



INCENTIVE: improving the organisation and delivery of dental health care to patients.

Qualitative Interview Topic Guide & Schedule for lay people

Settling in	<ul style="list-style-type: none"> Introduce yourself, have something light to say Ask about them & things they are interested in (small talk). Who are they? People often have a good story to tell about the dentist! – Tell me about your experiences of the dentist/thoughts of the dentist How do they come to be taking part in project?
Predisposing Factors	<p>Explore what their experience of going to the dentist has been in the past.</p> <ul style="list-style-type: none"> Had they, or anyone else they knew, been less or more inclined to go to the dentist? What do they think about going to the dentist nowadays? Things that stop/help you get dental care? Explore issues such as costs and affordability. <ul style="list-style-type: none"> How do you feel about paying for dentistry? Is having an NHS dentist important? Has the practice they are attending done anything to encourage awareness of oral health? Time ?
Enabling Resources	<p>Did they notice anything different about their practices? i.e. was it different to other practices or changes in these practices?</p> <p>Had anyone they knew taken part in advising their practice? - observations on user forum. Did it make a difference? What did they like? What would they do differently?</p> <p>Had there been any change in ease of getting appointments?</p> <p>Did they know people who had joined the practice or been refused?</p> <p>Had the practice any different ways of working?</p> <ul style="list-style-type: none"> Did feel of practices change in other ways? Did practices do anything differently? Explore any changes regarding preventing problems –either by advising the patient i.e. exploring how to improve their oral health <p>Skill-mix</p>

	<ul style="list-style-type: none"> • Did they become aware of different team members being present? • How did it affect them? Did they like/dislike? • Right volume, blend? • Any advantages or disadvantages (more time, extra visits, a new face) <p>Have there been any differences in cost?</p> <p>Cap off with open question about practice overall (eg quality – access, relevance, cost, effectiveness, efficiency, fairness)</p>
Need	<p>Some practices have started advising patients about their risk of developing problems and have changed their treatments because of this.</p> <ul style="list-style-type: none"> • Have you noticed the dental team doing this? (within this you might explore if they are aware of the traffic light system, what do patients feel about this?) <ul style="list-style-type: none"> ○ Do you change your behaviour? • How did (would) it make you feel? • Did it affect your treatment in anyway? Did you have different treatments or more or less appointments? • How did you feel about that? Did it make you act differently? • Did you do anything to try to get into a different category? • Do you think the dental team should do this type of thing? • Do you think the team focussed on the right things? • Did the team communicate these things well?
Oral Health Behaviours	<ul style="list-style-type: none"> • Have they changed the way they look after their mouths? • Oral hygiene, diet, tobacco use, going to the dentist? • Had they thought about these things? • Did the advice of the dental team prompt any of these changes? Was it related to RAG rating?

Interview Topic Guide & Schedule for commissioners

Settling in	<ul style="list-style-type: none"> • Introduce yourself, have something light to say • Ask about them & things they are interested in (small talk). Who are they? • People often have a good story to tell about the dentist! • How do they come to be taking part in project?
Predisposing	<p>How would they describe the people in the area served by the practice?</p> <p>Has the practice had any effect on those people? If so what and how?</p> <p>Had the practice done anything to change awareness of oral health?</p>

Enabling	<p>Has the practice has changed the way it is working?</p> <p>Had there been any lay involvement? Did it make a difference? What would they do differently?</p> <p>Had there been any changes in access to the practice? Increases/decreases? Hard measures? Other indicators? Types of people?</p> <p>What were the consequences of the new ways of working? Advantages/disadvantages? Cost implications, efficiency, value for money</p> <p>How were they quality assuring the practice? Which quality indicators? Other indicators? Patient complaints? Which of them worked?</p> <p>Other administrative /commissioning roles</p> <p>Skill-mix</p> <ul style="list-style-type: none"> • Right volume, blend? • Any advantages or disadvantages (efficiency, cost, assessment) <p>Had there been any differences in cost?</p> <p>Cap off with open question about practice overall (eg quality – access, relevance, cost, effectiveness, efficiency, fairness)</p>
Need	<p>Had there been any feedback on the RAG rating? Differences it made? Difficulties</p> <p>Had the RAG rating influenced other outcomes from their perspective?</p>
Behaviours	<p>Had there been any indication that the local people or patients were acting differently</p> <p>More or less attendance, more care seeking?</p> <p>Any other indicators</p>
Outcomes	<p>Are they aware of any outcomes arising from care at the practice? -health, patient satisfaction, complaints, outputs, efficiency</p> <p>Unanticipated outcomes – positive and negative</p>

Interview Topic Guide & Schedule for Dental Teams

Settling in	<ul style="list-style-type: none"> • Introduce yourself, have something light to say • Ask about them & things they are interested in (small talk). Who are they?
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	<ul style="list-style-type: none"> • How did they come to be a dentist/nurse/ therapist etc • How do they come to be taking part in project?
Predisposing	<p>How would they describe the people in the area served by the practice? Has the practice had any effect on those people? If so what and how? Had the practice done anything to change awareness of oral health? How successful had it been? Was it a good idea?</p>
Enabling	<p>Does the practice try to engage patients to influence the way the practice worked? How? How effective is this? Does it have the intended (or any unintended!) consequences? Is it satisfactory?</p> <p>How do the practice and the commissioners assure quality in the practice? Which indicators does it use? Do the indicators influence the way the practice works? (eg doing things they are paid for, not doing what not paid for, or in any other ways). Are the indicators appropriate?</p> <p>Does the practice have protocols for prevention? Who does this work? Does it work? Could the systems be improved?</p> <p>How is payment working for you? Are you happy with this?</p> <p>Is it easier for patients to get appointments nowadays? New patients or existing? Does the practice seem more patients? Are there different types of patients nowadays (follow up with non-attenders, high risk and demographic groups). How do patients get into the system? Has that changed?</p> <p>Has the type or amount of work done by the practice changed? If so, is it doing more or less appropriate work?</p> <p>Has the team been reconfigured? Is the configuration appropriate? What are the advantages and disadvantages of the configuration? How would they change it? Is the amount of delegation in the practice about right? Have there been benefits to patients or the practice in terms of efficiency or release of time. Have the patients commented?</p> <p>Do you think the service you are providing is better or worse value for money for patients and the NHS?</p> <p>How is it better than other models? Is it better?</p>

<p>Need</p>	<p>How do they assess patient need in the practice? Do they communicate this to the patients? Did they have a formal system for doing this? Do judgements about patients' health risk influence treatment?</p> <p>How do they feel discussing this with the patient? Do patients mind if they cannot have specific treatment because of their levels of risk? Have they changed a risk category for a patient – either immediately or after a period of time?</p>
<p>Behaviours</p>	<p>Does the way that the practice works help patients look after themselves? How? What things to do they try to influence?</p> <p>How effective is this? How do they assess all this?</p>
<p>Outcomes</p>	<p>How do they think of oral health?</p> <p>Do they think the way the practice works maximises health outcomes for patients?</p> <p>How do they assess this? Hard measures or other indicators? Are the measures they use appropriate? Do the measures they use tally with other indicators</p> <p>Are they aware of any outcomes arising from care at the practice? -health, patient satisfaction, complaints, outputs, efficiency</p> <p>Unanticipated outcomes – positive and negative</p>