

Supplementary File 1: Dental Team Questionnaire



Improving Quality in General Dental Practice

Dental Team Questionnaire



Thank you for completing this questionnaire. We appreciate that you may work in more than one dental practice but please answer the following questions based on this practice only. Most of the questions require you to tick a box or circle a number. There are also text boxes in the questionnaire, which we hope you will use, where you can comment further on your answers.

Please be assured that the confidentiality of your data is a prime consideration of this study and all information will be held in the strictest confidence. All data will be managed in accordance with the Data Protection Act, 1998

If you have any questions or would like additional copies of the questionnaire please contact Heather Cassie, CSO Research Fellow. Tel: (01382) 740954 Email: h.c.cassie@dundee.ac.uk

Section 1: About you and your practice

Q1 How many of the following are there in your practice team? *(Please write the number of people undertaking that role in the box, including yourself)*

<input type="text"/>	Principal Dentist	<input type="text"/>	Associate Dentist	<input type="text"/>	Salaried Dentist	<input type="text"/>	Vocational Trainee Dentist
<input type="text"/>	Assistant	<input type="text"/>	Dental Hygienist	<input type="text"/>	Dental Nurse	<input type="text"/>	Trainee Dental Nurse
<input type="text"/>	Practice Manager	<input type="text"/>	Receptionist	<input type="text"/>	Vocational Trainer	<input type="text"/>	Extended Duty Dental Nurse
<input type="text"/>	LDU Operator	<input type="text"/>	Other <i>(please specify)</i>	<hr/>			

Q2 What is your role within this practice? *(Please tick all that apply)*

<input type="checkbox"/>	Principal Dentist	<input type="checkbox"/>	Associate Dentist	<input type="checkbox"/>	Salaried Dentist	<input type="checkbox"/>	Vocational Trainee Dentist
<input type="checkbox"/>	Assistant	<input type="checkbox"/>	Dental Hygienist	<input type="checkbox"/>	Dental Nurse	<input type="checkbox"/>	Trainee Dental Nurse
<input type="checkbox"/>	Practice Manager	<input type="checkbox"/>	Receptionist	<input type="checkbox"/>	Vocational Trainer	<input type="checkbox"/>	Extended Duty Dental Nurse
<input type="checkbox"/>	LDU Operator	<input type="checkbox"/>	Practice Owner	<input type="checkbox"/>	Other <i>(please specify)</i>	<hr/>	

Q3 How would you describe the ownership of this practice?

<input type="checkbox"/>	Salaried Service	<input type="checkbox"/>	Dental Body Corporate	<input type="checkbox"/>	Independently Owned
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Q4 Is this practice?

<input type="checkbox"/>	Fully NHS	<input type="checkbox"/>	Fully Private	<input type="checkbox"/>	A Mixture
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Q5 (a) If there is no practice manager, does someone else fill the role??

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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(b) Who (e.g. dental nurse, dentist)?

Q6 Does this practice have a computerised patient management system?

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Please provide any additional comments in relation to your practice:

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Section 2: Your views

Please score the following statements on a scale of 1-4 circling the number you feel most accurately reflects your dental team.

1 = definitely false; 2 = mostly false; 3 = mostly true; 4 = definitely true

Q1 AUTONOMY

a. The principal dentist / clinical lead lets team members make their own decisions	1	2	3	4
b. The principal dentist / clinical lead trusts team members to make decisions without getting permission first	1	2	3	4
c. Supervisors tightly control the work of those below them	1	2	3	4
d. The principal dentist / clinical lead keeps too tight a rein on the way things are done	1	2	3	4
e. It is important to check things first with the principal dentist / clinical lead before taking action	1	2	3	4

Q2 INTEGRATION

a. Team members are suspicious of those in other professional roles within this dental team	1	2	3	4
b. There is very little conflict within this dental team	1	2	3	4
c. Those with different professional roles are prepared to share information	1	2	3	4
d. Collaboration between those with different professional roles is very effective	1	2	3	4
e. There is very little respect within this dental team	1	2	3	4

Q3 INVOLVEMENT

a. The principal dentist / clinical lead involves team members when decisions are made that affect them	1	2	3	4
b. Changes are made without talking to the team members affected by them	1	2	3	4
c. Team members do not have any say in decisions that affect their work	1	2	3	4
d. Team members feel that decisions are frequently made over their heads	1	2	3	4
e. Information is widely shared	1	2	3	4
f. There are often breakdowns in communication	1	2	3	4

1 = definitely false; 2 = mostly false; 3 = mostly true; 4 = definitely true

Q4 TRAINING

a. Team members are not properly trained when there is new guidance	1	2	3	4
b. Team members receive enough training when there is new guidance	1	2	3	4
c. This practice only gives team members the minimum amount of training they need to do their job	1	2	3	4
d. Team members are strongly encouraged to develop their skills	1	2	3	4

Q5 SUPERVISORY SUPPORT

a. Senior team members are good at understanding team member's problems	1	2	3	4
b. Senior team members show that they have confidence in those they manage	1	2	3	4
c. Senior team members are friendly and easy to approach	1	2	3	4
d. Senior team members can be relied upon to give guidance to team members	1	2	3	4
e. Senior team members show an understanding of the people who work for them	1	2	3	4

Q6 WELFARE

a. This practice pays little attention to the welfare of the employees	1	2	3	4
b. This practice tries to look after its employees	1	2	3	4
c. This practice cares about its employees	1	2	3	4
d. This practice tries to be fair in its actions towards employees	1	2	3	4

Q7 EFFICIENCY

a. In this practice, time and money could be saved if work was better organised	1	2	3	4
b. Things could be done much more efficiently, if people stopped to think	1	2	3	4
c. Poor scheduling and planning is often an issue for delivery of care	1	2	3	4
d. Productivity could be improved if jobs were organised and planned better	1	2	3	4

1 = definitely false; 2 = mostly false; 3 = mostly true; 4 = definitely true

Q8 TRADITION

a. The principal dentist / clinical lead likes to keep to established, traditional ways of doing things	1	2	3	4
b. The way this practice does things has seldom changed	1	2	3	4
c. The principal dentist / clinical lead is not interested in trying out new ideas	1	2	3	4
d. Changes in the way things are done happen very slowly	1	2	3	4

Q9 QUALITY

a. This practice is always looking to achieve the highest quality of care	1	2	3	4
b. Quality of care is taken very seriously	1	2	3	4
c. Team members believe that this practice's success depends on high quality care	1	2	3	4
d. This practice does not have much of a reputation for high quality care	1	2	3	4

Q10 FORMALISATION

a. It is considered extremely important to follow procedures/practice policies	1	2	3	4
b. Team members can ignore formal procedures and practice policies if it helps get the job done	1	2	3	4
c. Everything has to be done by the book	1	2	3	4
d. It is not necessary to follow procedures/practice policies to the letter	1	2	3	4
e. Nobody gets too upset if team members break the rules	1	2	3	4

Q11 INNOVATION & FLEXIBILITY

a. In this practice, new ideas are readily accepted	1	2	3	4
b. This practice is quick to respond when changes need to be made	1	2	3	4
c. Senior team members here are quick to spot the need to do things differently	1	2	3	4
d. This practice is very flexible; it can quickly change procedures to follow new guidance or recommendations	1	2	3	4
e. Assistance in developing new ideas is readily available	1	2	3	4
f. Team members are always searching for new ways of looking at problems	1	2	3	4

1 = definitely false; 2 = mostly false; 3 = mostly true; 4 = definitely true

Q12 OUTWARD FOCUS

a. This practice is quite inward looking; it does not concern itself with what is happening elsewhere	1	2	3	4
b. Ways of improving patients' satisfaction are not given much thought	1	2	3	4
c. Patients are not considered the top priority	1	2	3	4
d. This practice is slow to respond to the needs of patients	1	2	3	4
e. This practice is continually looking for new opportunities	1	2	3	4

Q13 LEARNING & REFLECTION

a. The way team members work together is readily changed in order to improve performance	1	2	3	4
b. The methods used by the practice to get the job done are often discussed	1	2	3	4
c. There are regular discussions as to whether team members are working effectively together	1	2	3	4
d. Plans are modified in light of changing circumstances	1	2	3	4
e. Time is taken to review the practice goals	1	2	3	4

Q14 CLARITY OF PRACTICE GOALS

a. Team members have a good understanding of what this practice is trying to do	1	2	3	4
b. The future direction of this practice is clearly communicated to everyone	1	2	3	4
c. Team members are not clear about the goals of this practice	1	2	3	4
d. Everyone who works here is well aware of the long-term goals and direction of the practice	1	2	3	4
e. There is a strong sense of where the practice is going	1	2	3	4

Q15 EFFORT

a. Team members always want to perform to the best of their ability	1	2	3	4
b. Team members are enthusiastic about their work	1	2	3	4
c. Team members get by with doing as little as possible	1	2	3	4
d. Team members are prepared to make a special effort to do a good job	1	2	3	4
e. Team members do not put more effort into their work than they have to	1	2	3	4

1 = definitely false; 2 = mostly false; 3 = mostly true; 4 = definitely true

Q16 PERFORMANCE FEEDBACK

a. Team members receive feedback on the quality of their work	1	2	3	4
b. Team members have no idea how well they are doing their job	1	2	3	4
c. In general, it is hard for someone to measure the quality of their own performance	1	2	3	4
d. Team member's performance is measured on a regular basis	1	2	3	4
e. The way team members do their job is rarely assessed	1	2	3	4

Q17 PRESSURE TO PRODUCE

a. Team members are expected to do too much in a day	1	2	3	4
b. In general, workloads are not particularly demanding	1	2	3	4
c. Senior team members require team members to work extremely hard	1	2	3	4
d. Team members are under pressure to meet targets	1	2	3	4
e. The pace of work is really relaxed	1	2	3	4

Q18 GUIDANCE DISSEMINATION

a. In this practice, team members are up-to-date with new guidance and recommendations	1	2	3	4
b. In this practice, senior team members make other team members aware of new guidance	1	2	3	4
c. In this practice, there are regular meetings to discuss new guidance and recommendations	1	2	3	4

Q19 GUIDANCE PRIORITISATION

a. Senior team members decide what guidance this practice follows	1	2	3	4
b. Individual team members are free to decide what guidance they follow	1	2	3	4
c. The ease of complying with guidance influences whether this practice follows it	1	2	3	4
d. The guidance topic influences whether this practice follows it	1	2	3	4
e. In this practice, there are regular meetings to discuss how to prioritise new guidance	1	2	3	4

Section 3: Use of Guidance in Your Practice

Q1 Emergency Dental Care

If a patient contacts the practice...

- a. with a dental problem asking for emergency or unscheduled attention, there is a procedure that is followed Always Sometimes Never Don't Know n/a
- b. when it is closed there are arrangements in place for them to obtain care Always Sometimes Never Don't Know n/a
- c. complaining of dental trauma, a clinician will contact with the patient, either face to face or by telephone within 60 minutes Always Sometimes Never Don't Know n/a
- d. complaining of facial swelling a clinician will contact with the patient, either face to face or by telephone within 60 minutes Always Sometimes Never Don't Know n/a

Q2 Oral Health Assessment & Review

As part of a routine examination in this practice...

- a. a head and neck assessment is recorded for all **new** patients Always Sometimes Never Don't Know n/a
- b. caries and restorations are recorded for all **new** patients Always Sometimes Never Don't Know n/a
- c. a risk-based recall interval is assigned for **all** patients Always Sometimes Never Don't Know n/a
- d. a long term personal care plan is written for **all** patients Always Sometimes Never Don't Know n/a

Q3 Drug Prescribing

If a patient presents with a dental abscess, with no obvious signs of spreading infection, in the first instance ...

- a. the patient is treated with local measures Always Sometimes Never Don't Know n/a
- b. the patient is prescribed a first line antibiotic (e.g. amoxicillin, metronidazole, phenoxymethylpenicillin, erythromycin) Always Sometimes Never Don't Know n/a
- c. the patient is prescribed a second line antibiotic (e.g. clindamycin, co-amoxiclav, clarithromycin) Always Sometimes Never Don't Know n/a
- d. What would the antibiotic of choice and dosage be? Don't Know n/a

Section 4: Additional Comments

Please provide any additional comments in relation to any other aspects of this questionnaire:



Thank you for completing this questionnaire!