

**British Society of Periodontology and Implant Dentistry  
Online Meeting Summary: Monday 15<sup>th</sup> March 2021, 7.30p.m. – 9.30 p.m.**

**Welcome**

Professor Ian Needleman (IGN) welcomed everyone to the first joint meeting of the London and Scottish Patient Forum.

The meeting was attended by ten members and there were 5 apologies. The meeting was chaired by IGN. Professor Shauna Culshaw (SC) gave a presentation on the Forum impact on Undergraduate Teaching. Julian Ekiert (JE), PF Council Representative, discussed his role on Council and ways to further develop interactions between forum members and Council. Jim Phillips gave an interesting and insightful presentation on “How do we support people to change health related behaviours”, from his wide experience of over 30 years’ working in the health and social care sector. The meeting was also attended by an observer from GlaxoSmithKline, Christie Matthews, and IGN thanked the organisation for its funding of the Patient Forum.

**Update on 2020/21**

❖ **Constitutional Change**

IGN congratulated the members for helping to change the BSP Constitution, to include the appointment of a Patient Forum member on Council. The members advised on the role through meetings and emails in March/April 2020. This was followed by a unanimous vote to pass the proposal at the BSP AGM in June 2020.

Julian Ekiert was appointed to the position of Council Representative and attended his first official meeting in December 2020.

❖ **S3 Treatment Guidelines**

IGN thanked the 6 members who had dedicated considerable time during May/June last year to participate in the BSP review of the European S3 Treatment Guideline document, to ensure compatibility with our UK healthcare system.

It was extremely important to the BSP to involve patients, who could present their important viewpoints in the workshops and we intend to involve the Patient Forum members in the process of creating a lay version of the guidelines for the public and patients. IGN thanked those members who had already provided feedback on the lay flowchart.

❖ **NHS Commissioning Standard: Dental Care for people with Diabetes**

IGN reminded the Forum that some of them met with NHS England, in summer 2019, regarding the London pilot of the diabetes-periodontitis pathway. Things then went quiet, not least due to COVID. IGN met with them again recently and they are extremely keen to re-energise this.

They found discussions with members immensely helpful, and the pilot was in-part shaped by your feedback. They have agreed to share the report of this previous work. They would now like three 30-minute Microsoft Teams meetings with the PF every other month, around 1pm, commencing in April. They are happy for PF members from Scotland to attend, as long as there is an understanding that the project only relates to England.

IGN invited members who could make this commitment to please contact Paula Dunn.

#### ❖ **Videos/Podcasts**

The Forum had shown great enthusiasm for a video/podcast project to deliver greater awareness and understanding of gum health. IGN would now like to explore the possibility of running a webinar for patients, where they can “Ask the experts”, an idea based on a concept that has been successfully used by the Danish.

The webinar would be open to all patients/public to attend. It would be promoted to BSP members, and to non-members/public via social media, encouraging them to get their patients to register for the webinar.

The concept is that you invite the attendees to suggest questions they would like the experts to answer. Once the questions are collated and the common ones are identified, we would invite the attendees to rank the questions in order of importance. This would empower patients by allowing them to have control over the webinar content.

On the evening, there would be a host and possibly three experts. The host would simply ask the questions to the experts and it would be an informal chat, rather than a PowerPoint presentation.

It was agreed that this would be a cost-effective option and could be used as an ongoing resource, as the recording could be added to the Society YouTube channel. Consideration would need to be given to subtitles for attendees for whom English is an additional language.

#### **Patient Forum impact on Undergraduate Teaching**

SC explained that Undergraduate Dentistry is a five-year course. Years 1 & 2 are mostly spent teaching ‘theory’ and students get the opportunity to practice on plastic teeth. In Year 3, students start to see patients.

In February 2020, SC took the innovative step of inviting three volunteers from the Scottish BSP Patient Forum to take part in a half-day symposium for 3<sup>rd</sup> Year students at Glasgow Dental School, focussed on practical, patient-related aspects of periodontology.

In small groups, the students had the opportunity to question the Patient Forum members and gain insight into the periodontitis patient journey.

After the symposium, the students completed an assignment, in which they had to answer questions about patient engagement in healthcare services, and questions about what they learned from speaking to patients.

The feedback from the sessions with the Patient Forum members was overwhelmingly positive with students feeling that their meeting with the patients were extremely valuable and will hugely impact their clinical practice. SC shared some quotes from students reflecting on the experience.

There is clearly a benefit to having time to hear from a patient, in a non-clinical setting, their perspective on the impact of periodontitis, treatment and the challenges they face. The full report is available to view/download from the Patient Forum page of the BSP website:

[https://www.bsperio.org.uk/assets/downloads/BSP\\_Patient\\_Forum\\_Report\\_14.2.20\\_Glasgow\\_Perio\\_Symposium\\_2020.pdf](https://www.bsperio.org.uk/assets/downloads/BSP_Patient_Forum_Report_14.2.20_Glasgow_Perio_Symposium_2020.pdf)

SC is keen to repeat this experience and asked the members to consider volunteering again this year and possibly recording their answers/attending a zoom group meeting.

There was great enthusiasm for this initiative from the members, who agreed that it was a wonderful opportunity for students to gain an understanding of the patient experience and empathise with their journey. It may also provide a chance for students to work with patients from diverse communities.

SC invited members who may be interested in taking part in this year's symposium to please contact Paula Dunn.

### **Patient Forum Representation on Council**

JE explained that he is passionate about raising awareness of gum disease and helping the wider community understand the impact of the disease and how to prevent it. He considered his role on Council to be in two parts: firstly, to be a conduit for Patient Forum views and secondly, to present his personal views on matters which arise during the meeting.

Having attended two Council meetings, JE advised that the Council were extremely keen to have a Patient Representative involved and were open to exploring this new role, with the aim of:

- ❖ Reminding Council of patient/public views in their discussions
- ❖ Guiding Council on the language used in their patient resources e.g., infographics, leaflets, to ensure it is understandable and clearly communicated
- ❖ Having an input on National policy relating to the treatment of gum disease
- ❖ Helping Council gain a broader understanding of problems patients have with regard to receiving treatment, being diagnosed and managing their conditions
- ❖ Enabling dental professionals to communicate and engage with patients and the public in an effective and compassionate way

In order to correctly communicate their wishes, JE invited all members to email him (via Paula) detailing what they consider to be the Forum's top priorities. He would then collate this information and circulate it to the members, prior to another meeting, to discuss them in more detail. This would then enable him to clearly advise Council of their intentions at the next Council meeting in June.

It was agreed that to make this role work, the members needed to meet more often and regularly communicate. It was agreed that the PF would aim to meet with JE prior to each of the four, annual Council meetings, to enable him to represent their views.

IGN advised that in other organisations, meetings are led by non-dentists. Moving forwards, he would be more comfortable if the meetings were chaired by a PF member. It was agreed that rotating the PF Chair on a regular basis is something we could explore in the coming months.

### **Presentation by Jim Phillips**

IGN introduced guest speaker, Jim Phillips, Director of Centre for Empowering Patients and Communities (CEmPaC). IGN had listened to him present a recent webinar in which he shared his experience of leading on the setting up of the NHS Expert Patient Programme and his extensive involvement in training health and care professionals in key skills and approaches to support self-management both in the UK and Internationally.

Jim led an excellent session, entitled, "*How do we support people to change health related behaviours*". He explored the complex relationship between patient expectations and clinicians' behaviours and concepts now being used by the NHS to facilitate behaviour change.

Jim focused on ways to coach a mindset change in patients, moving from the view of the clinician as a "fixer", towards the clinician as an "enabler". He quoted Coulter (2011), "*Instead of treating patients as passive recipients of care, they must be viewed as partners.*" This idea of coaching a patient, to support self-management of their condition, is what the BSP has sought to do by creating a lay paper and flowchart in relation to the S3 Treatment Guidelines - the aim being to empower patients to help themselves.

It was acknowledged that dental professionals work under considerable time pressure and are often task focused to diagnose a patient and decide on the best treatment. Jim explained that raising awareness and increasing responsibility with patients is part of the National Competency Framework now being delivered in UK Undergraduate and Postgraduate training. Encouraging shared decision making has had a huge impact on this, with clinicians asking questions such as;

- Talk me through your understanding of...
- What would be a good outcome for you?
- If you had to repeat this conversation when you get home- what would you say?
- What do you understand about oral hygiene?
- What do you think causes...?

The presentation was followed by a short discussion by members on this interesting topic.

**Next Steps:**

- PD to send all Patient Forum members a copy of the final BSP paper relating to the UK version of the S3 Treatment Guidelines for Periodontitis.
- Members to contact Paula if they are interested in being involved in the NHS pilot meetings regarding the Commissioning Standard: Dental Care for people with Diabetes.
- IGN to share minutes from previous meeting with NHS England & NHS Improvement relating to the Diabetes pilot.
- Members to contact Paula if they wish to take part in the Undergraduate initiative at Glasgow Dental School.
- Member to send their top priorities to Julian Ekiert (via Paula) for the patient Forum to work on over the next twelve months.
- JE to discuss the idea of patient webinars at the BSP Council meeting in June.

IGN closed the meeting thanking all the participants for their excellent contributions and Jim Phillips for providing such an interesting and thought-provoking presentation.