



Safety Climate Survey Frequently Asked Questions

Registration

How do I find my location code?

You will need your dental practice location code to register. This is your practice or Public Dental Service (PDS) site number. If you are unsure of your site number, you can find it here: <https://www.isdscotland.org/Products-and-Services/Data-Definitions-and-References/National-Reference-Files/>.

To access your site number scroll down the webpage to 'other' and then click on 'dentprac'.

You can search the file by any of the relevant fields such as your practice name or address details by pressing 'Ctrl' and 'F' simultaneously and entering your search term.

For more information see page seven of the guidance document on our [website](#). If you have problems locating or registering your code, please contact the Primary Care team (email: hcis.pcpteam@nhs.net).

What do I do if I have forgotten my password?

You can reset your password by:

- Going to the login page
- Clicking "Forgotten your password?"
- Entering your practice's location code and email address.

A new password will be emailed to you.

Note: only the person whose email address has been registered on the system (typically one person from each practice) can reset the password. If that person no longer works in the practice, please contact the Primary Care team (email: hcis.pcpteam@nhs.net) with the new email address.

I have received a new password but it does not work

When you receive a new password please retype it rather than copy and paste it. If, however, you decide to copy and paste the new password, please make sure that you do not copy a blank space after it. The system will recognise this blank space as an additional character and return an error.

I have tried to reset the password but I have not received an email with a new password

If you have not received an email with your new password, please check your 'junk mail' folder – some email systems, particularly nhs.net, classify emails sent by the system as spam and move them to the 'junk' folder.

Our designated individual for the practice has left and did not leave the password and their email address was registered on the system for our practice

To change the registered email address, please contact the Primary Care team (hcis.pcpteam@nhs.net) with the new email address.

I work in General Dental Service (GDS) and we have staff who work across practices. Can we all complete one survey?

If practices are within the same NHS board, it is possible to merge location codes together and complete one survey. In order to do this, please contact us at hcis.pcpteam@nhs.net to advise which location code you have registered and which other location codes will be participating under that registration. We are not able to combine practices if they cross NHS boards.

I work in PDS, is there any way we can split our registrations into smaller groups, for example by location?

Yes, you can request additional sub-codes by contacting us at hcis.pcpteam@nhs.net. This should be requested before you register. As soon as the sub-codes are set up, we will notify you and then each team can be registered separately.

Survey Administration

I have added an incorrect email address or staff name to the system. Can this be removed?

If you have entered a name or an email address incorrectly you can just leave it and re-enter the correct details. Even though the incorrect entry will show as "not completed", once the report is run they will not be taken into account when calculating the results.

If you require to remove a staff name or email address, please contact the Primary Care team (hcis.pcpteam@nhs.net).

Reporting

I tried to produce a report but I have not received an email with the link

If you have not received a link to the report please check your "junk mail" folder. Some email systems classify emails from the safety climate system as spam and move them to your "junk" folder.

For some of the questions 7 was the most positive score but for others it was 1. How does this affect my results?

These questions are there to ensure that participants take the time to read the questions correctly however there is an algorithm in the system to adjust the negative scoring. This means that the score you see in your final report is aligned with the other scores so the higher your score, the more positive the response has been in that section.

I am having trouble uploading my action plan to the NHS Education for Scotland (NES) portal

If you have any issues with uploading your action plan, please contact qi.hub@nes.scot.nhs.uk

QI Activity in Dentistry

Is completing the survey mandatory?

The Chief Dental Officer (CDO) expects that the survey, together with the required Quality Improvement (QI) modules (see below) will be undertaken by all dental teams in Scotland in the first year of this new QI cycle as per his memorandum [PCA\(D\)\(2019\)10](#).

The Safety Climate Survey provides GDS dentists with five hours of QI activity and the associated allowance. Please note that five hours per dentist is the maximum available, even if you work across practices and participate in more than one survey. If practices are within the same board you could consider merging these to complete one safety climate survey. Please see the Registration section above for more details.

What else do I need to do this year?

The QI eLearning modules are:

- Measurement for improvement
- Understanding your system
- Developing your aims and change ideas
- Testing your change ideas

These modules are recommended for **all** members of the dental team. It is important QI involves the whole dental team. Each module will take approximately 30 minutes to complete. On completion of the four modules, members of the dental team will be able to download certificates providing two hours of verifiable Continuing Professional Development (CPD) in total.

Where can I get help with accessing the modules?

You can access our quick [guide](#) to accessing the modules and for more information please view the [flyer](#) from NHS Education for Scotland (NES).

This Frequently Asked Questions document is intended to give brief answers to some commonly asked questions. For more detail please view the guidance on our [website](#).

