

## University of Glasgow

### Academic Standards Committee – Friday 27 May 2011

#### Departmental Programmes of Teaching, Learning and Assessment: Responses to the Recommendations Arising from the Review of the Dental School held on 25 and 26 March 2010

Dr Emma McLennan, Clerk to the Review Panel

#### Conclusions

The Review Panel was impressed with the exemplary leadership provided by the Head of School; the commitment of Senior Management; the collegiate environment engendered by the close staff interactions in the School; the stringent selection and admissions system; the widening access programme SWAPWest and GOALS; the excellent student support system including, but not limited to, pastoral support – a system which extends from admission to graduation; the focus on personal development of students, in particular reflective learning as well as the core business of professional competency.

The Review Panel was impressed by the professional, honest and inclusive approach the Dental School had adopted during the internal review process, which had resulted in a well written and reflective SER. Many of the questions the Panel had were addressed in the "Evaluative Statement" subsections of the SER, which revealed an extraordinarily high level of critical evaluation.

The Dental School has undergone a period of significant change since the last internal review. The progress made has been substantial; resulting in a major achievement in the successful implementation of a completely revised, fully integrated BDS curriculum. Added to this, a range of new postgraduate programmes have been launched and the Dental School has been reorganised into four sections to support and encourage interaction between research and teaching, in order that learning in a research environment is enhanced. The current structure has taken five years to achieve and the change has had considerable impact in terms of the student experience and research environment, as evidenced by the gains made in the Times Online ranking and RAE 2008.

The Review Panel's considered view, after reading the SER and supporting documentation, and spending time in the Dental School during the course of the review, was that the complex interface with the NHS (both at a local and regional level) would benefit from having greater visibility with the Head of College. The Panel **recommends** that once the College of Medical, Veterinary & Life Sciences has bedded down one year post restructure, that the Head of College reflects on whether the Head of the Dental School should have a seat on the College Management Group and/or whether the Dental School should become a formal School within the College.

The Dental School has demonstrated a number of strengths throughout the review process. The reflective approach to the review has also resulted in a well developed awareness and recognition of areas in which it could improve. The most substantial of these are reflected in the recommendations captured below.

## Recommendations<sup>1</sup>

The recommendations interspersed in the preceding report are summarised below. It is important to note that the majority of these recommendations refer to tasks or issues identified by the Department for action either prior to the Review or in the SER. Some of these actions are already in hand.

The recommendations have been cross-referenced to the paragraphs in the text of the report to which they refer and are not ranked in any particular order.

**In light of the restructuring of the University, recommendations have been redirected to the appropriate designates. Please note that the text of the recommendations has not been updated.**

### *Feedback*

#### *Recommendation 1*

The Review Panel **recommends** that the implementation of actions derived from the 'Dental School Strategy for improving Feedback to Students' should be monitored one year post review [*Paragraph 3.3.8*].

For the attention of: **Head of Subject**

**and Dean (Learning and Teaching), College of Medical, Veterinary & Life Sciences**

#### ***Joint Response:***

Implementation of the strategy is proceeding. For instance the "Record of Clinical Assessment and Feedback" now has a section to be signed by students every time they receive a formative assessment grade, indicating that they have received verbal feedback. The strategy has been disseminated to all students, who have been asked to feedback on its implementation via the Staff-Student Liaison Committees.

The best measure of effectiveness of the 'Dental School Strategy for improving Feedback to Students' is the response to the relevant questions in the National Student Survey. In the *Assessment & Feedback* section we showed improvement in relation to all five questions and with respect to question 5 in this section ('Feedback on my work has helped me clarify things I did not understand') the improvement was 21%.

### ***Elective Placements***

#### *Recommendation 2*

The Panel **recommends** that the Dental School continue with its work on risk assessment of elective placements particularly in countries with high prevalence of blood borne viruses. [*Paragraph 3.4.8*].

For the attention of: **Head of Subject**

---

<sup>1</sup> Recommendations will be re-directed, as appropriate, once roles in new University structure have been finalised.

**Response:**

There has been significant debate within the School about the continuation of overseas elective placements involving exposure-prone procedures. Many such placements are organised for humanitarian reasons through charities and we believe that the significant interest from within the student body should be encouraged. The decision has been taken that for the time being such visits should be allowed to continue, but the Coordinator of the Electives Programme has put in place a comprehensive occupational / travel health information and support service for those students undertaking such visits. This includes:

- i. Five documents lodged on MOODLE:
  - Dental Elective Projects Abroad
  - Dental Electives and EPPs - Definition
  - Dental Electives and HIV
  - Dental Electives and Health Clearance
  - Avoiding Infectious Risks Lecture
- ii. A pre-departure training session delivered by dental staff members who have experience of providing clinical dentistry in resource-scarce environments, and a lecture on relevant ethical aspects.
- iii. Attendance at a joint travel health lecture, with medical students, delivered by a Consultant in Infectious Diseases.
- iv. Students are informed that they must visit the University Occupational Health Service following return from their elective project if they have sustained a sharps injury, to gain the necessary health clearance to resume the BDS course in Glasgow.

It is stressed that because virtually all dental treatment is classified as exposure-prone, the implications of infection with a blood-borne virus are very serious for dental students, because of the existing health clearance guidance that would prevent them from undertaking clinical practice in the event of infection. We aim to ensure that students are provided with sufficient information to allow them to make an informed decision regarding the risks associated with their chosen project and destination.

**Prayer Facilities**

*Recommendation 3*

The Review Panel recommends that the course documents for PGT programmes be reviewed to clearly state that although the University does provide central prayer facilities, the Dental School Prayer Room would only be available during the lunchtime period [Paragraph 3.4.14].

For the attention of: **Head of Subject**

**Response:**

The Dental School continues to face challenges over the provision of prayer facilities for Muslim students, since we are physically remote from the prayer facilities on the main campus. In conjunction with the NHS we have attempted to identify an area as a dedicated prayer room in the building, but suitable accommodation cannot be found because of the pressures on space.

There have been regular meetings over the years between the Muslim students and senior staff about this issue and advice has been sought from the University Chaplain. We have also explored use of the nearby Garnethill Multicultural Centre, but this was not fruitful. A seminar room within the Dental School is currently made available for a specific period each day, unless there is an overwhelming operational need for the room to be utilised for a specific alternative academic function. The Director of Postgraduate Dental Education has arranged for the appropriate information to be made available in both PGT and PGR Course Information Documents from the 2011/2012 session onwards.

### ***NHS Service Level Agreement***

#### *Recommendation 4*

The Review Panel recommends that the University and NHS Greater Glasgow and Clyde work with the Chief Dental Officer to review the Service Level Agreements (including those funded by ACT money) on an annual basis [*Paragraph 3.8.3*].

For the attention of: **Head of Subject**  
and **Head of College of Medical, Veterinary and Life Sciences**

#### ***Joint Response:***

There is close dialogue and interaction between the University Dental School, NHS Greater Glasgow & Clyde and NHS Education for Scotland (NES) in relation to ACT funding, particularly the use of ACT (D) uplifts to fund innovations. In addition, there is close working between the Dental School, NES and the Scottish health boards (NHS GGC, NHS Lanarkshire, NHS Ayrshire & Arran, NHS Dumfries & Galloway, NHS Forth Valley, NHS Highland) that provide clinical facilities for dental outreach teaching for our students. The Chief Dental Officer has an overview of these processes through feedback from NES, the Head of the Dental School and the Director of the Oral Health Directorate.

It is not possible to define in detail the utilisation of embedded ACT (D) funds, but there is transparency over the use of the recurrent ACT (D) uplift funding that has been made available on an annual basis since 2000. There is a Scotland-wide Service Level Agreement between the Dental Schools, NES and the regional health boards relating to dental outreach teaching provision.

Within the past year, the Dental School has established an SLA with Medical Records in NHSGGC, in an attempt to resolve significant problems associated with access to dental notes for students. This SLA will be reviewed on an annual basis.

#### *Funding Streams*

#### *Recommendation 5*

The Review Panel recommends that the Dental School work with the University/Estates and Buildings to provide clarity on funding streams [*Paragraph 3.8.6*].

For the attention of: **Head of Subject**  
and **Vice Principal (Strategy & Resource)**

***Response: Head of Subject***

The Dental School operates within the Dental Hospital building, which is owned and managed by NHS Greater Glasgow & Clyde. This results in a lack of clarity over responsibilities for funding of capital projects. Major works, such as the recent lift replacement programme and window replacements, have been funded by the NHS.

There has been no investment of central University capital funds in the Dental School for many years. The only capital works undertaken by Estates & Buildings in the past six years have been:

- i. Refurbishment of two lecture theatres. This was not supported by central funds, but from monies raised during the Jubilee Appeal, coordinated through the Development & Alumni Office.
- ii. A number of small-scale refurbishments funded through annual Faculty Minor Works Bids.

The Head of the Dental School and the Dental School Administrator have met with the Director of Estates & Buildings to discuss these issues and, in particular, to discuss refurbishment of the Level 8 Teaching Laboratory (see Recommendation 6 below).

***Response: Vice Principal (Strategy & Resource)***

Estates & Buildings continue to work with the Dental School on refurbishment activities. The funding streams and responsibilities remain complex in a building that is not owned by the University. Bids for refurbishment of space within the school are treated as any other refurbishment in other parts of the University Estate. Financial contributions from 3rd parties are usually beneficial to any case being made.

*Accommodation*

*Recommendation 6*

The Review Panel recommends that Estates & Buildings is alerted to the poor condition of the Level 8 teaching space in the Dental School to ensure that it is prioritised appropriately in the University's refurbishment programme for learning and teaching spaces [*Paragraph 3.8.7*].

For the attention of: **Head of Subject**  
and **Director, Estates & Buildings**

***Response; Head of Subject***

As mentioned earlier, the Director of Estates & Buildings has visited the Dental School and has viewed the Level 8 Laboratory. This is the one remaining teaching facility in the Dental School that is not fit for purpose and is our absolute priority for capital development. We understand that this laboratory is one of several spaces in the Dental School that is on the University list of areas for laboratory refurbishment. We have managed to secure approximately £100K of NHS ACT (D) slippage and also have access to £30K in the Dental Fund managed by the Development & Alumni Office and a further £30K of surplus from a large dental research conference hosted recently. Since we have already identified a contribution of approximately £160K towards this project, a matching contribution from the University capital budget would allow us to achieve the goal of delivering a multi-functional, flexible teaching space, facilitating virtual microscopy and other innovative forms of teaching.

***Response: Director, Estates & Buildings***

Estates have undertaken a survey of all University Lab's, including L 8 in Dental School, the purpose of the survey is to present a prioritised investment schedule to expend funding available and approved within the University's Capital Plan. The Lab Investment Plan is currently being further developed by a sub group of academics for future presentation to Professor Frank Coton for approval.

*Library Access*

*Recommendation 7*

The Review Panel **recommends** that the Dental School discuss the perceived inadequacy of out of hours access to the library with NHS Greater Glasgow and Clyde, with a view to negotiating an improved access system for students. [*Paragraph 3.8.8*].

For the attention of: **Head of Subject**

***Response:***

As a result of the Dental Library being situated within the NHSGGC Dental Hospital Building, which is not a 24 hour facility, there are security issues outwith normal working hours. Open access into the building is available between 08.00 and 17.15. A limited number of entry cards are available for students to use if they wish to leave and then re-enter the building via the Renfrew Street entrance after 17.15 to use the library until its closing time of 21.00. It is not feasible to provide general access into the building for all students out of hours. Since Recommendation 10 (below) has now been granted, students have full access to the Wolfson Medical School Library out of hours.

*Access to PCs*

*Recommendation 8*

The Review Panel **recommends** that the Dental School continue to monitor student demand for access to PCs. [*Paragraph 3.8.9*].

For the attention of: **Head of Subject**

***Response:***

There is a cluster of 30 computers in the Dental Library and an additional cluster of 18 computers in a recently refurbished room on Level 8 of the School. There is a further cluster of six computers for postgraduate students in the refurbished postgraduate student study area. These areas are also Wi-Fi hot spots and some students, particularly postgraduates, choose to use their laptops. Any issues related to access are picked up through Staff-student Liaison Committees, but over the past year this has not been raised as a significant problem.

***Learning Resources***

*Recommendation 9*

The Review Panel recommends that provision of laptops for postgraduate taught students (Overseas) is considered as part of the review of postgraduate provision [*Paragraph 3.8.10*].

For the attention of: **Head of School of Medicine**

**Response:**

This recommendation has been considered by the Dental School Postgraduate Management Committee. The purchase of laptops for overseas PGT students was approved in principle. However, the purchase for the current cohort of students has been delayed due to issues around security of patient data and identification of funds.

**Wolfson Medical School Library Access**

*Recommendation 10*

The Panel **recommends** that all Dental Students are permitted access to the Wolfson Medical School Library on a first come first served basis from the start of the academic session 2010-2011 [*Paragraph 3.8.11*].

For the attention of: **Head of College of Medical, Veterinary & Life Sciences**

**Response:**

This access has been granted.

**Promotion Criteria**

*Recommendation 11*

The Review Panel recommends that the Dental School initiates discussion with Human Resources and the Vice Principal (Learning & Teaching) to set out clear and attainable criteria for promotion from Senior Clinical Teacher to Chair [*Paragraph 3.8.14*].

For the attention of: **Head of Subject**  
and **Director, Human Resources**  
and **Vice Principal (Learning and Teaching)**

**Response: Head of Subject**

Discussions have taken place between Professors Jill Morrison, Frank Coton and Jeremy Bagg. It is believed that the promotion criteria that have now been developed and pertain to this issue satisfy the requirements - see <http://www.gla.ac.uk/services/humanresources/policies/p-z/promotion/promo2010-11/profcriteria/>

**Response: Director of Human Resources**

There have been discussions between corporate HR and the College about a promotion track for clinicians. This is currently on hold whilst the College assess the potential impact of changes currently in the NHS careers. We intend to resume the discussions as soon as this is complete.

**Response: Vice Principal (Learning & Teaching)**

The Vice-Principal (Learning and Teaching), the College Dean for Learning & Teaching within MVLS and the Head of the Dental School have reviewed the current promotions criteria and are content that these provide clear and attainable criteria for promotion from Senior Clinical teacher to Chair.

## **Workload Allocation**

### *Recommendation 12*

The Review Panel recommends that the Dental School should introduce greater transparency of staff workload allocation [*Paragraph 3.8.16*].

For the attention of: **Head of Subject**  
and **Head of School of Medicine**

### **Joint Response:**

A formal workload model has not yet been introduced within the Dental School. We are aware that preliminary work is ongoing within the central University to develop a framework for workload modelling that can be adapted flexibly within Schools and Institutes. This will be applied once it is introduced within the MVLS College.

## **Graduate Teaching Assistants**

### *Recommendation 13*

The Review Panel recommends that the Dental School liaises with the Learning and Teaching Centre to ensure that all Graduate Teaching Assistants receive appropriate training [*Paragraph 3.8.17*].

For the attention of: **Head of School of Medicine**  
and **Director, Learning & Teaching Centre**

### **Response: Head of School of Medicine**

The volume of teaching delivered by GTA's on the BDS course is extremely low and there has been no involvement since the DPTLA. However, we recognise fully the educational value to postgraduate students of developing teaching skills. Arrangements will be made with the Learning & Teaching Centre to ensure that the next cohort of postgraduate students to perform duties as GTA's will receive appropriate training in teaching delivery.

### **Response: Director of Learning & Teaching Centre**

This recommendation relates to GTA support within Dentistry. As the Learning & Teaching Centre currently has Academic Development Fellows in each of the Colleges, the work being undertaken for MVLS by Dorothy Aidulis will feed into changes in approach at a College and ultimately at a School level. We have postponed undertaking development work specifically in relation to this recommendation until the outcomes of the Academic Development fellows' work on College support for GTAs is finished. They are due to report by July this year.

## **University Restructuring**

### *Recommendation 14*

The Panel **recommends** that once the College of Medical, Veterinary & Life Sciences has bedded down one year post restructure, that the Head of College reflects on whether the Head of the Dental School should have a seat on the College Management Group and/or whether the Dental School should become a formal School within the College. [*Paragraph Conclusions*].

For the attention of: **Head of School of Medicine**  
and **Head of College of Medical, Veterinary and Life Sciences**

***Joint Response:***

The College of Medical, Veterinary and Life Sciences has now existed for seven months. Professor Jeremy Bagg has been our acting Head of the School of Medicine between January and April 2011. It is proposed that as from April 11, Professor Jeremy Bagg will become a Deputy Head of the School of Medicine. This will provide a close and cohesive relationship between the Dental School and the School of Medicine.