Public Services Delivery Scotland
Oral Surgery Education and Training Programme Pilot

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WHO

Five dentist and dental nurse teams from NHS Forth Valley

WHERE

Part A
Online via Microsoft Teams
Part B
NHS Forth Valley Royal Hospital

Clinical Effectiveness

WHAT

A two-part longitudinal model combining online and hands on training

WHY

To provide more effective oral surgery care

WHEN

February – December 2025

Background

Primary care dentists should undertake routine oral surgery care. High numbers of patients are referred to secondary care departments across Scotland for oral surgery contributing to long waiting times. Findings from a workforce survey, semi-structured interviews with interest holders and analysis of secondary care waiting list data identified oral surgery as a key focus to develop a new education and training programme.

This pilot oral surgery education and training programme (OSETP) for primary care dental teams was developed and implemented by the Dental Clinical Effectiveness workstream within Public Services Delivery Scotland in collaboration with NHS Forth Valley Royal Hospital (FVRH) to help improve and provide more effective care for oral surgery patients.

Aims

The aims of the OSETP pilot were:

- To increase knowledge, understanding, clinical skills, competence and confidence of the diagnosis and management of patients requiring surgical intervention of the mouth and or jaws of primary care dental teams.
- To enhance patient care while also improving collaboration and communication across the different dental services creating a more effective system.

Methods

Part A utilised an innovative model based on Project ECHO[1] it involved two 90- minute sessions of group online teaching by a specialist oral surgeon followed by peer case-based learning supported by best practice guidance.

Part B six-sessions of hands-on clinical teaching

Evaluation was incorporated throughout with anonymous Microsoft forms pre-training, sessional and post-training questionnaires. The evaluation framework was underpinned by the four levels of the **Kirkpatrick Model**[2]

Results

REACTION 1
Participants reported the programme was enjoyable, relevant to their role and would recommend to a colleague.

LEARNING 2
Participants reported they had increased their oral surgery knowledge, understanding, competence, confidence, and clinical skills.

BEHAVIOUR 3
Participants reported they were willing to help others in their team in challenging oral surgery situations, and they had shared learning from the pilot.

RESULTS 4
The successful introduction of a new innovative education model into the oral surgery specialty by Public Services Delivery Scotland.

Conclusion

Part A facilitated communication, collaboration and relationships built with peers and specialists to share learning and improve confidence.
Part B ensured that the crucial experience of hands-on teaching to improve clinical skills was delivered to both the dentist and dental nurse. Dentistry relies on a team approach to deliver patient care and creating a programme supporting both the dentist and dental nurse was imperative.

The pilot has provided robust evidence that this model of learning can be utilised to improve patient's dental care contributing to a more effective system. The OSETP is being expanded to a further two health boards in 2026.

References

Project ECHO The University of New Mexico Health Sciences https://projectecho.unm.edu/

The Kirkpatrick Model https://www.kirkpatrickpartners.com/the-kirkpatrick-model/

Acknowledgements

We wish to thank the oral surgery team at NHS FVRH, the participants and PSDS business support

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