Dear colleagues,

**Regulation of Dental Services Programme Board update**

This email is to update you on improvements to the dental regulatory system that will begin to be delivered by the Regulation of Dental Services Programme Board (RDSPB) later this year.

As outlined in the [*future of dental service regulation*](http://www.cqc.org.uk/content/future-dental-service-regulation) report published last year, the Board has identified areas for improvement to make dental regulation more coherent, streamlined and effective.

Since the publication of the report, working groups including Board members, providers, the public and other stakeholders have been developing plans to address those areas of improvement.

Later this year, the Board will begin to publish and launch the outputs of those working groups which will include:

* An **operational protocol** outlining when and how the Care Quality Commission (CQC), NHS England (NHSE) and the General Dental Council (GDC) will share information and who the key contacts are in each organisation.
* A map outlining the **roles and responsibilities** of each organisation for the public and providers/professionals.
* One **joined-up statement** for the public and providers/professionals detailing the **complaints process** across and within all three of the regulatory organisations (CQC, NHSE and GDC). This will include how, when and why the public and providers/professionals should access each part of that system.
* **Joined up and consistent information** about the regulatory system on all of the system partners websites.

We will keep you updated on the progress with these improvements, but if you have any thoughts, comments or questions in the meantime, please email us at [futuredentalregulation@cqc.org.uk](mailto:futuredentalregulation@cqc.org.uk).

Kind regards

Janet Williamson  
Chair, Regulation of Dental Services Programme Board