**Dental (GDS) – User Engagement Action Plan (last updated 28th May 2025)**

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Provide appropriate UK Comparators | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Provide information on Average Number of Teeth Treated per Patient by Fillings, Extractions and Crowns by Financial Year | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Detailed discussions with users to confirm requirements | Conduct focused interviews with key users at least annually | N/A |  | Ongoing |
| Produce an infographic for General Dental Services | Release alongside the annual report | N/A | Annual Report 2019/20  (July 2020) | Complete |
| Produce information on registrations by urban/rural geography | Include in Annual Report | N/A | Annual Report 2019/20 (July 2020) | Complete |
| Produce information on registrations by deprivation | Include in Annual Report | N/A | Annual Report 2019/20 (July 2020) | Complete |
| Provide information on number of individuals treated for a filling/crown/extraction | Include in Annual Report | N/A | Annual Report 2019/20 (July 2020) | Complete |
| Provide information on Percentage of Population Registered by Gender & Age | Include in Annual Report | N/A | Annual Report 2019/20 (July 2020) | Complete |
| SDR Items of Service Claims by item number and Children/Adults 2019/20. | Include in Annual Report | N/A | Annual Report 2019/20 (July 2020) | Complete |

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| Identified User Need | | Action | | Target Date to Investigate & Report | Implementation Date | Status |
| Interactive charts  on the number of individual children/adults who received a filling, extraction or crown per  1000 registered in 2019/20 by Super Output Area | | Include in Annual Report | | N/A | Annual Report 2019/20 (July 2020) | Complete |
| Information on GDS fees - Cost per head of registered patient and population by Adult/Children | | Include in Annual Report | | N/A | Annual Report 2019/20 (July 2020) | Complete |
| Provide information on patients Seen by Deprivation Decile, Adult/Children | | Include in Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Provide information on Number of Patients Seen and IOS Fees per Patient by Exemption Category | | Include in Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Supplement Payments made for Dental Services to include Covid-19 payments | | Include in Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Monthly Breakdown of Claims submitted and paid and Number of Patients treated by Payment Month | | Included in Quarterly tables and Annual Report | | N/A | Q2 2020/21 (October 2020) | Complete |
| Supplement Monthly Breakdown of Claims submitted and paid and Number of Patients treated to include IOS Fees Paid | | Included in Quarterly tables and Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Identified User Need | | **Action** | | **Target Date to Investigate & Report** | **Implementation Date** | **Status** |
| SDR Items of Service Claims by item number and Children/Adults backdated to 2015/16 | | Include in Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Interactive map on the distance to nearest dentist in miles by Census Small Area | | Include in Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Open data csv files on treatment by financial year, local council area, local  government district, age group and gender | | Include in Annual Report | | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Provide publications in accessible format | | Review and produce annual report in line with best practice | | N/A | Annual Report 2024/25 (June 2025) | Complete |
| Provide information on number of dentists who carried out work on patients | | Investigate how this metric can be identified | | March 2023 |  | Complete – following investigations, and subsequent advice from professional colleagues, we have concluded that it is not currently possible to reliably classify dentists as ‘active’ or ‘inactive’ based on the payments data available. |
| Provide information on average cost of claims | | Investigate how this metric can be identified | | N/A | Annual Report 2021/22 (June 2022) | Complete |
| Information on dentist headcount and number of Dental practice | | Now in quarterly tables | | N/A | Q1 2021/22 (July 2021) | Complete |
| Time series trend charts and key findings infographic for quarterly tables | | Include in quarterly tables | | N/A | October 2022 | Complete |
| Provide analysis on new/transferring patient registrations | | Further develop how this metric can be identified for policy colleagues | | September 2025 |  | Ongoing – requires further development of metrics and QA with policy colleagues |
| Organise User Engagement showcase event to advise of current capabilities and future developments and obtain feedback from users | Host pilot event | | N/A | | Pilot event held 28th March 2023 | Complete |
| Develop interactive HTML quarterly reports | Development | | February 2024 | |  | Complete |
| Develop interactive HTML annual report | Development | | June 2025 | | Annual Report 2024/25 (June 2025) | Complete |
| Incorporate annual activity totals into table 1.34 of the annual tables and table 1.10 of the quarterly tables | Include in quarterly and annual tables | | June 2025 | | Q4 2023/24 (June 2024) & Annual Report 2023/24 (June 2024) | Complete |
| Develop quarterly infographic for alongside interactive HTML quarterly report | Development | | October 2025 | |  | Ongoing |
| SDR Items of Service Claims by item number and Children/Adults produced for year to date for quarterly report | Development | | July 2024 | | Q2 2024/25 (July 2024) | Complete |
| A number of the registration and treatment tables broken down by LCG/LGD in the Annual Dental publication excel tables and downloadable csv files have been redeveloped into Supplementary Information excel tables with flat file data worksheets and interactive pivot tables. | Development | | June 2025 | | Annual Report 2024/25 (June 2025) | Complete |