

**Terms of Reference**  
**Regulation of Dental Services Programme Board**

**1. Background and Programme context**

The General Dental Council (the professional regulator), the Care Quality Commission (the systems regulator), NHS England (the commissioner of NHS Dental care services, which also holds a list of suitable performers), NHS Business Services Authority (a special health authority of the NHS who pay dentists and protect the NHS from fraud), Healthwatch (national consumer champion in health and care) and the Department of Health have a mutual interest in ensuring that patients receive high-quality, safe dental services from professionals and organisations that are competent and meet national standards, and that services improve.

**2. Purpose**

To review the approach to dental regulation across England and assess effectiveness of current arrangements to determine an effective model for regulation for the future. The scope will predominantly be primary care, but will be mindful about implications for secondary care and responsibilities across the system including for care pathways. Specific outcomes:

- 2.1 Identify roles and responsibilities
- 2.2 Determine the effectiveness of current approaches
- 2.3 Assess consumer and stakeholder views of dental services across England
- 2.4 Develop proposals for alternative model(s) for performance management, inspection and regulation
- 2.5 Option appraisals and business case
- 2.6 Effective information sharing
- 2.7 Communication plan

**3. Membership**

Janet Williamson - Deputy Chief Inspector Primary Medical Services Central Region (Chair), CQC  
Barry Cockcroft – Chief Dental Officer, NHS England  
David Geddes – Head of Primary Care Commissioning, NHS England  
Tim Whitaker – Director of Policy & Communications, GDC  
David Rowland – Head of Corporate Policy, GDC  
Carole Doble – Head of Dental Services, NHS Business Services Authority  
Susan Robinson – Head of Development, Healthwatch England  
Claire Robbie – Regulatory Policy Manager, CQC  
Amanda Hutchinson – Head of Primary Care & Community Services Policy, CQC  
Janine Maher – Communications Manager, CQC  
Peter Howitt – Head of Dentistry & Eye Care Services, Department of Health

**4. Quorum and Decision Making**

- 4.1 The quorum for transaction of business shall be representation from four out of the six organisations.
- 4.2 Decision making will be inclusive as far as possible and timescales will be taken into account.

**5. Frequency of Meetings**

12 month duration for meetings occurring:  
September, November 2014  
January, March, May, July 2015 and report in September 2015

## 6. Governance arrangements

**Members will report to their respective Boards in the following ways:**

### **NHS England**

Reports to the Primary Care Oversight Group (PCOG). PCOG reports to the Directly Commissioned Services Committee (DCSC) and DCSC are a sub-committee of the NHS England Board.

### **GDC**

Reports to the GDC Council which convenes every six weeks.

### **NHS BSA**

Reports to the NHS BSA Board which convenes quarterly.

### **DoH**

Reports to Dan Poulter and other Ministers.

### **CQC**

Reports to the PMS Monthly Performance Group meeting and the PMS Senior Leadership Team which convenes weekly. Additionally Professor Steve Field will provide regular updates to the Executive Team.

## 7. Secretariat

7.1 The agenda for each meeting will be circulated in advance together with any supporting papers, and will be distributed by the Chair. Any items to be placed on the agenda are to be sent to the Chair ahead of the meeting and accompanied by all relevant background papers.

7.2 The Chair will provide support to record notes and action points of the Regulation of Dental Services Programme Board meetings, including the recording of names of those present and in attendance. Notes and action points shall be circulated promptly to all members by the Chair. These will also be accessible from the relevant folder on the shared drive.

## 8. Sub-Groups

Sub-Group	Lead	Membership CQC	Membership GDC, NHSE, NHS BSA	Key Questions	Areas to consider
Risk / Data and Information	Carole Doble, Head of Dental Services, NHS Business Services Authority	Debbie Mead	Refer to Annex A	What is the level of risk of dental services?	<ul style="list-style-type: none"> <li>• Mutual understanding of risk</li> <li>• Assessing risk</li> <li>• Shared intelligence</li> <li>• Complaints</li> </ul>
New models	Tim Whitaker Director of Policy & Communications, GDC	Sam Banga  Amanda Hutchinson	Refer to Annex A	What new models should be considered for regulating dental services?	<ul style="list-style-type: none"> <li>• Review of current arrangements and assessment of effectiveness</li> <li>• Principles underpinning future models</li> </ul>
Standard setting / Roles and responsibilities	David Geddes Head of Primary Care Commissioning, NHS England	Claire Robbie  Clive Fern	Refer to Annex A	<p>What does good look like?</p> <p>Who does what in the system?</p>	<ul style="list-style-type: none"> <li>• Data sharing on high quality services</li> <li>• Clarifying roles and responsibilities in the system</li> </ul>
Communication	Barry Cockcroft Chief Dental Officer, NHS England  Susan Robinson Head of Development, Healthwatch England	Janine Maher  Jill Morrell	Refer to Annex A	<p>How do we ensure stakeholders and practitioners are well informed?</p> <p>What are the views of the public and patients?</p>	<ul style="list-style-type: none"> <li>• Seeking views on future regulation</li> <li>• Seeking user input</li> </ul>

Refer to Annex A for a complete list of sub-group membership

## 9. Review

The Regulation of Dental Services Programme Board will periodically review its performance, constitution and terms of reference and recommend any changes for approval. Conclusion in September 2015.

## 10. Work streams 2016/17

Work stream	Work stream leads	Work stream members	Outputs	When
Roles and responsibilities	Claire Robbie, CQC	<b>BSA</b> Carole Doble, Sarah McCallum, Paul Grey  <b>GDC</b> Matthew Hill, Katherine Boorer, Nyree Connell	Define the respective roles and responsibilities of regulators and partners across the dental system.	October 2016
		<b>CQC</b> Janet Williamson, Claire Robbie, John Milne, Janine Maher Sam Banga (2nd Debbie Mead)	Implement a joint working protocol between the GDC, NHSE and CQC.	October 2016
Joined-up model for regulation of dental services	Matthew Hill, GDC	Amit Duggal	Define a clear model for the system of regulation.	April 2016
		<b>NHSE</b> Carol Reece	Implement a model for the system with a clear framework for risk assessment/methodology.	April 2017

Improved data and intelligence	Carole Doble, BSA	<p><b>BSA:</b> Carole Doble, Nina Monckton, Jason Harper, Sarah McCallum and Paul Gray</p> <p><b>GDC:</b> Matthew Hill and Tim Wright</p> <p><b>CQC:</b> Claire Robbie, John Milne Karen Pearson Antony Hall</p> <p><b>NHSE:</b> Carol Reece</p>	Improve data information and intelligence sharing between system regulators and partners.	April 2016
Complaints	Janet Collins, GDC Jacob Lant, HWE	<p><b>BSA:</b> Chris Dawson, Heather Deacon</p> <p><b>GDC:</b> Matthew Hill and Janet Collins</p> <p><b>CQC:</b> Claire Robbie, John Milne</p>	Define a system with recognised roles for complaints handling, supported by clear signposting processes.	October 2016

		Tracy-Jane Norton <b>NHSE:</b> Carol Reece		
Support for quality improvement	Sara Hurley, CDO	<b>BSA:</b> Heather Deacon, Chris Dawson <b>GDC:</b> Matthew Hill and Jessica Rothnie <b>CQC:</b> Claire Robbie, John Milne, Katie Pringle, Julie Richards <b>NHSE:</b> Carol Reece	Define the system and process for quality improvement in the dental sector and the role of key stakeholders in improvement.	October 2016
Improved communication with providers	Sara Hurley, CDO	<b>BSA:</b> Paul Gray, Andy Cole <b>GDC:</b> Matthew Hill and Patrick Kavanagh <b>CQC:</b> Claire Robbie, John Milne, Julie Harratt	Develop a system and process for regular and joined up conversation across the sector.	July 2016

		<p><b>NHSE:</b> Carol Reece</p>		
Improved communication with the public	Jacob Lant, HWE	<p><b>BSA:</b> Heather Deacon, Chris Dawson</p> <p><b>GDC:</b> Matthew Hill and Lisa Cunningham</p> <p><b>CQC:</b> Claire Robbie, John Milne, Janine Maher, Debbie Mead</p> <p><b>NHSE:</b> Carol Reece</p>	Develop a proactive and regular approach to keeping the public up to date.	October 2016