

Supplementary File 2: Key Findings by Practice

ARCHIBALD DENTAL PRACTICE

Views and Awareness of Guidance:

- General awareness of SDCEP and other forms of guidance.
- View guidance as something to cherry pick information from.
- Prefer guidance documents in a hard copy format.

Barriers/ Facilitators to the translation of guidance:

- Communication (lack of team meetings, challenges of getting whole team together).
- Hierarchical decision-making in relation to the implementation of guidance.
- Resources (time and finance).
- Clear leadership.
- Training and links with external organisations.

BLACK'S DENTAL PRACTICE

Views and Awareness of Guidance:

- Very aware of SDCEP and other forms of guidance.
- Challenges exist around the dissemination of guidance within the practice.
- Prefer guidance documents in a hard copy format.

Barriers/ Facilitators to the translation of guidance:

- Leadership (lack of clarity over leadership, changing situation).
- Communication (no formal communication mechanisms).
- Teamwork (lack of team involvement, no team decision making, no clear roles/ responsibilities).
- Limited training and performance feedback.
- Resources (staff shortages).

CAMPBELL DENTAL

Views and Awareness of Guidance:

- Very aware of SDCEP and other forms of guidance.
- Very positive about guidance.
- Very proactive about receiving and disseminating guidance within the practice.
- An awareness and appreciation of other guidance formats, such as web based apps.

Barriers/ Facilitators to the translation of guidance:

- Patient expectations.
- Unrealistic/Inflexible/Unclear recommendations.
- Impact of external organisations.
- Communication (hierarchical, whole team involvement, regular feedback).
- Leadership (hierarchical, strong involvement from Practice Manager, strong systems in place).
- Resources (financial, premises space).
- Teamwork (clear roles/responsibilities, motivated).
- Use of innovations.

DAVIDSON'S DENTAL CARE**Views and Awareness of Guidance:**

- General awareness of SDCEP and other guidance.
- Mixed views about guidance and its importance.
- Guidance disseminated in a 'top down' manner
- Prefer guidance in a hard copy format, however there was an appreciation of electronic formats.

Barriers/ Facilitators to the translation of guidance:

- Leadership (approachable, hierarchical, dental nurse leadership, divisions by professional role).
- Communication (no formal communication mechanisms, team members reluctant to engage).
- Teamwork (no clear roles/responsibilities, lack of motivation).
- Lack of innovation.
- Resources (financial, premises, space).
- Limited training and performance feedback.
- Unclear, constantly changing recommendations.
- Support from external organisations.