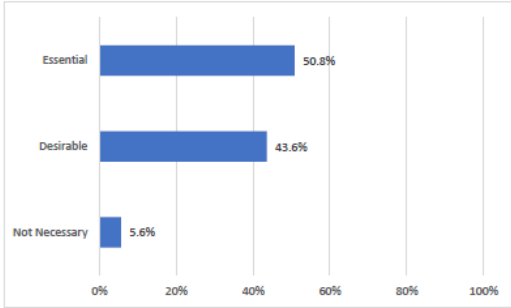


**Example of open responses from Delphi Round 1: Voices of Dentists, DCPs and members of the public**

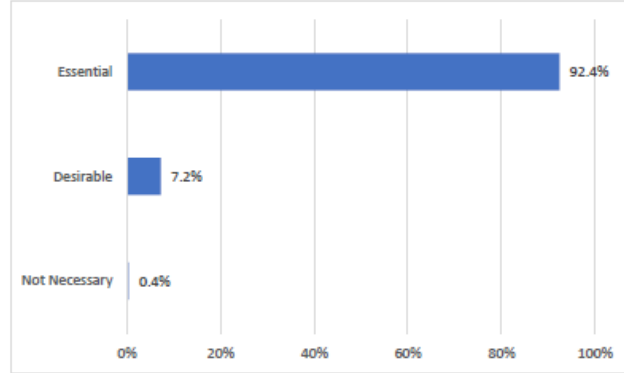
Question 1	Response from Dentist	Response from DCP	Response from Public								
<p><b>Who decides/influences what is professional/unprofessional?</b></p> <p><b>What is the role of the regulator and the profession?</b></p> <p><i>Having a clean criminal record</i></p>  <table border="1"> <caption>Having 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 they ....are 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>
Response	Percentage										
Essential	50.8%										
Desirable	43.6%										
Not Necessary	5.6%										

Question 2	Response from Dentist	Response from DCP	Response from Public
<p><b>Expectation of dental team members</b></p> <p><b>Are they at variance?</b></p>	<p>'All dental team members should uphold the same standards to maintain trust in the profession'</p> <p>'Different requirements for clinicians and assisting staff .... who have very different responsibility and rewards'</p> <p>'Lower levels of 'professionalism' ..... junior members and younger dentists'</p>	<p>'All GDC registrants should be viewed equal - re professionalism'</p> <p>'... We are all members of a professional body and are expected to behave in an acceptable manner no matter what our position'</p> <p>'It varies if it is a dentist or a nurse or a receptionist'</p>	<p>'My expectations ... of professional behaviour .... higher for the dentist than others in the team'</p> <p>'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**

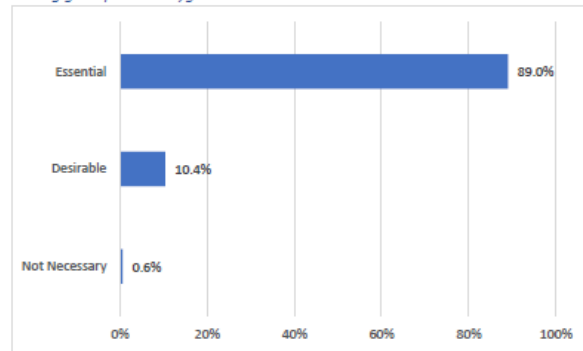
***What is meant by 'professionalism'?***

*Explaining to a patient what they are doing and the purpose of their treatment*



[consensus items but is the 7.2% (above) and the 10.4% (below) surprising?]

*Having good personal hygiene*



**Response from Dentist**

'..... being a professional is about doing good dentistry that is right for the patient at the right time'

'Either a dentist is behaving professionally or not. I don't see it as a sliding scale'

**Response from DCP**

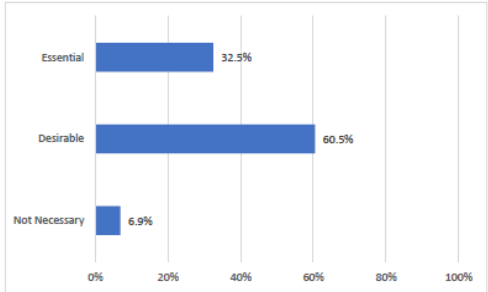
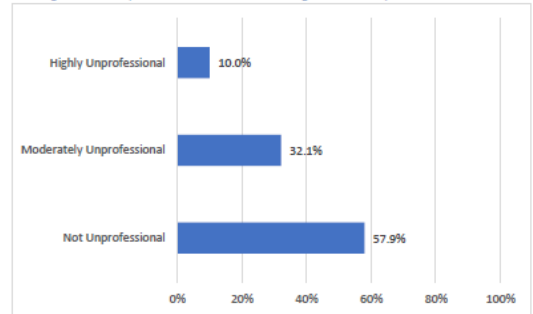
'Different ages will interpret professionalism differently. ... being in my 40's I grew up in a society that frowned upon tattoos and getting drunk'

'It is about using judgement and being respectful at all times, whilst building a relationship that is based on trust'

'Being professional should, in my opinion, be more than a 9-5 job'

**Response from Public**

'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 met.'

Question 4	Response from Dentist	Response from DCP	Response from Public																
<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="210 392 819 732"> <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="210 772 819 1126"> <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 1110"> <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 576">‘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 620 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>