

PUBLIC HEARING

Professional Conduct Committee Review Hearing

2 July 2026

Name: LAM, Xiang Yao

Registration number: 283795

Case number: CAS-195352

General Dental Council: Andrew Molloy, Counsel
Instructed by Georgina Mayles, IHLPS

Registrant: Present
Represented by Tom Day, Counsel.
Instructed by Jennie Henderson, the MDDUS

Fitness to practise: Impaired by reason of misconduct
& deficient professional performance

Outcome: Conditions extended and varied (with a review)

Duration: 12 months

Committee members: Helen Wagner (Chair, lay member)
Jonathan Farmer (Dentist member)
Leeann Sadler (Dental Care Professional member)

Legal adviser: Edward Hosking

Committee Secretary: Jenny Hazell

1. This is a resumed hearing before the Professional Conduct Committee (PCC), pursuant to section 27C of the Dentists Act 1984 (as amended) ('the Act'). The hearing is being conducted remotely by Microsoft Teams video-link.
2. You are present at the hearing and are represented by Mr Day, Counsel. Mr Molloy, Counsel, appears on behalf of the General Dental Council (GDC).

Purpose of hearing

3. The purpose of today's hearing is to review a substantive direction of conditions that was extended for a further 18 months by the PCC on 5 December 2024.

Background to your case

4. In December 2022 the initial PCC considered allegations about your fitness to practise. You were not present at the hearing, and were not represented in your absence. The initial PCC decided to proceed in your absence. The findings of fact against you related to your dental vocational training during your foundation year and were summarised by the initial PCC in the following terms:

'The Committee's findings relate to Mr Lam's care of a number of patients in the overall period of August 2019 to June 2020. The Committee has found that Mr Lam failed to provide an adequate standard of care to patients in relation to the specific areas of diagnostic assessment, patient advice and communication, extractions, restorations, periodontal disease, radiography, onward referrals, informed consent, record-keeping and aftercare practice. The Committee has also found that Mr Lam failed to treat a patient with kindness and compassion in behaving in an unprofessional manner, and that he failed to treat another patient with dignity and respect because of comments that he made about that patient.'

5. That PCC determined that your fitness to practise was impaired by reason of misconduct and deficient professional performance. It noted the lack of recent and current evidence of remediation. It also noted that you had not practised in the UK since March 2020. It considered that there was a risk of repeating your actions and omissions. The PCC also considered that a finding of impairment was required in the wider public interest. The PCC considered that the findings were capable of being remedied. However, given your lack of "meaningful" engagement with these proceedings at that time and the fact that you were not currently residing in the UK, it was not satisfied that conditions would be workable or capable of being monitored. It therefore directed that your registration be suspended for a period of 12 months, with a review hearing to be convened prior to the end of that period of suspended registration.

Resumed hearing 5 January 2024

6. On 5 January 2024 the PCC reviewed your suspension. You were present at the hearing and you were represented. At that hearing the PCC had regard to the remediation bundle which you provided and also heard oral evidence from you on your reflections and the steps you had taken to address the concerns identified in these proceedings. It had regard to the records of your training and supervision in Malaysia in 2022, your detailed reflective writing, your Continuing Professional Development (CPD) record of GDC accredited learning activities as well as supportive professional references as to your character and performance as a dentist. It noted your evidence that you had no intention of resuming dental practice in the UK for the foreseeable future.

7. The PCC recognised the "substantial" remediable steps you had taken to address the concerns in this case. However, the main issue for the PCC was that you had not practised in the UK since around March 2020 and you had not practised at all since August 2022. In the PCC's

judgement, you had not yet demonstrated that the deficiencies identified by the initial PCC had been fully remedied. This was against a background of the unsuccessful completion of dental vocational training in the UK along with the wide-ranging basic clinical concerns which arose during the course of that training. It determined that your fitness to practise remained impaired by reason of misconduct and deficient professional performance.

8. However, given your engagement in these proceedings, the PCC was satisfied that conditions were workable and proportionate and would serve to protect the public while providing you with a structured framework within to continue to remedy the concerns identified in these proceedings. It directed that the current period of suspension be terminated and be replaced by a direction of conditional registration for a period of 12 months, with a review hearing to take place before the end of that period. The conditions included a requirement that you must place yourself and remain under the direct supervision of a workplace supervisor. The workplace supervisor was required to observe your day to day work.

Resumed hearing 5 December 2024

9. The PCC reviewed the order on 5 December 2024. You were present and represented at the hearing. At that hearing the PCC was provided with information relating to your compliance with the conditions to which your registration has been subject, copies of your personal development plans (PDPs), a log of continuing professional development (CPD) that you had undertaken, a reflective statement from you as well as testimonials from colleagues and patient feedback forms.

10. That PCC considered that you had demonstrated a “considerable amount of insight” into your identified failings. However, it considered that you had not had the opportunity to remedy in full your clinical shortcomings, due to the fact that the conditions of practice that had been imposed can only be fulfilled if you are practising in the UK. The PCC therefore considered that a risk of repeat of your identified failings remained and therefore you remained an ongoing risk to the public. Accordingly, the PCC determined that your fitness to practise remained impaired by reason of misconduct and deficient professional performance.

11. The PCC also considered that a finding of current impairment was required in the wider public interest in order to declare and uphold proper professional standards of conduct and behaviour and to maintain public trust and confidence in the profession.

12. The PCC determined that a further period of unchanged conditional registration remained appropriate and proportionate to meet the public protection and wider public interest considerations identified in this case. It was satisfied that a further period of 18 months was necessary for you to continue and conclude the process of remediation. It further directed a review of the order before its expiry. The current order of conditions is due to expire on 4 August 2026.

Today’s review hearing

13. The Committee has carried out a comprehensive review of the order today. In so doing, it has had regard to the documentary evidence presented at the hearing. This includes correspondence between you and the GDC’s Case Review Team (CRT) regarding the nomination of a workplace supervisor and an educational supervisor and CRT’s email dated 7 May 2026 confirming its approval of your nominated workplace supervisor.

14. In addition, the Committee has had regard to the Defence bundle which includes the following documents: a copy of your Personal Reflection dated 15 June 2026; a copy of your PDP for 2026; certificates of CPD covering the period from January 2025 to June 2026; clinical audits undertaken in 2026 whilst you were working as a dentist in Malaysia in the areas of restorations; extractions; radiographs and record keeping; Academic Evidence in the form of the syllabus of Master of Dental

Surgery in Orthodontics & Dentofacial Orthopaedics, a Certificate of Masters of Dental Surgery in Orthodontics and Dentofacial Orthopaedics 2025, Royal College of Surgeons EDI Certificate December 2025 as well as testimonials dated June 2026.

15. The Defence bundle also contained correspondence dated 23 July 2025 from a Clinical Recruitment Team of a Dental Group to you in which they advised you that having reviewed the GDC conditions, they are unable to progress with your application as the Dental Group would not be able to meet the criteria set out by the GDC at this time. There is also a letter dated 1 June 2026 from a Practice Principal in which he confirms that he supports your application to return to the clinical practice in the United Kingdom. He states that appropriate arrangements have already been made to support your return, including the appointment of the GDC approved workplace supervisor. However, he sets out that there may be practical and financial difficulties regarding the requirement of 'direct supervision'.

16. In your statement you set out your reflections on your deficient professional performance and misconduct during your vocational dental training (VT) from 2019 and 2020. You also set out the steps you have taken over the last four years to address the weaknesses highlighted by your Vocational trainer and align yourself with competencies expected of a dentist. This included you attending a substantial number of CPD courses. You also explained that you dedicated time and effort to formal academic study which included successfully completing a three year full-time Master of Dental Surgery in Orthodontics and Dentofacial Orthopaedics at University of Hong Kong. You also completed the Diploma of Specialty Membership in Orthodontics at the RCS Edinburgh in December 2025 and at the RCPS in Glasgow in March 2026.

17. The Committee was referred to the testimonial evidence regarding the clinical work you undertook as a dentist at a dental clinic in Malaysia in 2022 and since November 2025 (following the completion of your postgraduate training).

Submissions

18. Mr Molloy, on behalf of the GDC, submitted that your fitness to practise remains impaired by reason of your misconduct and deficient professional performance for the reasons set out in the previous PCC's determinations. The GDC's position is that the current conditions should remain in place, unvaried, to include the requirement of 'direct' supervision, for a period of 12 months.

19. Mr Day, on your behalf, conceded that your fitness to practise remains impaired and agreed that conditions should remain on your registration for a period of 12 months. However, he submitted that the requirement of 'direct' supervision was not workable and was effectively tantamount to suspension. Mr Day referred to the letter dated 1 June 2026 from a Practice Principal in which he sets out that there may be practical and financial difficulties regarding the requirement of 'direct supervision'.

20. Mr Day submitted that, although the existing conditions have not taken practical effect because you are currently working and residing overseas, you have done your utmost to at least abide by the spirit of the conditions even whilst working in Malaysia. During the course of Mr Day's submissions he referred to the significant educational development you have undertaken in the last six years. Further, you have sought to improve your clinical practice by working as a dental associate in Malaysia where you have undertaken regular clinical audits of your work. In short, Mr Day submitted that you have shown insight into your shortcomings and you now have the necessary arrangements in place to work at a dental practice in the UK, where your work can be supervised. Mr Day submitted that supervision or close supervision would be adequate to protect the public and proportionate in the circumstances.

21. In response to Committee questions, Mr Day provided further information regarding your working arrangements as a dentist in Malaysia, the range of clinical work you carried out and the differences between working as a dentist in Malaysia and that of the United Kingdom.

Committee's determination

22. The Committee has carefully considered all the information presented to it, including the submissions made by both parties. It has accepted the advice of the Legal Adviser.

23. The Committee had regard to paragraph 313 onwards of the GDC's Fitness to Practise: Guidance for the practice committees (the Guidance) regarding previous order of conditions.

24. The Committee first considered whether your fitness to practise as a dentist remains impaired by reason of misconduct and/or deficient professional performance. It recognises that you have provided detailed reflections on your shortcomings and you have taken active steps to address them through your recent work as a dentist in Malaysia. The recent testimonial letters set out the steps you have taken to improve your clinical practice as well as being open to feedback. They describe you as showing insight and professional responsibility. However, the Committee considers that you have not had the opportunity to remedy in full your clinical shortcomings, due to the fact that the conditions of practice that have been imposed can only be fulfilled if you are practising in the UK. It has borne in mind that you have not practiced in the UK since 2020. Whilst acknowledging the progress you have made, the Committee therefore considers that there is a risk of a repeat of your identified failings and therefore an ongoing risk to the public. Accordingly, the Committee has concluded that your fitness to practise remains impaired by reason of misconduct and deficient professional performance.

25. The Committee also considers that a finding of impairment is also required in the wider public interest in order to declare and uphold proper professional standards of conduct and behaviour and to maintain public trust and confidence in the profession. The Committee considers that a reasonable and informed member of the public would be surprised and troubled if you were to return to clinical practice without restrictions on your registration.

Sanction

26. The Committee next considered whether it would be appropriate to revoke the existing conditions, or to replace the conditions with a direction of suspended registration.

27. The Committee determined that a further period of conditional registration is the appropriate and proportionate sanction to impose in the particular and present circumstances of this case. The Committee considers that the public protection and wider public interest considerations that it has identified continue to be capable of being met by conditions.

28. The Committee has considered carefully Mr Day's submissions that the requirement of direct supervision is not workable and should be replaced with one of close or supervised. The Committee considers that you have shown insight into your shortcomings and you have taken steps to address the concerns through your work as a dentist in Malaysia. One of the testimonials refers to you being open to receiving feedback and having become more mature in your clinical judgement. Given these positive steps, the Committee is satisfied that it is appropriate and sufficient for the protection of the public to change the level of supervision from one of direct supervision to that of close supervision (condition 14).

29. It further considers it necessary and proportionate to include three additional conditions to ensure you have the necessary support on your return to work – namely (1) a condition requiring

you to have a qualified dental nurse of greater than 2 years' experience working with you at all times; (2) for you to carry out a period of shadowing with a qualified dentist for a period of 5 days before recommencing your clinical duties and (3) the supervisor to meet with you at least twice a week to discuss progress at which they must have reviewed the radiographs taken by you, any laboratory work that you are providing and review all treatment plans involving exodontia, root canal treatment, indirect restorations and dentures. These appear as conditions 13, 16 and 17 below.

30. The Committee hereby directs that your registration remains subject to the varied conditions for a further period of 12 months. The Committee also directs that a review hearing take place prior to the end of that extended period of conditional registration. The Committee considers that a further period of 12 months is proportionate and appropriate, as it considers that such a period of time is likely to be necessary for you to continue and conclude the process of remediation and embed it in your practice in the United Kingdom.

31. The conditions, as they will continue to appear against your name in the register, are as follows:

1. *He must inform the GDC within 7 days of his return to the UK for the purpose of practising dentistry. The following conditions can only be fulfilled in the UK and the monitoring of his compliance of these conditions will start from the date of his return for that purpose.*

2. *At any time he is employed, or providing dental services, which require him to be registered with the GDC, he must notify the GDC within 7 days of any post he accepts for which GDC registration is required and the Commissioning Body/ Local Health Board on whose Dental Performers List he is included.*

3. *At any time he is employed, or providing dental services, which require him to be registered with the GDC he must provide the GDC with contact details of his employer within 7 days and allow the GDC to exchange information with his employer or any contracting body for which he provides dental services and any Development Adviser* or reporter referred to in these conditions.*

4. *He must inform the GDC within 7 days of any formal disciplinary proceedings taken against him from the date of this determination.*

5. *Following any return to the UK to practise dentistry, he must inform the GDC within 7 days if he applies for dental employment outside the UK.*

6. *He must inform the GDC within 7 days of any complaints made against him from the date these conditions take effect.*

7. *He must not engage in single-handed dental practice. For the avoidance of doubt, this condition applies regardless of whether he is employed or providing any kind of dental services, including on a locum or out-of-hours basis.*

8. *At any time he is employed, or providing dental services, which require him to be registered with the GDC, he must nominate a Development Adviser (or a nominated deputy) who must be agreed by the GDC prior to his return to dental practice.*

9. *He must work with the Development Adviser (or a nominated deputy) to formulate a Personal Professional Development Plan, specifically designed to address the following areas of his practice, within 28 days of the adviser being approved by the GDC:*

- *Extractions*



- Restorations
- Periodontal management
- Radiography
- Consent
- Record keeping
- Pre-operative assessment and treatment planning

10. He must provide a copy of his Personal Professional Development Plan to the GDC within three months of the date on which these conditions become effective and provide an updated Personal Professional Development Plan to the GDC at least 14 days prior to any review hearing.

11. At any time he is employed, or providing dental services, which require him to be registered with the GDC, he must meet with the Development Adviser (or a nominated deputy) on a regular basis to discuss his progress towards achieving the aims set out in his Personal Professional Development Plan. The frequency of his meetings is to be set by the Development Adviser (or a nominated deputy).

12. At any time he is employed, or providing dental services, which require him to be registered with the GDC, he must allow the GDC to exchange information about the standard of his professional performance and his progress towards achieving the aims set out in his Personal Professional Development Plan with the Development Adviser (or a nominated deputy), and any other person involved in his retraining and supervision.

13. He must undertake a period of five days shadowing of a qualified dentist and ensure that he has completed all the necessary induction processes in the practice.

14. At any time that he is employed, or providing dental services, which require him to be registered with the GDC, he must place himself and remain under the close supervision** of a workplace supervisor. The workplace supervisor must be nominated by the Registrant within 28 days and approved by the GDC. The workplace supervisor must be a GDC registrant in the same category of the register as the Registrant or higher. The Registrant must not return to general dental practice until a workplace supervisor has been approved by the GDC.

15. He must seek reports from his workplace supervisor and provide these to the GDC every 3 months and at least 14 days prior to any review of these conditions. The GDC will make these reports available to the Development Adviser. The reports will include information about the Registrant's progress in relation to remedial activities in the areas identified at Condition 9 above. The workplace supervisor will sign the audits provided by Condition 22 below.

16. The workplace supervisor must meet with the registrant at least twice a week to discuss progress at which they must have reviewed the radiographs taken by the registrant, any laboratory work that the registrant is providing and review all treatment plans involving exodontia, root canal treatment, indirect restorations and dentures.

17. At any time that he is employed, or providing dental services, which require him to be registered with the GDC, he must have chairside assistance provided by a qualified dental nurse of greater than 2 years' experience (this can include experience gained as a trainee dental nurse) and who has worked in the practice for at least the previous 6 months.

18. He must allow the GDC to exchange information relating to his conditions of practice with his workplace supervisor.

19. *At any time he is employed, or providing dental services, which requires him to be registered with the GDC:*

- i. he must appoint a reporter nominated by him within 28 days and approved by the GDC;*
- ii. the reporter shall be a GDC registrant in the same category of the register as the Registrant or higher and can be the same person as the Development Adviser or workplace supervisor.*

20. *He must present the reporter with a copy of this determination and send the GDC evidence, confirming this, within 7 days of the reporter being approved by the GDC. Until the reporter has been approved by the GDC, he must not return to general dental practice.*

21. *He must seek reports from his reporter and provide these to the GDC every 3 months and at least 14 days prior to any review of these conditions and the GDC will make these reports available to the Development Adviser (should this be a different person). The reports will include the following areas:*

- i. confirmation that the registrant is complying with their conditions;*
- ii. confirmation of any complaints received and the outcome;*
- iii. confirmation of any concerns raised in the workplace about the registrant;*

22. *At any time that he is employed, or providing dental services, which require him to be registered with the GDC he shall carry out an audit of his work in the following areas:*

- Extractions*
- Restorations*
- Radiography*
- Record keeping and consent*
- Pre-operative assessment and treatment planning*

23. *He must provide a copy of the audits, referred to in Condition 22 above, to the GDC on the same regularity as the reporter's reports. These audits should be signed by the workplace supervisor.*

24. *He must inform the following parties within 7 days that his registration is subject to the conditions, listed at (1) to (23), above, and must forward written evidence of his compliance with this condition to the GDC within a further 7 days:*

- Any organisation or person employing or contracting with him to undertake dental work;*
- Any locum agency or out-of-hours service he is registered with or applies to be registered with (at the time of application);*
- Any prospective employer (at the time of application);*
- The Commissioning Body in whose Dental Performers List he is included, or seeking inclusion (at the time of application).*

25. *He must permit the GDC to disclose the above conditions, (1) to (24), to any person requesting information about his registration status.*

**The role of Development Adviser came into effect on 1 October 2021 in England. This role was previously undertaken by the Postgraduate Dental Dean/Director.*

*** "Close supervision" is defined as follows:*

Closely supervised: the workplace supervisor must supervise the registrant's day-to-day work in a way prescribed in the relevant condition or undertaking. The workplace supervisor must always be on site and available when the registrant is working. Where the workplace supervisor is unavailable through illness or planned absence, the registrant must not work unless an approved alternative workplace supervisor is in place. The workplace supervisor must review the registrant's work at least twice a week in one-to-one meetings using case-based discussions. These meetings must focus on all areas of concern identified by the conditions or undertakings. These meetings can be in person or via video conferencing.

****The reporter may be the same person as the workplace supervisor.*

32. A Committee will review your case at a resumed hearing to be held shortly before the expiry of the 12 month period. That Committee will determine what action to take in relation to your registration. You will be notified of the date and time of that resumed hearing.

33. Unless you exercise your right of appeal within the next 28 days, the varied conditions of practice order will be extended by a period of 12 months. The existing conditions will continue in the intervening period. In the event that you do exercise your right of appeal, the current conditions of practice order will remain in place until the resolution of the appeal.

34. That concludes this determination.