

Demographic data and interview guide

Gender:

Role:

City:

Full time or part time:

Responsibilities (at previous role):

Years of clinical experience:

City:

Setting:

Start date of work at UDCs:

Full time or part time:

Role in the UDC:

Interview guide

1. **Please can you tell me how did your work at UDC come about?**
Voluntary, redeployment, other. Do you feel the procedures and responsibilities were communicated to you effectively?
2. **Did you have any expectations before joining the UDC and how does this compare with your role as it currently stands?**
3. **Please can you describe what is a day like for you at UDC?** (in terms of responsibilities, role, number of patients).
4. **Please can you tell me about your experience of working at the UDC?**
(Any thoughts in terms of the referral mechanism from other practices; referral of patients who do not have a dentist; working together with your dental nurse, fit testing and others)
5. **Has your work at UDC changed at all over the course of the pandemic?**
6. **How did you find the clinical encounter with the patient as regards to communication and clinical management?**
7. **What, if any, are the positive or negative impacts of your involvement in the UDCs?** Do you feel there was impact upon yourself in terms of health and wellbeing?
8. **What, if any, are the challenges/difficulties in your role and barriers to providing care?**
 - Design, fitting, availability and use of PPE including IPC protocols
 - Practice organisation and risk assessment
 - Patient communication and consent procedures
 - Training needs and clinical support
9. **What in your view has worked well during your service at UDC?** (e.g. this could be for example about coordination, team work and others)
10. **Could you please identify ways, if any, that your work at UDC could be made easier or ways that the operation of the UDCs can be improved?' etc.** (facilitators)
11. **Any comments in terms of:**
 - *Design, fitting, availability and use of PPE including IPC protocols*

- *Practice organisation and risk assessment*
- *Patient communication and consent procedures*
- *Training needs and clinical support*

12. Do you feel that UDC hubs are worthwhile, in what aspects and how do you see their future?

13. How do you feel about the current and future care of your own patients?

14. Do you see any changes ahead, in terms of dental services (e.g. waiting list, service delivery, the way you work)?

15. Do you have any other thoughts or recommendations about the way forward and the transition of dental services back to normal?

16. Thank you very much for sharing your experiences and for your service. I have nothing else to ask- is there anything else you would like to add?