



Health Services Research Unit

We are researching ways to improve how we can make sure the right patients are offered the right care at the right time.

This current opportunity is for a project about different approaches to support dental health professionals to:

- provide evidence-based care,
- reduce unnecessary variation in care,
- improve care and outcomes for dental patients.

Summary of project

Health professionals do not always follow known best practice. This can lead to patients receiving less than perfect care. One strategy to improve healthcare delivery is known as Audit and Feedback. This gives health professionals information about how often they follow best practice and how often they do not. Audit and Feedback is very popular worldwide and it is easy to see why; it is based on evidence, it can be provided at scale (i.e. to lots of health professionals within large organisations like the NHS) and it is a relatively inexpensive improvement strategy.

A previous study, which combined the findings from over 140 experiments, showed that audit and feedback works to improve healthcare delivery. However, it also showed that audit and feedback is designed and delivered in lots of different ways. Sometimes audit and feedback can make a big improvement on healthcare and sometimes only a small improvement. The science behind how, why and when it works best is very limited. To achieve the biggest improvements in healthcare, this needs to be better understood so Audit and Feedback will work well every time. This is the focus of my research. I will be working closely with dental health professionals in my research.

Looking for input

I am keen to also involve up to two representatives from the general public to work with me on the project. You don't need to have any special skills or experience - just interest and enthusiasm, a bit of spare time and willingness to speak up and give your perspective as a member of the public.

Initially we would talk about the project face to face or by phone and answer any questions you might have. We can then agree together what would be the best way of getting your input during the project. Likely activities might include looking over project documents and giving your comments and perspectives as a member of the public. There will also be telephone meetings at key points during the project. There is also the potential to join a workshop on October 30th in Glasgow with dental health professionals. However, this can be discussed further to work out what the right kind of input might be. There will be reimbursement for your time and any travel costs incurred attending meetings.

The project will run until 31st August 2022.

If you are interested in finding out more, please contact Dr Eilidh Duncan:

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