



DENTIST MIND

Dentistry Ethics

MMI Stations

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MMI STATION: GDC PRINCIPLE 1



READING ⌚ 1m

SPEAKING ⌚ 5m

DENTAL ETHICS



DIFFICULTY: HARD

Treating Patients Fairly

A 63-year-old man who is a lifelong smoker and a 23-year-old pregnant lady both need dental implants, but there is only one set of dental implants.

Who should get the dental implants?

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EXAMINER'S CARD

MMI STATION

GDC PRINCIPLE



A 63-year-old man who is a lifelong smoker and a 23-year-old pregnant lady both need dental implants, but there is only one set of dental implants.

Who should get the dental implants?

MODEL ANSWER

- The NHS was made to give quality care to everyone and so even if the man is a lifelong smoker, it is unfair to treat the pregnant lady over him.
- However, it is likely that a lot of time and resources will have to be invested into this patient, which could have been avoided if he did not smoke.
- With all this in mind, I still believe we should not approach this by pointing the finger at the smoker, and he should also receive adequate care.
- In the long term, we must ensure that all patients are better educated about the impact of lifestyle choices such as smoking to avoid these dilemmas occurring in the future.

Interview
Top Tip



It's extremely important you consider both sides here and take some time to deliberate your answer, as it shows the interviewer you are really thinking about it!





MMI STATION: GDC PRINCIPLE 2



READING ⌚ 1m

SPEAKING ⌚ 5m

DENTAL ETHICS



Communicating with Patients

A 23-year-old man called John is upset by his teeth and describes them as being ‘wonky’ and ‘ugly’. You carry out an examination and find no clinical evidence that he requires braces, and unfortunately he is not eligible according to NHS criteria for braces. The man explains that he has been bullied for his teeth and this has affected his mood and he has a diagnosis of anxiety disorder and depression.

Please speak to John about the plan moving forward.

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DIFFICULTY: HARD



EXAMINER'S CARD

MMI STATION GDC PRINCIPLE 2

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Please speak to John about the plan moving forward.

GOOD ANSWER

- **Don't jump in** - ask the questions some intro questions to ease the conversation in
- **Be calm** - stay calm and composed
- **Show empathy** - be empathetic
- **Use simple language** - speak in laymen terms rather than scientific language
- **Listen actively** - Use eye contact, verbal and non-verbal facilitation
- **React well** - react well to patient's emotion
- **Find out the information** - make sure to actually ask all of the things specified in the question.

BAD ANSWER

- **Overly emotional** - becoming too emotional in front of the patient
- **Lack of empathy** - presenting a corporate feel rather than caring and empathising
- **Not covering the information** - not asking all of the questions specified.
- **Not coming up with a solution** - Ensure they are happy with how you are dealing with the fact that he can't be treated
- **False hope** - protecting the patient by sugar coating the situation. Includes promising things





MMI STATION: GDC PRINCIPLE 3



READING ⌚ 1m

SPEAKING ⌚ 5m

Difficult Patient

A six year old girl comes in to your clinic with decay in many of her teeth and your clinical opinion is that they need to be extracted. You explain this to the girl's father who disagrees with you and does not want the teeth to be extracted. How do you approach this situation?



EXAMINER'S CARD

MMI STATION

GDC PRINCIPLE

3

A six year old girl comes in to your clinic with decay in many of her teeth and your clinical opinion is that they need to be extracted. You explain this to the girl's father who disagrees with you and does not want the teeth to be extracted. **How do you approach this situation?**

GOOD ANSWER

- **Address the father's concerns..** Find out why exactly the father does not want the teeth to be removed - perhaps he thinks there are significant risks associated with the procedure.
- **Try and convince the father that the treatment is in the girl's best interests.** Explaining to the father what will happen if her teeth are not extracted will help the father come to a well informed decision.

TERMS TO MENTION IN YOUR ANSWER

- **Competency.** The patient is 6 years old, so it is unlikely that they are competent to make their own decisions. If the patient is Gillick competent, this situation can be escalated.
- **Autonomy.** Autonomy means respecting a patient's ability to make decisions. People have a right to decide about their own healthcare
- **Beneficence.** The dentist should explain the importance of the treatment, as well as what the implications are if the teeth are not extracted

Interview
Top Tip



Although Gillick Competence allows for a child up to the age of eighteen to make their own decision regarding their care, they must be able to understand and retain all the information given to them as well as communicate it back. This is unlikely and so she would require a parent or legal guardian to consent for her.





MMI STATION: GDC PRINCIPLE 4



READING ⌚ 1m

SPEAKING ⌚ 5m

Confidentiality

A 11-year old boy, James is having dental care and the dentist informs the parents that he will need to have treatment. The boy then asks the dentist what he has. **What should the dentist do in this situation?**



EXAMINER'S CARD

MMI STATION GDC PRINCIPLE 4

A 11-year old boy, James is having dental care and the dentist informs the parents that he will need to have treatment. The boy then asks the dentist what he has. **What should the dentist do in this situation?**

GOOD ANSWER

- Dentist needs to meet with the boy and assess his capacity.
- If he is unwell and unable to understand the implications of the diagnosis, it is correct that he is not told for the time being.
- You as a dentist would review this decision if there was any change in his condition.

BAD ANSWER

- Telling the parents that it is his duty to talk to the boy no matter what his mental state is, this is because he deserves the right to know and if you were in their position you would want to do the same

Interview
Top Tip



King's particularly like mentioning the GMC guidelines here. By using these, your answer will stand out and you will come across as a confident candidate.





MMI STATION: GDC PRINCIPLE 4



READING ⌚ 1m

SPEAKING ⌚ 5m

Confidentiality

You are a dental student shadowing a practice and notice two colleagues discussing a patient. One of your colleagues says to you that they are breaching patient confidentiality. **In which circumstances could the disclosure of patient information be justified?**



EXAMINER'S CARD

MMI STATION

GDC PRINCIPLE

4

You are a dental student shadowing a practice and notice two colleagues discussing a patient. One of your colleagues says to you that they are breaching patient confidentiality. **In which circumstances could the disclosure of patient information be justified?**

GOOD ANSWER

- It is crucial to know that all personal information belongs to patients and not dentists.
- Unless a patient has allowed disclosure of their personal information for a specific scenario, it would be going against the GDC Principles
- No one should have unauthorised access to information - including written records and speaking about patients in an open environment.

BAD ANSWER

- Telling the interview that as long as they anonymise it, there is nothing wrong with what they're doing
- Explaining that confidentiality can never be broken - there can be certain instances when it can be.

Interview
Top Tip



GDC Principle 4.2 states that you must protect the confidentiality of patients' information and only use it for the purpose for which it was given.



EXAMINER'S CARD

MMI STATION

GDC PRINCIPLE

4

You are a dental student shadowing a practice and notice two colleagues discussing a patient. One of your colleagues says to you that they are breaching patient confidentiality. **In which circumstances could the disclosure of patient information be justified?**

When confidentiality can be broken

- **Insurance Companies:** It is quite common for insurance companies who are acting for the patient or other healthcare professionals who are in charge of taking care of the patient.
- **Court:** This includes when ordered to do so by court by identification of missing people. This is a common scenario as many people can only be identified by their dental records. This could be a justifiable reason, as it would help give closure to families of relatives who are concerned and also help the criminal justice system with cases.
- **Dental Emergency:** If it is a matter of life or death and the patient is unable to give consent, it can sometimes be appropriate to break confidentiality in the best interests of the patient.

Interview
Top Tip



Ultimately, the patient should have autonomy on their information. However, there may be scenarios where you are obliged to disclose information.





MMI STATION: GDC PRINCIPLE 5



READING ⌚ 1m

SPEAKING ⌚ 5m

DENTAL ETHICS



Complaints Procedure

You notice one of your colleagues, Michael, doing work experience at the Dental Surgery.

You see Michael looking at his neighbour's confidential records out of curiosity. The practice manager calls you in and questions you. Apparently Michael had been speaking to his neighbour's son in the pub, and telling him about his mother's treatment. The mother has complained. Your manager has called you in for advice to discuss the next steps.

What points will you bring up?

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DIFFICULTY: HARD



EXAMINER'S CARD

MMI STATION GDC PRINCIPLE 5

You notice one of your colleagues, Michael, doing work experience at the Dental Surgery. You see Michael looking at his neighbour's confidential records out of curiosity. The practice manager calls you in and questions you. Apparently Michael had been speaking to his neighbour's son in the pub, and telling him about his mother's treatment. The mother has complained. Your manager has called you in for advice to discuss the next steps. **What points will you bring up?**

GOOD ANSWER

- **Explain the ethical issues.** This can lead to patients losing faith in the dental practice. In future, patients may not come to see their dentist, or if they do come, they may withhold personal information vital to a diagnosis.
- **Unfair on patient.** Show that you understand it is unfair on the patient as they may not want their son to know about their specific medical / dental treatment.
- **Define professionalism.** Professionalism is how you respond to the GDC standards that are expected of you, and how you take responsibility for meeting them. Appropriate attitudes and behaviours with patients and colleagues need to be considered too!

BAD ANSWER

- **Being overly harsh.** Michael deserves punishment - yes - but you should not be overly harsh. For example, he doesn't deserve a Fitness to Practice and banned from future practice. He has made a mistake and needs to learn from it.
- **Neglecting the situation.** If you in any way justify Michael's actions, your answer will be going in the wrong direction. You need to show an awareness for the ethical issues at hand.
- **Not being able to define professionalism.** It is a hard word to describe but you should understand its fundamentals.





MMI STATION: GDC PRINCIPLE 6



READING ⌚ 1m

SPEAKING ⌚ 5m

Being a Team Member (Part 1 of 2)

You are the team leader in a group session and you find out that in your team one person has been bullying the other person. The person being bullied is afraid to report this because of the consequences.

What would you do in this scenario?





MMI STATION: GDC PRINCIPLE 6



READING ⌚ 1m

SPEAKING ⌚ 5m

Being a Team Member (Part 2 of 2)

You are the team leader in a group session and you find out that in your team one person has been bullying the other person. The person being bullied is afraid to report this because of the consequences.

There is also another member of your team who is not performing well and putting effort in. What should you do in this scenario?



EXAMINER'S CARD

MMI STATION

GDC PRINCIPLE

6

You are the team leader in a group session and you find out that in your team one person has been bullying the other person. The person being bullied is afraid to report this because of the consequences. **What would you do in this scenario?**

GOOD ANSWER

- **Speak to the person being bullied.** It is important to reach out to the person who is being bullied to try to understand their fears.
- **Do not break the news to the team.** The person being bullied is clearly worried about repercussions of telling anyone. So it is better to speak to the bullied person first, before blurting anything out in a team meeting.

BAD ANSWER

- **Jumping to conclusions.** Don't jump to a conclusion and hand out punishments without knowing the full story? Bullying can range from being slightly rude to someone, to physical bullying. You need to quantify the bullying and then act appropriately.
- **Too light a punishment.** Just a telling off is not sufficient, as this is a very serious situation.



EXAMINER'S CARD

MMI STATION

GDC PRINCIPLE

6

You are the team leader in a group session and you find out that in your team one person has been bullying the other person. The person being bullied is afraid to report this because of the consequences. **There is also another member of your team who is not performing well and putting effort in. What should you do in this scenario?**

GOOD ANSWER

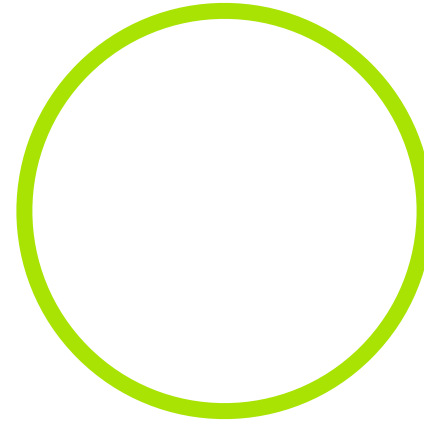
- **Speak to that team member.** Have a casual chat with that team member individually. Reach out - find out what is going on in their personal life to search for deeper problems. Also ask about how they are finding the work - is it a case of them not putting effort, or them struggling with the difficulty of the work?
- **Gain a peer assessment.** It may be useful to speak to other team members to gain a peer assessment of their colleagues. This will enable you to better understand the team.

BAD ANSWER

- **Jumping to conclusions.** Don't jump to the conclusion that this team member is being lazy. He could have some family issues, or may be struggling with the work. It is important to speak to the team member 1-to-1.
- **Put pressure and pile work on the team member.** It is better to speak to the person in question before piling work on them. If they are struggling, this will only make the situation worse and could dampen his morale.



Dental Ethics



Dental Ethics
Complete

