



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

July 2024
FOI_6622

The following information was requested on 27 June 2024:

On 27 June 2024 you requested:

I would be most grateful if you could provide me with the following information:

- Number and proportion of complaints received in the past ten years for newly qualified UK (qualified two years ago) and overseas dentists (EEA and non-EEA).*
- Number and proportion of newly qualified UK dentists and overseas-trained dentists (EEA and non-EEA) in the Dental Performer Lists who have conditions or have been removed from the Lists.*
- Number and proportion of UK-qualified dentists and overseas trained dentists (EEA and non-EEA) in the Dental Performer Lists who have conditions or have been removed from the Lists.*

We replied on 27 June 2024 with:

Thank you for your request for information. We do not hold the information you have requested.

It may be helpful to understand the role of NHS Resolution. NHS Resolution was established to provide the following service:

- Claims Management – providing indemnity schemes for the NHS in England and resolving claims for compensation fairly.*
- Practitioner Performance Advice – assisting healthcare organisations with resolving concerns about the performance of individual practitioners.*
- Primary Care Appeals – ensuring the prompt and fair resolution of appeals and disputes between primary care contractors and NHS England.*
- Safety and Learning – supports our Claims Management service members to better understand their claims risk profiles to target their safety activity while sharing learning across the system.*

You can find out more on our website: [About - NHS Resolution](#)

You may wish to contact england.contactus@nhs.net who may hold the information you are interested in.

You replied on 27 June 2024 with:

Thanks very much for your reply I will contact england.contactus@nhs.net for further information.

*I notice within the remit of NHS Resolution is Practitioner Performance Advice (assisting healthcare organisations with resolving concerns about the performance of individual practitioners). **Does the organisation have the number of concerns received about the performance of individual dental practitioners as per my FOI?***

Our Response

To help respond to your request, it might be helpful to first direct you to our website which outlines the purpose of two relevant parts of NHS Resolution.

Practitioner Performance Advice ('the Advice service') is an advisory body and our role is to help healthcare employers/contracting bodies and practitioners where concerns have been raised about their performance, and work with them to resolve these issues. You can find more information about the Advice service [here](#). Our services are provided primarily to NHS organisations in England, Wales and Northern Ireland.

The Advice service do not manage complaints, but we advise where there are concerns regarding performance and conduct. We are not made aware of every concern, just those where employers/contracting bodies or practitioners contact us for advice or about our services. There is more detailed information on our webpage, [What we can do](#).

Primary Care Appeals are a division of NHS Resolution which has been directed by the Secretary of State for Health and Social Care to independently discharge their appellate and other functions. Primary Care Appeals interpret and apply complex primary care regulations alongside consideration of public law issues to the fair resolution of appeals and disputes. Our services are provided to NHS organisations in England and you can find more information about Primary Care Appeals [here](#).

We have responded to each part of your request below.

- 1. Number and proportion of complaints received in the past ten years for newly qualified UK (qualified two years ago) and overseas dentists (EEA and non-EEA).*

We do not hold data on the number of complaints about dentists or any other type of practitioner so are unable to respond to this part of your query.

- 2. Number and proportion of newly qualified UK dentists and overseas-trained dentists (EEA and non-EEA) in the Dental Performer Lists who have conditions or have been removed from the Lists.*

We are able to direct you to our publication [Primary Care Appeals Statistics 2023/24](#), which provides Performers Lists notifications from NHS England and health boards to NHS Resolution and active suspensions for those in the dental profession. This publication provides a figure where Primary Care Appeals have received notification of

conditions or removal. However, we do not hold information on the place of qualification or in relation to when the practitioner qualified.

3. *Number and proportion of UK-qualified dentists and overseas trained dentists (EEA and non-EEA) in the Dental Performer Lists who have conditions or have been removed from the Lists.*

In response to your second question, we have published figures where Primary Care Appeals have received notification of conditions or removal. However, we do not hold information on the place of qualification.

4. *Does the organisation have the number of concerns received about the performance of individual dental practitioners as per my FOI?*

We are able to provide the following information from the Advice service.

Between April 2018 and March 2023, our cases involved 3,621 practitioners with the highest number of cases from doctors (3,412), followed by dentists (201) then pharmacists (6). For two practitioners, the profession of the practitioner was not disclosed.

We are able to provide a breakdown of the concerns by place of qualification but are not able to do so with regards to time since qualification as we do not hold that information.

Table 1: Place of qualification for Advice cases involving dentists between April 2018 and March 2023. Please note that the table below outlines the number of dentists. Dentist could have multiple cases.

Place of qualification	Number of dentists
UK	134
EEA	30
Elsewhere	32
Unknown	5
Total	201

Further information is available through our *Insight* publication, [Demographics, professions and concerns: What are the patterns in Practitioner Performance Advice cases?](#)

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days

of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>