

Behaviours as an Orthodontic Therapist

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Objectives

- Understand how to treat your patients, members of the public and your colleagues with dignity and respect and without discrimination
- Support patients to make informed decisions about their care, making their interests your first concern
- Provide the best possible outcome for your patients by using your knowledge and skills, acting as an advocate for their needs where appropriate
- Speak up to protect others from harm
- Raise concerns where appropriate about your own or others' health, behaviour or professional performance

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Respect and dignity

- Treating others with dignity, respect, and without discrimination means acknowledging everyone's inherent worth and treating them as individuals
- Respecting their privacy, offering choices, and avoiding unfair judgments based on personal views or protected characteristics.



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Respect and dignity

- This includes:
 - ensuring fair treatment
 - upholding patients' rights
 - making reasonable adjustments for disabled individuals
 - fostering clear and respectful communication
 - challenging discriminatory behaviour from colleagues.



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7 Principles of dignity in care

At the heart of dignity in care lies treating individuals with care and respect, understanding their needs, and involving them in their care journey.



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For Patients

- **Acknowledge Individuality:**
 - Treat patients as unique individuals, understanding their personal needs and preferences rather than making assumptions.
- **Respect Choices:**
 - Involve patients in their care by offering choices and respecting their decisions and views.
- **Promote Independence:**
 - Support patients in maintaining their independence as much as possible.
 - Examples?

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For Patients

- **Maintain Privacy:**
- Give individuals the space and privacy they need, ensuring their personal information is protected.
- **Ensure Accessibility:**
- Make sure services and environments are accessible and responsive to the needs of people with disabilities, including making reasonable adjustments.
- **Communicate Effectively:**
- Communicate clearly and directly with patients, taking their needs into account.
- Examples?

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For Colleagues

- **Treat with Fairness:**
- Deal fairly with all colleagues and avoid discrimination.
- **Respect Opinions:**
- Listen to and respect colleagues' opinions and input, even when they differ from your own.
- **Avoid Personal Views:**
- Do not let personal beliefs negatively affect your professional relationships with colleagues or the care you provide.
- Examples?

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For Colleagues

- **Challenge Unacceptable Behaviour:**
- Speak up against bullying, harassment, or discrimination from colleagues, and follow proper procedures for reporting serious issues.
- **Promote a Positive Environment:**
- Contribute to a respectful and inclusive environment by being polite, courteous, and avoiding interruptions.
- Examples?

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For the Public

- **Uphold Professional Standards:**
- Be a responsible representative of your profession and the principles of equality and diversity.
- **Be an Advocate:**
- Challenge discrimination or unfair treatment when you see it, whether directed at patients, colleagues, or members of the public.
- **Promote Equality:**
- Support efforts to create a fair and equal society by acting with dignity and respect in all interactions.
- Examples?

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CQC Regulation 10: Dignity and respect

- The intention of this regulation is to make sure that people using the service are treated with respect and dignity at all times while they are receiving care and treatment.
- To meet this regulation, providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times.
- This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community.
- Providers must have due regard to the protected characteristics as defined in the Equality Act 2010.



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GDC: The 9 Principles

- Principle One
- Put patients interests first
- **Patients expect:**
- To be listened to and have their preferences and concerns taken into account
- To be treated as individuals and have their cultures and values respected
- That all members of the dental team will be honest and act with integrity
- That all aspects of their health and well-being will be considered and they will receive dental care that is appropriate for them
- To be treated in a clean and safe environment
- That reasonable adjustments will be made for any disabilities
- That their interests will be put before financial gain and business need
- Redress if they suffer harm during dental treatment
- That their dental pain and anxiety will be managed appropriately



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Provide Information and Support

- **Be Clear and Accessible:**
 - Deliver necessary information about conditions, treatments, benefits, risks, and alternatives in a way the patient can easily understand.
- **Allow Time for Deliberation:**
 - Give patients the time and opportunity to consider the information and think through their options before and after making a decision.
- **Confirm Understanding:**
 - Check that patients have understood the information, and ask if they would like to know more.
- **Make Reasonable Adjustments:**
 - Provide support and make reasonable adjustments for patients with additional needs, such as physical, psychological, or emotional barriers, to ensure they can understand information and make a decision



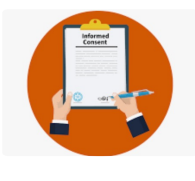
Involve and Respect Patients

- **Work in Partnership:**
 - Treat patients as partners in their care, respecting their right to reach decisions with you.
- **Listen to Preferences:**
 - Actively listen to and respond to patients' concerns, priorities, and preferences.
- **Involve Others (with Consent):**
 - Involve patients' family, friends, or carers in discussions if the patient wishes to do so.



Ethical and Legal Frameworks

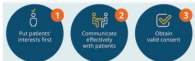
- **Adhere to Regulations:**
 - Follow guidelines such as the [Care Quality Commission \(CQC\)](#) regulations for person-centred care and the GDC's Standards for the dental team
- **Respect Patient Capacity:**
 - Assume that adult patients have the capacity to make decisions about their own care and treatment unless there is evidence to the contrary.
- **Obtain Valid Consent:**
 - Ensure you have the patient's valid consent or other proper authority before providing treatment or care.



- The core principles of the GDC for dental professionals include:
- emphasizing effective communication
- shared decision-making
- prioritising patient well-being by providing clear information on treatment options, risks, benefits, and costs.

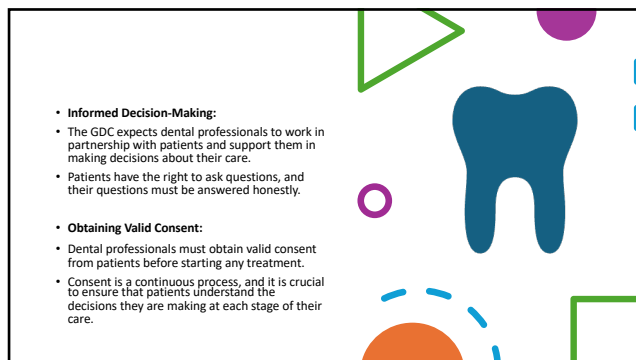


- Putting Patients' Interests First:**
 - Dental professionals must always place the well-being of their patients above all other considerations.
- Communication and Information:**
 - Dental teams must communicate effectively with patients, using language they can understand.
 - Patients should be given full information on treatment options, including potential alternatives, risks, and benefits, as well as costs.
 - This information should be presented clearly, making it possible for patients to make informed choices.

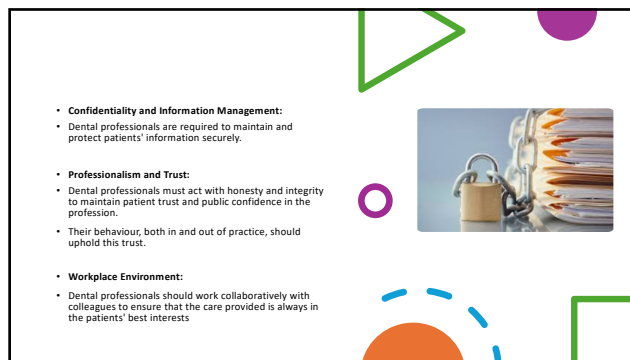
- 1 Put patients interests first
- 2 Communicate effectively with patients
- 3 Obtain valid consent

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- **Informed Decision-Making:**
- The GDC expects dental professionals to work in partnership with patients and support them in making decisions about their care.
- Patients have the right to ask questions, and their questions must be answered honestly.
- **Obtaining Valid Consent:**
- Dental professionals must obtain valid consent from patients before starting any treatment.
- Consent is a continuous process, and it is crucial to ensure that patients understand the decisions they are making at each stage of their care.

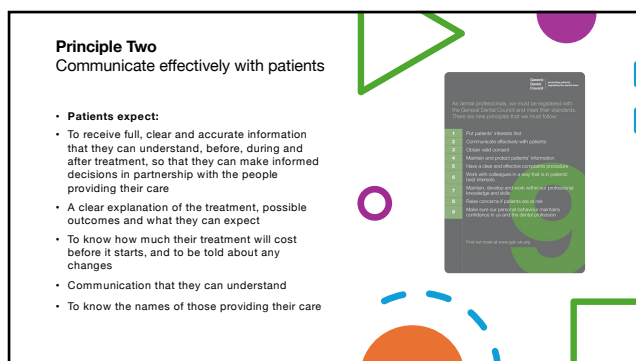
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- **Confidentiality and Information Management:**
- Dental professionals are required to maintain and protect patients' information securely.
- **Professionalism and Trust:**
- Dental professionals must act with honesty and integrity to maintain patient trust and public confidence in the profession.
- Their behaviour, both in and out of practice, should uphold this trust.
- **Workplace Environment:**
- Dental professionals should work collaboratively with colleagues to ensure that the care provided is always in the patients' best interests



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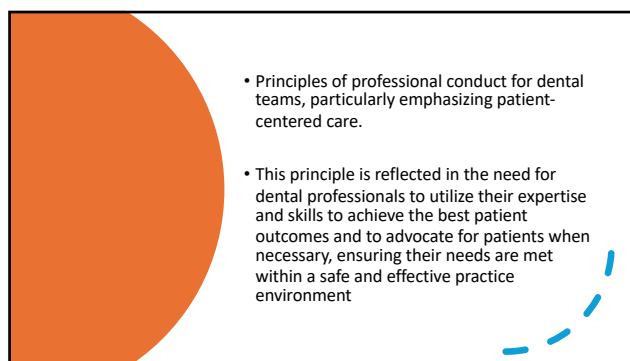


Principle Two
Communicate effectively with patients

- **Patients expect:**
- To receive full, clear and accurate information that they can understand, before, during and after treatment, so that they can make informed decisions in partnership with the people providing their care
- A clear explanation of the treatment, possible outcomes and what they can expect
- To know how much their treatment will cost before it starts, and to be told about any changes
- Communication that they can understand
- To know the names of those providing their care

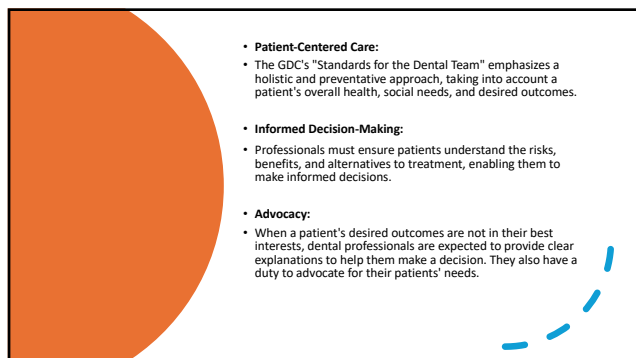


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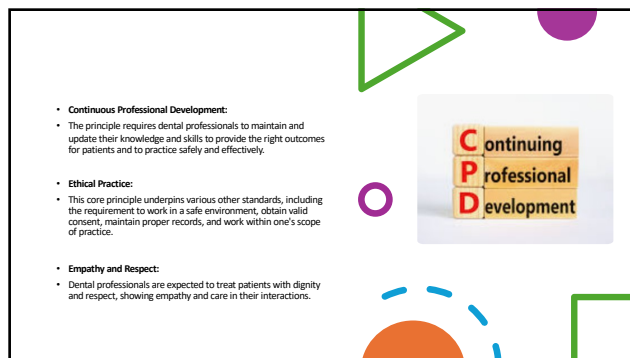
- Principles of professional conduct for dental teams, particularly emphasizing patient-centered care.
- This principle is reflected in the need for dental professionals to utilize their expertise and skills to achieve the best patient outcomes and to advocate for patients when necessary, ensuring their needs are met within a safe and effective practice environment

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- **Patient-Centered Care:**
- The GDC's "Standards for the Dental Team" emphasizes a holistic and preventative approach, taking into account a patient's overall health, social needs, and desired outcomes.
- **Informed Decision-Making:**
- Professionals must ensure patients understand the risks, benefits, and alternatives to treatment, enabling them to make informed decisions.
- **Advocacy:**
- When a patient's desired outcomes are not in their best interests, dental professionals are expected to provide clear explanations to help them make a decision. They also have a duty to advocate for their patients' needs.

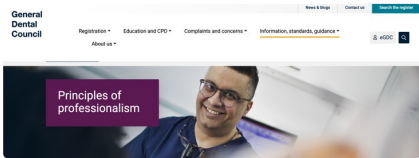
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- **Continuous Professional Development:**
- The principle requires dental professionals to maintain and update their knowledge and skills to provide the right outcomes for patients and to practice safely and effectively.
- **Ethical Practice:**
- This core principle underpins various other standards, including the requirement to work in a safe environment, obtain valid consent, maintain proper records, and work within one's scope of practice.
- **Empathy and Respect:**
- Dental professionals are expected to treat patients with dignity and respect, showing empathy and care in their interactions.



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GDC Principles of professionalism

- Principle 1: Treat patients with respect
- Treat your patients with dignity and support them to make informed decisions about their care.

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Principle 1

- Ways this is demonstrated in practice include:
 - Being clear, patient, empathetic, and polite with your patients
 - Keeping patient information confidential and respecting patients' privacy
 - Being aware that some patients are anxious or afraid of dental treatment and how you behave or speak to them may affect the likelihood of them seeking oral healthcare in the future
 - Having a clear policy for managing complaints that empowers patients to give feedback about their care and have confidence that their concerns are listened to
 - Communicating clearly with patients about their treatment options, including costs, in a way they understand
 - Recognising and supporting patients who are vulnerable, including those who may not be able to provide consent themselves, and those who require reasonable adjustments to be made for their care
 - Treating patients as individuals and not making assumptions about them based on how they look or their background
 - Making sure that you give patients a clear explanation of the proposed treatment and obtain valid consent before starting a course of treatment and at each stage of treatment.

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Principle 2: Practise safely and effectively

- Ensure you use your knowledge and skills to provide the right outcome for your patients, keep up to date, and speak up to protect others.

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Principle 2

- Ways this is demonstrated in practice include:
 - Reflecting on your performance and identifying strengths and areas for development
 - Reflecting on your own mental and physical health and seeking support when you need it
 - Keeping your skills up to date to develop and maintain your practice over the course of your career
 - Reflecting on your practice and learning from your colleagues
 - Listening to, learning from, and acting on feedback received from patients
 - Speaking up when you see something go wrong to support your patients and colleagues and to protect them from harm
 - Understanding your personal scope of practice, and only performing tasks that you are trained, competent, and indemnified to do
 - Keeping up to date, accurate patient records that allow you and other professionals to clearly understand them.

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Principle 3: Maintain trust in the profession

- Act with integrity and ensure your actions maintain the trust of colleagues, patients, and the public.

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Principle 3

- Putting patient interests at the centre of what you do, and encouraging others to do the same
- Demonstrating candour and, being open and transparent in your interactions with patients, colleagues, regulators, and others
- Conducting your life both inside and outside work, including on social media (or online), in such a way that maintains your patients' trust in you, and the public's confidence in the dental profession
- Understanding your duty to inform the GDC if your fitness to practise or the fitness to practise of another registrant may be impaired, or if you are charged or convicted of a crime or sanctioned
- Understanding the skills and expertise (scope of practice) of the whole dental team, and working with others in a way that benefits your patients
- Ensuring you have appropriate indemnity arrangements in place.

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Principle 4: Work in partnership with others

- Work with colleagues to ensure an effective and supportive environment in which the safety and wellbeing of the patient and dental team is protected

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Principle 4

- Ways this is demonstrated in practice include:
- Working with colleagues to provide holistic patient care
- Working as a team; referring and delegating to other professionals and being willing to take instruction from others where appropriate
- Seeking feedback from your colleagues to improve your practice and responding constructively
- Looking out for your colleagues, and their wellbeing
- Ensuring that you are appropriately supported by colleagues when undertaking clinical procedures

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Speak up to protect others from harm

- Principle Eight
- This professional obligation includes concerns about a colleague's performance or behaviour, the treatment environment, or being asked to act against patient interests.
- Dental professionals should act promptly, report concerns to a manager or practice principal, and can seek advice from their professional association or defence organisation.

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Principle Eight

- Raise concerns if patients are at risk
- 8.1 You must always put patients' safety first
- 8.2 You must act promptly if patients or colleagues are at risk and take measures to protect them
- 8.3 You must make sure if you employ, manage or lead a team that you encourage and support a culture where staff can raise concerns openly and without fear of reprisal
- 8.4 You must make sure if you employ, manage or lead a team, that there is an effective procedure in place for raising concerns, that the procedure is readily available to all staff and that it is followed at all times
- 8.5 You must take appropriate action if you have concerns about the possible abuse of children or vulnerable adults

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- This obligation, outlined in Principle Eight, requires acting promptly to protect patients, even if you cannot influence the situation, and does not require you to prove your concern.
- You should report concerns about your own fitness to practise if your health, conduct, or performance could impact your ability to provide safe care.

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What "Speaking Up" Means

- **Raising Concerns:**
 - This involves formally reporting issues that might jeopardize patient safety or the wellbeing of the dental team.
- **Professional Obligation:**
 - It is a professional responsibility to act to protect patients and colleagues, not just a choice.
- **Culture of Openness:**
 - Speaking up should be part of a workplace culture that welcomes feedback and promotes honesty and safety.

Freedom
to Speak
Up

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When to Speak Up

- You must raise a concern if you notice risks related to:
- **Colleague performance:** A colleague's health, behaviour, or professional performance.
- **Environment:** Any aspect of the practice environment where treatment is provided.
- **Professional Conflict:** Being asked to do something that conflicts with your duty to put patients first.



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How to Speak Up

1. **Act Promptly:** Raise your concerns as soon as possible.
2. **Report to a Manager:** Speak to your manager or practice principal to initiate the process.
3. **Seek Support:** Get independent advice or support from:
 1. Your professional association (like the British Dental Association).
 2. Your professional defence organisation.
 3. The GDC



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What to Expect

- **Investigation:** Your concern should be investigated, even if you are not in a position to prove it.
- **Support:** You should be listened to and your concerns should be acted upon.
- **Protection:** Speaking up can fall under the "Freedom to Speak Up" framework, which provides mechanisms for protection for whistleblowers.



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When and How to Raise Concerns

- **Patient Safety is Paramount:** Your primary duty is to put patients' interests first.
- **Colleague Issues:** Raise concerns if a colleague's health, behaviour, or professional performance places patients at risk.
- **Environmental Risks:** Report any aspect of the clinical environment that could endanger patients.
- **Conflicting Duties:** Speak up if someone asks you to do something that conflicts with your duty to protect patients.
- **Act Promptly:** You must act without delay when patients or colleagues are at risk.
- **Overrides Personal Loyalities:** Your duty to raise concerns about patient risk overrides any personal or professional loyalties you may have.



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Your Own Concerns

- **Fitness to Practise:**
- You are required to inform the GDC if your own conduct, performance, or health could affect your fitness to practise.
- **Complex Matters:**
- The GDC acknowledges that health matters can be complex, and you may need to seek guidance to determine if notification is necessary.



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Where to Get Support

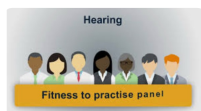
- **Public Concern at Work (PCaW):** If you are unsure about what to do, or if the guidelines become unclear, you can contact Public Concern at Work (PCaW) for confidential advice and support.



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Concerns about the fitness to practise of yourself or others

- You must inform the GDC if you have concerns about your conduct, performance or health that impact on your fitness to practise.



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Health concerns

- Health concerns can be complex, and it is not always easy to determine whether you need to notify the GDC about your circumstances.
- Things which may indicate that you need to speak to the GDC include:
 - the diagnosis of a new physical or mental health condition which might impact your ability to practise safely
 - a relapse in an existing condition
 - changes to the work environment that have impacted support provided locally.



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Health concerns

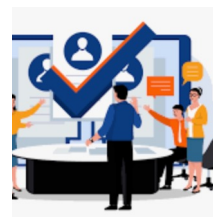
- You must take action to address any risks.
- You may wish to seek advice from peers, your employer, occupational health, and/or a medical doctor and take further action including changing, adapting, or limiting your practice, and making reasonable adjustments.
- If you remain concerned that your fitness to practise might be impaired, you must inform the GDC immediately and cease practising if necessary.



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Conduct and performance

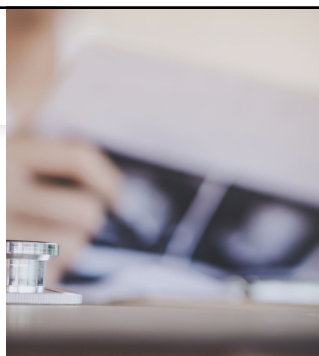
- If patients may be at risk because of a conduct or performance issue, you must take action to address this.
- Where possible, this action should be taken locally in the first instance.
- You should discuss the issue with your manager, employer or practice principal to understand what can be done next.
- If you remain concerned that your fitness to practise might be impaired, or the issue cannot be resolved locally, and you may be putting patients at risk or reducing confidence in the profession, you must inform the GDC immediately.



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Colleague concerns

- You must raise concerns you have about the health, conduct or performance of a colleague.
- Where you are concerned that a colleague's health, conduct, or performance is putting patients at risk or that it could reduce trust in the profession you should act to address this.
- Any action you decide to take will depend on the context and seriousness of the concern.
- These actions might include speaking to the individual to better understand the situation, encouraging them to get help, and notifying their manager, employer, or practice principal.



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- If you remain concerned that another dental professional may be putting patients at risk or reducing confidence in the profession, you must inform the GDC immediately.

- Raising concerns with the GDC is a serious matter and you must use your professional judgement and raise matters only where you have a reasonable concern which is not related to personal or employment matters.

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Objectives

- Understand how to comply with systems and processes to support safe patient care
- Act in accordance with current best practice guidelines
- Act in accordance with national and local clinical governance and health and safety requirements
- Act within the legal frameworks which inform personal behaviour, the delivery of healthcare and the protection and promotion of the health of individual patients
- Maintain contemporaneous, complete and accurate patient records in accordance with legal requirements and best practice
- Act with integrity and ensure your actions maintain the trust of colleagues, patients and the public in you, your team, and the profession across all environments and media
- Proactively address discriminatory language, behaviour and microaggressions from colleagues, patients and other professionals
- Demonstrate personal accountability to patients, the regulator, the team and wider community
- Work in partnership with colleagues to develop and maintain an effective and supportive environment which promotes the safety and wellbeing of the patient and dental team
- Contribute positively to the healthcare communities of which you are a part

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Comply with systems and processes to support safe patient care

- To comply with systems and processes for safe patient care, healthcare professionals must:
- follow established policies
- use appropriate equipment maintenance and hygiene protocols
- ensure proper communication and patient involvement
- participate in learning from incidents through reporting and a culture of safety.
- A systems-based approach focuses on improving processes and environments, rather than punishing individuals, to prevent errors and minimize harm

SYSTEMS-BASED APPROACH

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Adhere to Regulations and Policies

- **Health & Safety Legislation:** Be aware of and follow all relevant health and safety laws and guidelines.
- **Organizational Policies:** Comply with organizational policies, such as the Patient Safety Incident Response Framework (PSIRF) in the NHS, to ensure consistent and effective responses to incidents.
- **Standard Operating Procedures:** Follow established procedures for procedures
- Examples?

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Promote a Culture of Safety

- **Leadership & Support:**
 - Provide leadership that prioritizes patient safety and supports staff to achieve safety goals.
- **Just Culture:**
 - Foster a culture of fairness, transparency, and learning where staff feel confident reporting mistakes without fear of unfair punishment.
- **Patient Involvement:**
 - Involve patients, families, and care partners in the design of care processes and ensure clear, timely communication.

SAFETY CULTURE

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Learn and Improve Processes

- **Incident Reporting:**
 - Promote the reporting of incidents to enable learning from both successes and challenges within the system.
- **Systems Approach:**
 - Apply a systems-based approach to identify potential hazards in care processes and redesign them to reduce errors and the likelihood of harm.
- **Continuous Monitoring:**
 - Regularly review and monitor patient conditions, such as using NEWS2 scoring, to identify changes and proactively address potential deterioration

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Systems and Processes to Implement

- **Clinical Governance:**
 - Comply with national and local clinical governance and health and safety requirements, including effective recorded maintenance and testing of equipment.
- **Equipment & Materials:**
 - Ensure appropriate storage, handling, and use of materials and resources, following all relevant health and safety guidance.
- **Complaints Handling:**
 - Follow established procedures for handling complaints, offering an apology and a practical solution when a complaint is made.
- **Record Keeping:**
 - Maintain detailed, accurate patient records and adhere to legal requirements for the recording, storage, and protection of personal information.



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Systems and Processes to Implement

- **Safeguarding:**
 - Have clear procedures in place for identifying and raising concerns about safeguarding, with named leads and appropriate training for all staff.
- **Professional Development:**
 - Seek opportunities to develop professional attributes, knowledge, and skills, using feedback to improve and assess your own capabilities.
- **Raise Concerns:**
 - If you have any doubts or concerns that a patient might be at risk, you must raise them.



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As dental professionals, we must be registered with the General Dental Council and meet their standards. There are nine principles that we must follow:

- 1 Put patients' interests first
- 2 Communicate effectively with patients
- 3 Obtain valid consent
- 4 Maintain and protect patients' information
- 5 Have a clear and effective complaints procedure
- 6 Work with colleagues in a way that is in patients' best interests
- 7 Maintain, develop and work within our professional knowledge and skills
- 8 Raise concerns if patients are at risk
- 9 Make sure our personal behaviour maintains confidence in us and the dental profession

Find out more at www.gdc-uk.org

Act in accordance with current best practice guidelines

- GDC's Standards for the Dental Team
- Putting patients' interests first
- Obtaining valid consent
- Working effectively with colleagues
- Maintaining professional competence and integrity

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Key Areas of GDC Guidance

- **The Standards for the Dental Team:**
 - The foundation of best practice for dental professionals, these standards are built on nine principles that guide ethical and professional conduct.
- **Duty of Candour:**
 - Dental professionals are required to be open and honest with patients, especially when something goes wrong, offering apologies and practical solutions when a complaint is made.
- **Patient Consent:**
 - Consent must be obtained before any treatment begins and is considered an ongoing process, requiring clear communication at each stage of the care.
- **Confidentiality and Data Protection:**
 - Patients' information must be protected by storing it securely, using secure methods for transmission, and implementing measures to prevent unauthorized access.

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Legal and Regulatory Frameworks

- **Scope of Practice:**
 - Professionals must only undertake tasks, treatments, or decisions for which they are trained, competent, and appropriately qualified, referring patients to colleagues when a task is outside their scope.
- **Professional Knowledge and Skills:**
 - Dental teams must continuously maintain, develop, and update their professional knowledge and skills to ensure they practice effectively.
- **Complaints Procedure:**
 - Professionals must ensure that a clear and effective complaints procedure is in place and follow it to respond constructively to any complaints received.
- **Patient Protection:**
 - This overarching goal of the GDC means professionals must have the necessary insurance or indemnity to practice and take steps to ensure patient safety.
- **Work with Colleagues:**
 - Dental professionals must work collaboratively in a way that is in the patients' best interests, ensuring the skills of the whole dental team are used effectively.

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Legal and Regulatory Frameworks

- **Statutory Regulator:**
 - The GDC is a UK-wide statutory regulator with the primary purpose of protecting patient safety and maintaining public confidence in the dental professions.
- **Standards for the Dental Team:**
 - The GDC establishes a framework of standards for all registered dental professionals, which are legally binding and guide their behaviour, clinical practice, and professional integrity.

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Informing Personal Behaviour

- **Ethical Conduct:**
 - Dental professionals must adhere to principles of honesty, integrity, and respect for patients at all times.
- **Professional Judgment:**
 - Individuals are expected to use their professional judgment, demonstrate insight, and be able to justify decisions made in line with the GDC's standards and guidance.
- **Reporting Obligations:**
 - Professionals have a duty to inform the GDC immediately of criminal proceedings or regulatory findings against them anywhere in the world, as well as to co-operate with GDC inquiries.



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Informing Healthcare Delivery

- **Patient-Centred Care:**
 - The GDC mandates a holistic and preventative approach to patient care, considering patients' overall health and psychological needs.
- **Consent:**
 - Patients must provide valid consent for their treatment, which is an ongoing process of communication between the patient and the dental team.
- **Holistic Approach:**
 - Professionals must provide treatment in the patient's best interest, offering appropriate advice and explaining risks and benefits to help patients make informed decisions.



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Protection and Promotion of Patient Health

- **Patient Safety:**
 - The GDC's overarching goal is the protection of the public, aiming to protect, promote, and maintain the health, safety, and well-being of the public.
- **Raising Concerns:**
 - Professionals have a responsibility to raise concerns if patients are at risk, whether due to a colleague's health, behaviour, or professional performance.
- **Regulation:**
 - The GDC regulates the entire dental team, ensuring that individuals are qualified, fit to practise, and remain so throughout their careers, thereby strengthening patient protection.



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- The GDC requires dental professionals to "make and keep complete and accurate patient records" that are contemporaneous, complete, and accurate.
- This means records must be documented at the time of care, contain all necessary details, and be truthful and correct.
- Good record-keeping ensures continuity of care, aids in fitness to practise proceedings, and is a legal and ethical obligation under the Data Protection Act 2018.
- Key aspects include documenting patient consent, all relevant findings, treatment plans, and ensuring records are legible, secure, and understandable by others.



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Contemporaneous

- Make entries as soon as possible after the patient interaction, rather than long after the event.



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Complete

- Record all relevant details, such as: Medical history and updates
- Clinical findings
- Diagnosis and treatment options, risks, and costs
- Valid patient consent and treatment plans
- Treatment provided
- Mishaps and complications

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Accurate

- Ensure information is correct and reflects what actually happened and was discussed.



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Why is good record-keeping important?

- **Continuity of Care:**
 - Helps other dental professionals understand the patient's history and needs.
- **Legal Protection:**
 - Records can serve as evidence if there is a conflict or fitness to practise concern.
- **Patient Trust:**
 - Documenting discussions and consent enhances patient confidence.
- **Legal Compliance:**
 - Adherence to the Data Protection Act 2018 and UK GDPR is required for handling patient information securely and confidentially.

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How to ensure good record-keeping:

- **Detail is Key:** Document as much detail as possible about discussions and treatment.
- **Clarity:** Records should be clear and legible, whether paper or digital, so others can understand them.
- **Consent:** Record that valid consent has been obtained before starting treatment.
- **Standardisation:** Use standard forms or systems for consistency.
- **Security:** Keep records secure at all times to protect patient information.
- **Retention and Disposal:** Follow national advice on how long to keep and how to dispose of records securely.

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Integrity

- It emphasizes that dental professionals must:
 - act honestly
 - be transparent
 - conduct themselves responsibly in their personal and professional lives, including online interactions, to uphold public confidence in themselves and the entire dental profession.

act with integrity

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Key aspects of this principle:

- **Justify Trust:** You must justify the trust placed in you by patients, the public, and colleagues by always acting honestly and fairly.
- **Avoid Disrepute:** Do not bring the dental profession into disrepute.
- **Behave Responsibly:** Conduct your personal and professional life, including social media activity, in a way that maintains trust.
- **Be Transparent:** Be open and transparent in your interactions with patients, colleagues, and regulators.
- **Maintain Professional Boundaries:** Conduct all relationships with patients appropriately.
- **Report Concerns:** Report any issues that may impair the fitness to practise of another registrant or yourself.
- **Accurate Advertising:** Ensure any advertising or promotional materials are accurate and not misleading.

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How to put this principle into practice:

- **Communicate Clearly:**
 - Be open and honest in your communications with patients and colleagues.
- **Be Mindful of Social Media:**
 - Avoid publishing anything that could damage patients' and the public's confidence in you or the profession. This includes making personal, inaccurate, or derogatory comments about patients or colleagues on public media, such as social media.
- **Raise Concerns Appropriately:**
 - If you have concerns about a colleague, use the proper channels to raise them, rather than making disparaging remarks in front of patients.
- **Maintain Professional Conduct:**
 - Even in your personal life, your conduct should reflect professional standards, as your actions can impact the public's trust in the profession.

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Key expectations from the GDC

- The GDC expects dental professionals to treat everyone with dignity and respect, to promote equality and diversity, and to act against discrimination.
- You must report concerns about colleagues whose behaviour puts the public or colleagues at risk.
- If you experience discrimination or inappropriate behaviour, you have a professional obligation to raise your concern through the appropriate channels, which may include reporting it to the GDC.

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Key expectations from the GDC

- **Treat all individuals fairly:** Value and respect diversity, and ensure all patients, colleagues, and members of the public are treated with dignity and without discrimination.
- **Promote inclusivity:** Foster a culture of equality, diversity, and inclusion in your workplace.
- **Report serious concerns:** If a colleague's health, behaviour, or professional performance puts patients or colleagues at risk, you have a professional obligation to raise this concern with the appropriate bodies, including the GDC.
- **Adhere to standards:** You are expected to uphold the GDC's Standards for the Dental Team and be aware of relevant laws and regulations, including those related to human rights and equality.
- **Develop cultural competence:** Accept and respect the diversity of patients and colleagues.

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What to do if you experience or witness discriminatory behaviour

- 1. Raise your concern:**
 - Acknowledge your professional responsibility to speak up about concerns regarding the behaviour or performance of other dental professionals.
- 2. Follow workplace protocols:**
 - Identify and follow the established procedures within your dental practice or workplace to report and address such issues.
- 3. Report to the GDC:**
 - If the behaviour involves serious concerns about a dental professional that may be putting the public at risk or undermining public confidence, you can report it to the GDC.

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Personal accountability

- To demonstrate personal accountability to patients, the GDC, the team, and the wider community, you must act with integrity, uphold professional standards, and be responsible for your own actions and decisions.
- This involves putting patients first, seeking and respecting the contributions of your colleagues, maintaining confidence in the profession through ethical conduct, understanding your scope of practice, and advocating for public health needs.

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To Patients

- **Prioritize patient care:**
 - Make patient-centred choices and provide the best possible outcomes for them, acting as their advocate when appropriate.
- **Maintain confidence:**
 - Ensure your conduct, both personal and professional, justifies the trust patients place in you and the dental profession.
- **Obtain valid consent:**
 - Understand that consent is an ongoing process and should be part of continuous communication between you and the patient.
- **Keep accurate records:**
 - Maintain complete and accurate patient records in line with legal requirements.

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To the GDC

- **Comply with GDC standards:**
 - Adhere to the GDC's Standards for the Dental Team, which cover conduct, performance, and ethics.
- **Be transparent:**
 - Be prepared to raise concerns if you have them about the health, behaviour, or professional performance of a colleague, as this is a professional obligation.
- **Uphold professional behaviour:**
 - Ensure your behaviour maintains patients' confidence in the dental profession, as required by GDC standards.

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To the Team

- **Work effectively with colleagues:**
 - Show respect for your own and others' contributions, working in a way that serves the best interests of the patient.
- **Understand your scope of practice:**
 - Work within your own limitations and be aware of the scope of practice of other team members.
- **Delegate appropriately:**
 - Delegate tasks only to competent and appropriately trained colleagues, and remember that you remain accountable even when you delegate.
- **Don't undermine colleagues:**
 - Do not make disparaging remarks about colleagues in front of patients; instead, address concerns through proper channels.

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To the Wider Community

- **Advocate for oral health:** Promote good oral health and advocate for the needs of the community.
- **Be a responsible professional:** Uphold the integrity and reputation of the profession through ethical behaviour in all environments and media.
- **Support sustainable service provision:** Understand the importance of sustainable service delivery to address the health needs of the community.

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Safety and Wellbeing

- Working in partnership with colleagues to develop and maintain an effective and supportive environment which promotes the safety and wellbeing of the patient and dental team
- This principle emphasizes the importance of collaboration among dental professionals to create a positive and safe workplace, ensuring patient care is holistic and that the well-being of the entire dental team is protected.



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Key Aspects of the GDC Principle

- **Teamwork:**
 - This principle requires working effectively as a team, including referring and delegating to other professionals when appropriate.
- **Holistic Patient Care:**
 - It encourages working with colleagues to provide comprehensive care that addresses the patient's overall needs.
- **Mutual Support:**
 - Dental professionals are expected to look out for their colleagues' well-being and ensure they receive adequate support when performing clinical procedures.

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How it Fosters a Supportive Environment

- **Shared Responsibility:**
 - It creates a sense of shared responsibility for both patient safety and the well-being of the team.
- **Positive Workplace Culture:**
 - By emphasizing support, communication, and respect, it helps to build a positive and trusting workplace culture.
- **Enhanced Patient Safety:**
 - A supportive team environment leads to better communication and collaboration, which directly improves patient safety and the quality of care.

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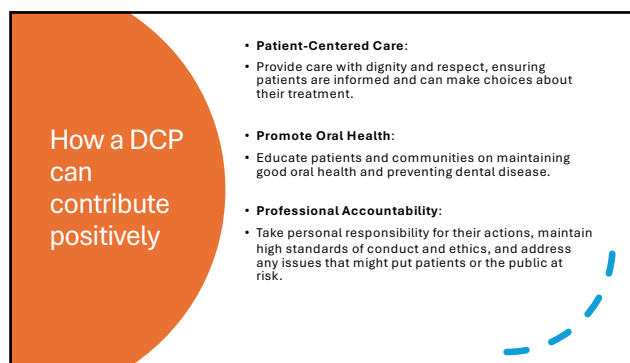
- **Continuous Improvement:**
 - Seeking and responding to feedback from colleagues is essential for improving practice and maintaining a high standard of care.
- **Respect and Fair Treatment:**
 - All team members must be treated fairly and with respect, valuing their contributions.
- **Communication:**
 - Effective communication with colleagues, patients, and the public is vital for the benefit of all.
- **Raising Concerns:**
 - There is a requirement to raise concerns if patients might be at risk due to the health, behaviour, or performance of a colleague, or aspects of the clinical environment.



• GDC's expectation is for its registered dental professionals is to act with:

- integrity and compassion
- advocate for patients' needs
- promote oral health
- support the community's well-being
- by using their skills and expertise to benefit both individuals and the wider population.

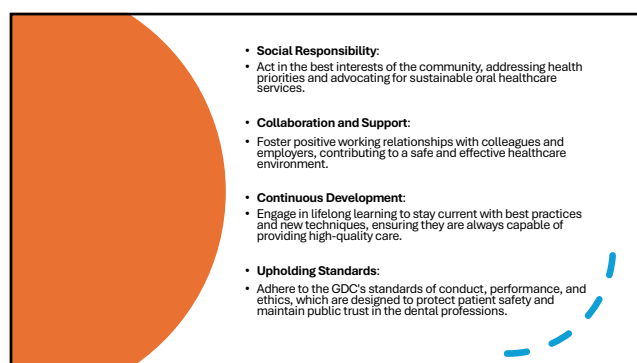
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How a DCP can contribute positively

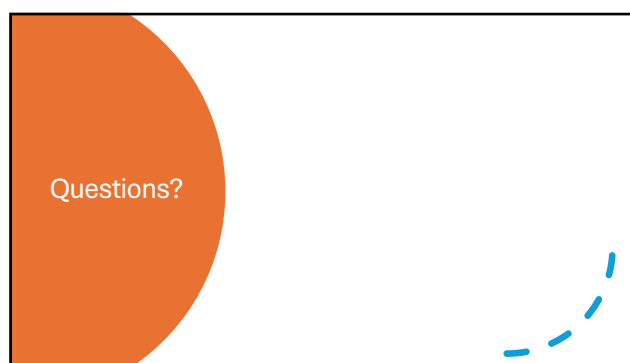
- **Patient-Centered Care:**
 - Provide care with dignity and respect, ensuring patients are informed and can make choices about their treatment.
- **Promote Oral Health:**
 - Educate patients and communities on maintaining good oral health and preventing dental disease.
- **Professional Accountability:**
 - Take personal responsibility for their actions, maintain high standards of conduct and ethics, and address any issues that might put patients or the public at risk.

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- **Social Responsibility:**
 - Act in the best interests of the community, addressing health priorities and advocating for sustainable oral healthcare services.
- **Collaboration and Support:**
 - Foster positive working relationships with colleagues and employers, contributing to a safe and effective healthcare environment.
- **Continuous Development:**
 - Engage in lifelong learning to stay current with best practices and new techniques, ensuring they are always capable of providing high-quality care.
- **Upholding Standards:**
 - Adhere to the GDC's standards of conduct, performance, and ethics, which are designed to protect patient safety and maintain public trust in the dental professions.

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Questions?

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