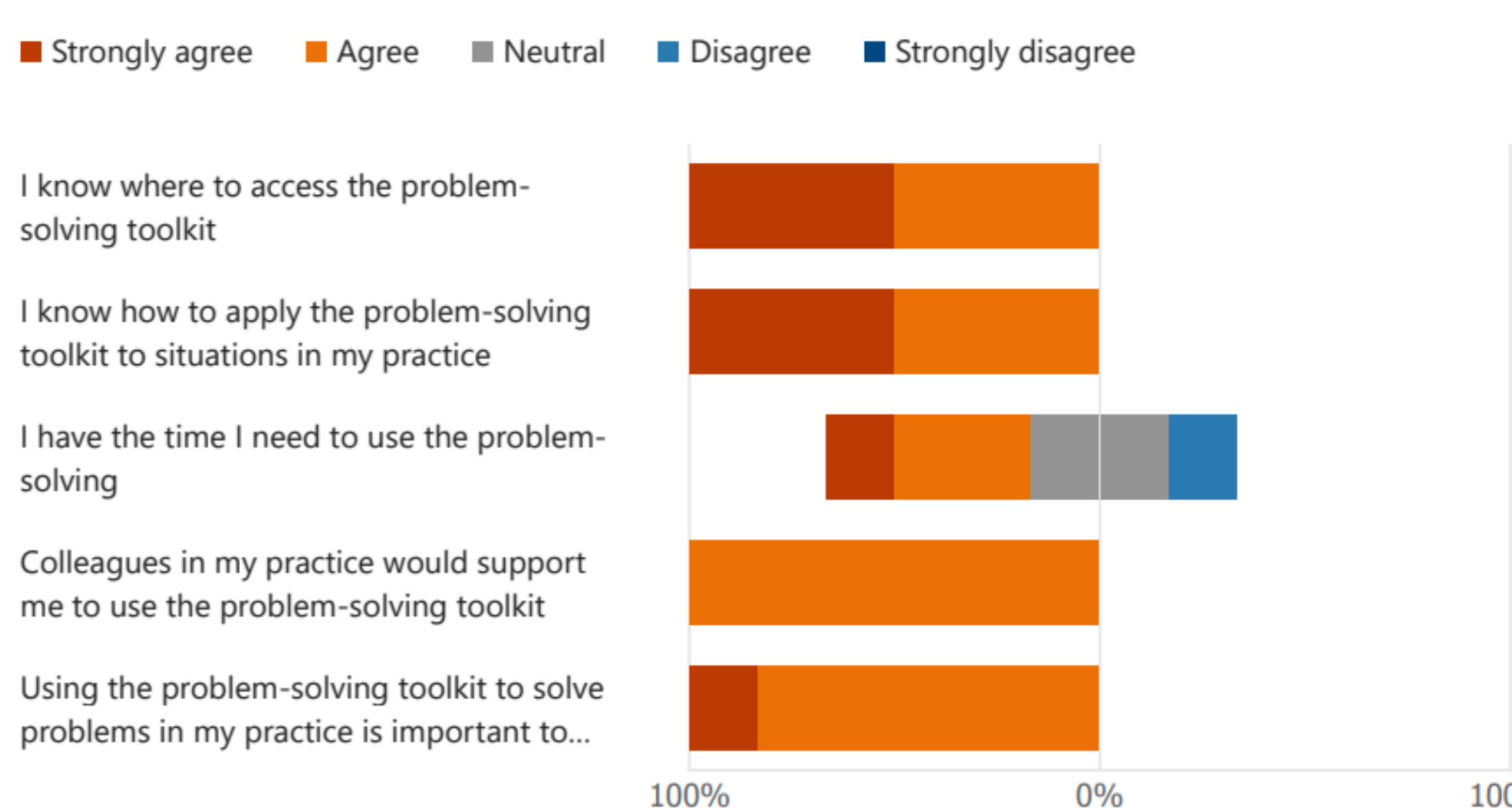
- Cohorts – time, financial reimbursement, getting whole team involvement
- NES – maintaining & measuring cohort engagement

Ideas for change:

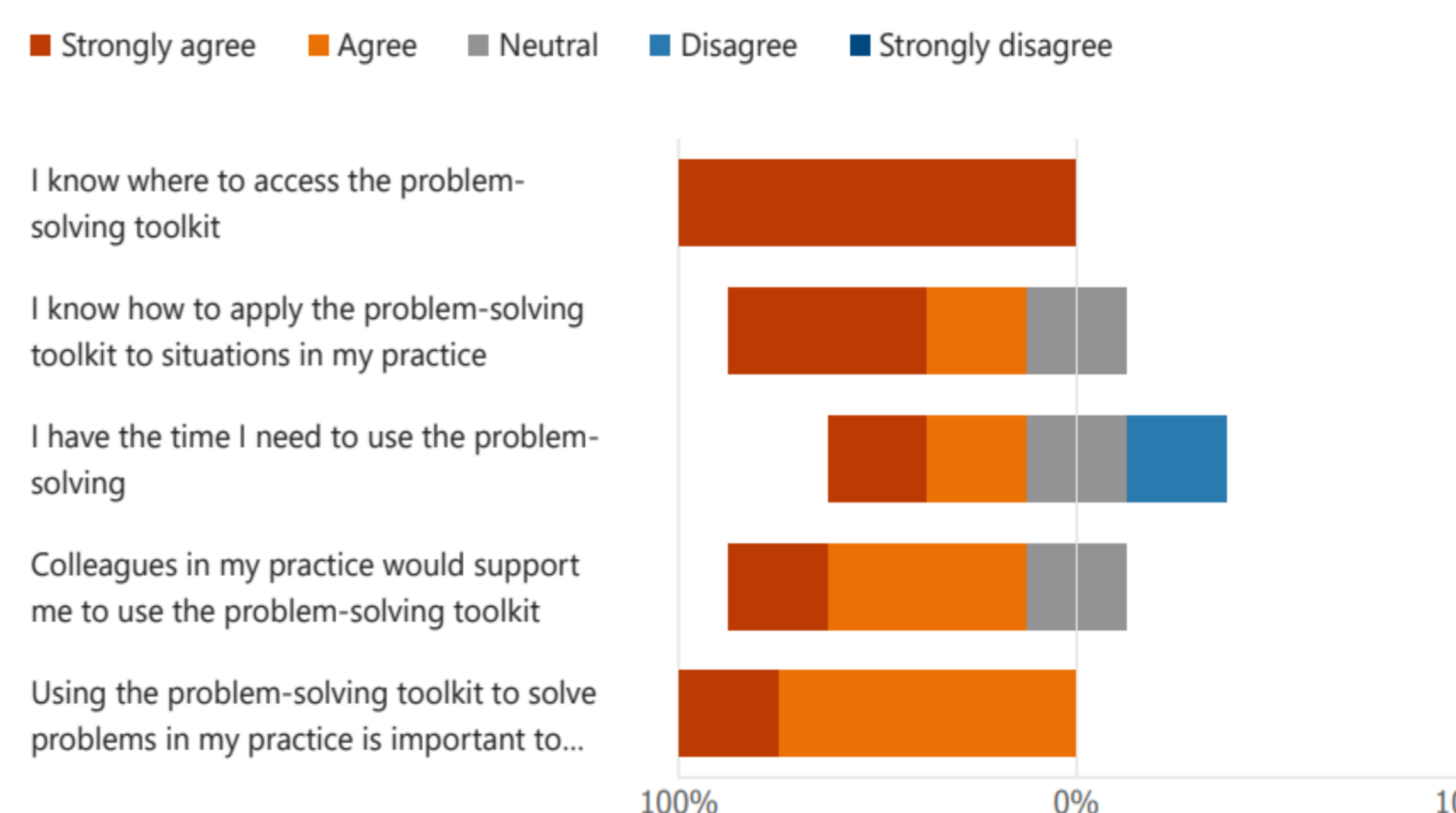
- Appeal to whole team
 - Amend event advert
 - Send advert to practice email accounts to encourage full team involvement
- Maximise participation during event
 - Email toolkit to delegates in advance
- Review participant progress
 - Series of lunchtime check-ins
 - Set 6-month deadline for end of project “celebration event”
 - Generic problem-solving email account created for ongoing communication

RESULTS

❖ **Cohort 1:** Overall, there was positive feedback about the event but a lack of engagement with the Teams channel & Toolkit. Time was the main barrier .

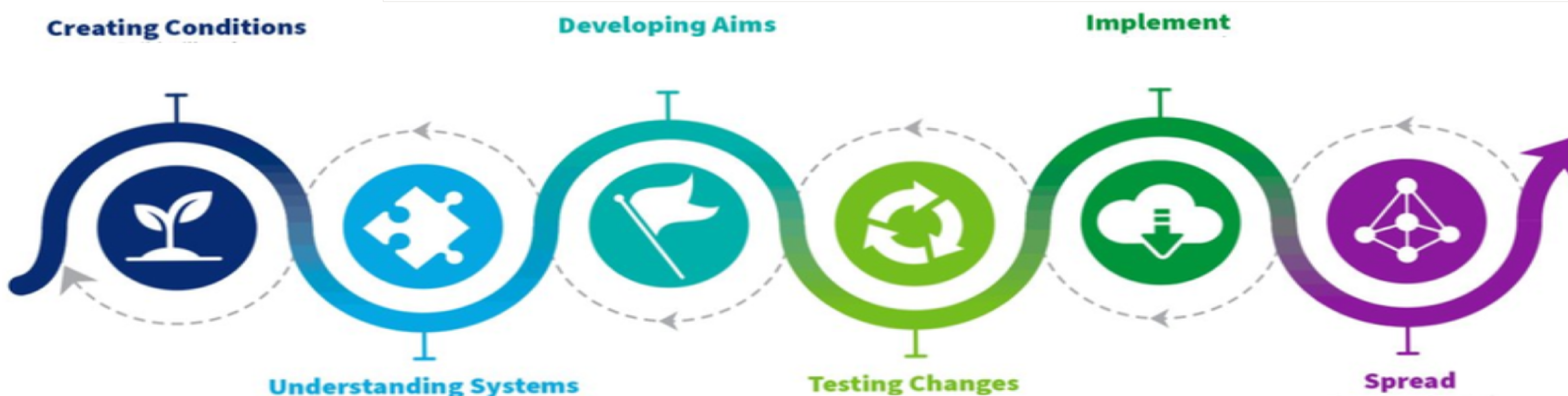


❖ **Cohort 2:** Engagement improved using virtual check-ins. Feedback revealed confidence and intention from participants to use the toolkit, however having time to trial it in practice remained a challenge.



CONCLUSIONS

- Primary care teams found creating time to meet and implement the Toolkit challenging
- Lack of remuneration for Toolkit activity is seen as a barrier to use
- MS Teams is not used routinely in Primary Care Dentistry
- The introduction of the new Statement of Dental Remuneration coincided with Cohort 2 launch. This may have impacted on engagement
- Survey results identify in person training as a definite preference.



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