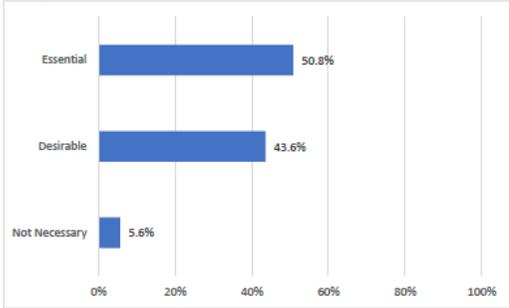
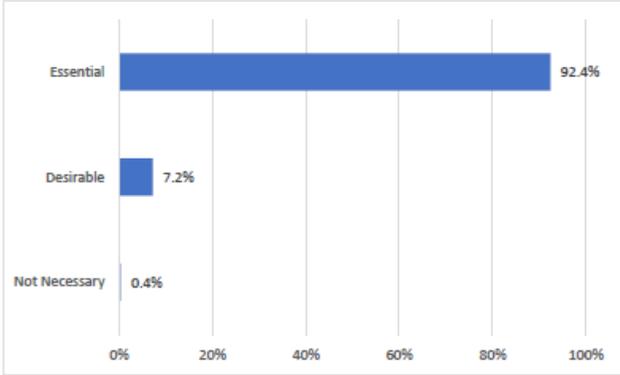
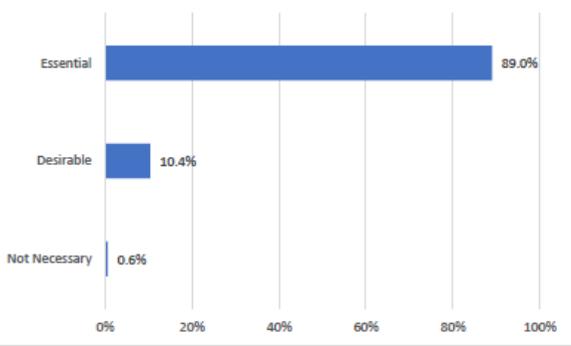
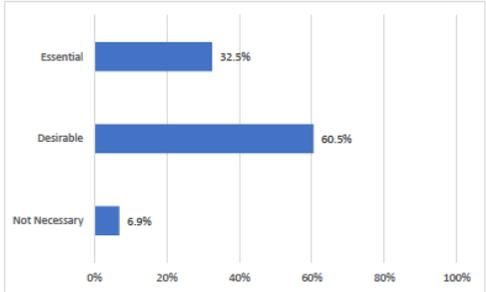
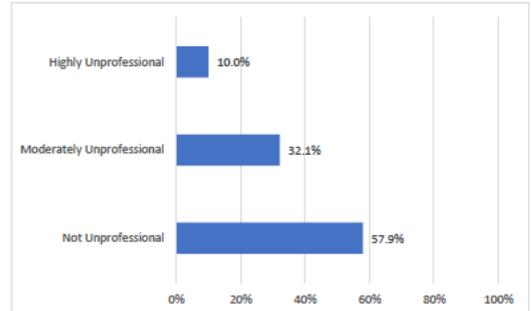


Example of open responses from Delphi Round 1: Voices of Dentists, DCPs and members of the public

Question 1	Response from Dentist	Response from DCP	Response from Public								
<p>Who decides/influences what is professional/unprofessional?</p> <p>What is the role of the regulator and the profession?</p> <p><i>Having a clean criminal record</i></p>  <table border="1"> <caption>Having a clean criminal record</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Essential</td> <td>50.8%</td> </tr> <tr> <td>Desirable</td> <td>43.6%</td> </tr> <tr> <td>Not Necessary</td> <td>5.6%</td> </tr> </tbody> </table>	Response	Percentage	Essential	50.8%	Desirable	43.6%	Not Necessary	5.6%	<p>‘What you do in your private life should not be regulated by people who themselves are not held to the same standard’</p> <p>‘... GDC should not get involved in the personal life of registrants unless there is a criminal conviction for a serious matter’</p> <p>‘... GDC judges’ actions of dental professionals much more harshly than the same actions are judged by other regulators’</p>	<p>‘Dental professionals are human beings with all the vices and virtues of the rest of the population. Because theyare regulated does not mean they could or should behave like robots’</p> <p>‘I work well within the GDC standards I like having the structure, do think sometimes recommendations need to be more ‘open’ and ‘realistic’ ‘</p>	<p><i>[no particularly relevant response from the public here – possibly due to lack of awareness of regulation]</i></p>
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Question 2	Response from Dentist	Response from DCP	Response from Public
<p data-bbox="203 256 629 336">Expectation of dental team members</p> <p data-bbox="203 395 539 432">Are they at variance?</p>	<p data-bbox="710 256 1196 360">'All dental team members should uphold the same standards to maintain trust in the profession'</p> <p data-bbox="710 435 1173 611">'Different requirements for clinicians and assisting staff who have very different responsibility and rewards' 'Lower levels of 'professionalism' junior members and younger dentists'</p>	<p data-bbox="1218 256 1630 320">'All GDC registrants should be viewed equal - re professionalism'</p> <p data-bbox="1218 400 1653 536">'... We are all members of a professional body and are expected to behave in an acceptable manner no matter what our position'</p> <p data-bbox="1218 579 1666 643">'It varies if it is a dentist or a nurse or a receptionist'</p>	<p data-bbox="1691 256 2092 392">'My expectations ... of professional behaviour higher for the dentist than others in the team'</p> <p data-bbox="1691 435 2101 679">'Everyone within a profession that involves working with the public has a shared responsibility to promote professionalism and respect in the workplace. From receptionist to hygienist to dental nurse, dentist, practice managers'</p>

Question 3	Response from Dentist	Response from DCP	Response from Public																
<p data-bbox="203 256 770 296">What is meant by 'professionalism'?</p> <p data-bbox="226 339 824 360"><i>Explaining to a patient what they are doing and the purpose of their treatment</i></p>  <table border="1" data-bbox="226 363 846 738"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Essential</td> <td>92.4%</td> </tr> <tr> <td>Desirable</td> <td>7.2%</td> </tr> <tr> <td>Not Necessary</td> <td>0.4%</td> </tr> </tbody> </table> <p data-bbox="203 783 864 807">[consensus items but is the 7.2% (above) and the 10.4% (below) surprising?]</p> <p data-bbox="226 815 439 836"><i>Having good personal hygiene</i></p>  <table border="1" data-bbox="226 839 797 1185"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Essential</td> <td>89.0%</td> </tr> <tr> <td>Desirable</td> <td>10.4%</td> </tr> <tr> <td>Not Necessary</td> <td>0.6%</td> </tr> </tbody> </table>	Response	Percentage	Essential	92.4%	Desirable	7.2%	Not Necessary	0.4%	Response	Percentage	Essential	89.0%	Desirable	10.4%	Not Necessary	0.6%	<p data-bbox="931 256 1330 360">'..... being a professional is about doing good dentistry that is right for the patient at the right time'</p> <p data-bbox="931 400 1330 504">'Either a dentist is behaving professionally or not. I don't see it as a sliding scale'</p>	<p data-bbox="1352 256 1711 464">'Different ages will interpret professionalism differently. ... being in my 40's I grew up in a society that frowned upon tattoos and getting drunk'</p> <p data-bbox="1352 504 1711 679">'It is about using judgement and being respectful at all times, whilst building a relationship that is based on trust'</p> <p data-bbox="1352 719 1711 823">'Being professional should, in my opinion, be more than a 9-5 job'</p>	<p data-bbox="1722 256 2085 504">'The important thing is being 'able to do the job to the highest technical standards'. Other 'peripheral' aspects are of no relevance if this simple, primary pre-condition is not me'.</p>
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<p data-bbox="203 256 813 339"><i>Where does professional life end and private life begin? Is there an overlap?</i></p> <div data-bbox="203 392 819 732"> <p data-bbox="226 400 752 416"><i>Seeing professionalism as a core belief extending beyond the workplace into everyday life</i></p>  <table border="1" data-bbox="226 416 712 708"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Essential</td> <td>32.5%</td> </tr> <tr> <td>Desirable</td> <td>60.5%</td> </tr> <tr> <td>Not Necessary</td> <td>6.9%</td> </tr> </tbody> </table> </div> <div data-bbox="203 772 819 1128"> <p data-bbox="226 780 618 796"><i>Getting drunk in a public bar when not working the next day</i></p>  <table border="1" data-bbox="226 796 757 1107"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Highly Unprofessional</td> <td>10.0%</td> </tr> <tr> <td>Moderately Unprofessional</td> <td>32.1%</td> </tr> <tr> <td>Not Unprofessional</td> <td>57.9%</td> </tr> </tbody> </table> </div>	Response	Percentage	Essential	32.5%	Desirable	60.5%	Not Necessary	6.9%	Response	Percentage	Highly Unprofessional	10.0%	Moderately Unprofessional	32.1%	Not Unprofessional	57.9%	<p data-bbox="857 256 1261 499">‘As a healthcare professional you are never really “off duty”. You have a responsibility to not only your patients and yourself but your profession to ensure your patients trust is preserved at all times’</p> <p data-bbox="857 544 1261 754">‘Behaviour is behaviour whether it is in the surgery, in a public place or at home... if you exhibit unprofessional behaviour it doesn’t matter where you are it speaks to your intrinsic character’</p> <p data-bbox="857 799 1261 930">‘As dentists we are also people with our own personal and private lives and are part of society as is anyone else’</p> <p data-bbox="857 975 1261 1142">‘I believe that anything done outside of workplace has nothing to do with your “professionalism” at work if you can carry out your job effectively’</p>	<p data-bbox="1294 256 1686 355">‘If you are not breaking the law you should be free to do what you like in your free time’</p> <p data-bbox="1294 400 1686 571">‘People’s personal and private lives are separate and should be kept that way, as long as there is no impact on your ability to do your job!’</p> <p data-bbox="1294 616 1686 895">‘..... we are all human and unfortunately things happen in life that we did not mean or intend..... it important for dental professionals to have a balance, and that the public need to be aware that we do have lives outside of the surgery’</p>	<p data-bbox="1731 256 2134 467">‘.. I would like to think that the health professionals would have enough integrity and pride in their chosen profession to behave consistently well whether in public or not’</p> <p data-bbox="1731 512 2134 611">‘I want my dentist to do good dentistry, not be a paragon of virtue’</p> <p data-bbox="1731 655 2134 754">‘Just because they’re a dentist doesn’t mean they shouldn’t relax’</p>
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Question 5	Response from Dentist	Response from DCP	Response from Public
<p><i>How do the standards of professionalism expected in dentistry compare with other professions?</i></p>	<p>'Dentists seem to be required to display higher standards of professionalism by the GDC than doctors are by the GMC. Politicians, managers and healthcare bodies don't seem to have the same draconian standards imposed on them'</p> <p>'...standards expected aren't any different to that expected of a doctor, but perhaps higher than that expected of a lawyer or other allied health professionals'</p> <p>'It feels like we are held to a higher standard than other professionals in public life'</p>	<p>'I think we are far more regulated, regulated is good as long as it really is best for the patient and realistic'</p> <p>'All medical/dental professionals should be held to the same standard'</p> <p>'Because of the treatment/cost options, extra care needs to be taken to give patient choice and explanation of what these costs may involve and why'</p> <p>'..... all professions that deal with members of the community – GPs, dentists, teachers etc. should extend their professionalism into their personal life'</p>	<p>'Dentists are highly trained and high-ranking professionals where trust is paramount. Their work is also very personal'</p> <p>'I feel the standards of professionalism expected in dentistry extend to any other public service professions, including doctors, nurses, teachers etc.'</p> <p>'Standards in dentistry seem to be unrealistic and overly prescriptive'</p>