

## 1) Interviews with patients

- Can you please tell me your story of your experiences as a patient in dental practices?  
I am interested in all the events and experiences which were important for you personally
- Can you tell me about what makes a good dental experience?
- Can you tell me about what makes a bad dental experience?

### **Current experiences at the dentist**

- Can you tell me about the discussion you had with the dentist about your oral health?
- Did he/she raise issues which you'd thought about before?
- Do you feel you receive the right amount of information in your dental appointments at the moment?
- Are there topics you feel should or should not be raised by dentists?
- Are there any ways in which the dentists could give you better information?

### **Views on traffic light system [show patient traffic-light cards]**

- What do you make of rating risk by Red, Amber, Green categories?
- Does it make sense to you?
- Is it better or worse than just a general discussion with the dentist?
- What would it mean to you to be 'high/ low risk' of dental disease? Is it important to you?
- How would you classify yourself? Why?
- Do you think it would prompt you to improve the way you care for your teeth?

### **Views on QLF photographs [show patient example photographs]**

- What about having a photograph of your mouth like this where areas of risk are highlighted – would you like to receive a photograph like this?
- What would you do with it?
- Would you like it on your mobile phone or computer, or a printed copy?
- Is it better or worse than just a general discussion with the dentist or having a traffic light score?
- What do you think about when you look at a photograph like this?
- Do you think it would help prompt you to improve the way you care for your teeth?

### **Any other issues**

- Are there any other issues that you think are important for us to know?

## 2) **Interview with dental team**

- Can you please tell me the story of your experiences as both a patient and as a member of the dental staff? I am interested in all the events and experiences which were important for you personally
- Did your own experiences as a patient shape your decision to work in a dental setting?
- What appealed to you about the profession?
- Can you tell me about what makes a good dental experience?
- Can you tell me about what makes a bad dental experience?

### **Views on current dental practices**

- Can you tell me about the sorts of patients that attend this practice?
- Can you tell me about the changes you have observed over the years?
- Are there any topics you feel more or less confident talking to patients about?
- Can you describe what makes a practice work?
- Are there topics you feel more or less confident talking to patients about?

### **Views on traffic light system [show dental professional traffic-light cards]**

- What do you make of rating risk by Red, Amber, Green categories?
- Does it make sense to you?
- Is it better or worse than just a general discussion with the patient?
- Can you describe your experiences of delivering this type of information to patients?
- What worked well?
- What could be improved?

### **Views on QLF photographs [show dentist example photographs]**

- What do you make of showing and interpreting QLF photographs to patients?
- Does it make sense to you?
- Is it better or worse than just a general discussion with the patient?
- Can you describe your experiences of delivering this type of information to patients?
- What worked well?
- What could be improved?

### **Any other issues**

- What could help dental professionals better communicate with their patients?
- Are there any other issues that you think are important for us to know?

### 3) Structured observation-coding sheet

Practice		P - Gender		Visit type	
Dental Lead		P - age bracket		Total app time	
Dental staff		Accompanied?		Observation no.	

*Greeting sequence*

*Problem presentation*

*Medical and social history review*

*Exam*

*Review of exam*

*Farewell sequence*