

ON PAPERS**Registrations Appeal Hearing
CPD Appeal Hearing****22 April 2025****Name:** TRAYNOR, Keeley**Registration number:** 280977**Case number:** CAS-209524-T1T1B8

General Dental Council: Instructed by Noranne Griffith, ILAS**Registrant:** Unrepresented

Outcome: Appeal dismissed

Committee members: Kerry McKevitt (Chair, lay member)
Helen Baker (Dentist member)
Christopher Parker (Dental Care Professional member)**Legal adviser:** Alexander Coleman**Committee Secretary:** Sara Page

1. This is an appeal meeting before the Registration Appeals Committee (RAC). The appeal is against the decision of the Registrar of the General Dental Council (GDC) to erase Mrs Traynor from the Register for apparent non-compliance with the statutory Continuing Professional Development (CPD) requirements. The hearing is being held in accordance with the terms of the *General Dental Council (Registration Appeals) Rules Order of Council 2006* ('the Registration Appeal Rules'), pursuant to Schedule 4A of the *Dentists Act 1984* (as amended) ('the Act').
2. The hearing was conducted remotely via Microsoft Teams in line with current GDC practice. Neither party was present at today's hearing, following notification from the GDC that the appeal was to be conducted on the papers.

Preliminary matters

Decision to conduct the appeal in the absence of Mrs Traynor and on the papers

3. Neither party was present at today's meeting. The Committee noted that conducting the appeal on the papers is the default position of the GDC unless an appellant requests an oral hearing. Having considered the documents provided, the Committee was satisfied that Mrs Traynor had made no such request.
4. Notification of this appeal was sent to Mrs Traynor by Recorded Delivery and secure email on 24 March 2025 in accordance with Rule 5 of the Registration Appeal Rules.
5. The Committee was satisfied that it was appropriate to consider today's appeal in the absence of either party and on the papers.

Decision and reasons on the appeal

Background

6. The General Dental Council (Continuing Professional Development) (Dentists and Dental Care Professionals) Rules 2017 ('the CPD Rules') set out the CPD requirements placed on DCP registrants as of 1 August 2018, and the steps that the GDC shall take in respect of registrants' compliance and non-compliance with those requirements.
7. The CPD Rules came into force on the 1 January 2018 and took effect in respect of dental care professionals on 1 August 2018.
8. In accordance with Rule 1, a 'CPD cycle' means, in respect of a dental care professional, a period of five years beginning on 1 August following the date the dental care professional is first registered and each subsequent period of five years. A 'CPD year' means, in respect of a dental care professional, a period of 12 months beginning on 1 August in any calendar year.
9. Mrs Traynor appealed against the Registrar's decision that her CPD is non-compliant because she failed to provide a compliant CPD record demonstrating that she had met the minimum requirement for the period 1 August 2019 – 31 July 2024.

GDC case summary

10. The GDC's case in support of its decision was summarised as follows:

Mrs Traynor first registered with the General Dental Council (“the Council”) as a dental care professional, with the title Dental Nurse on 12 December 2018. Therefore, in accordance with Rule 1 as set out above, Mrs Traynor’s current CPD cycle began on 1 August 2019 and ended on 31 July 2024.

On 22 May 2024, the Council sent an email reminder to Mrs Traynor’s registered email address. This reminder notified the Appellant that her CPD cycle was coming to an end, and reminded her that she was required to submit her end of cycle CPD statement detailing the total number of verifiable CPD hours she had completed during that cycle by 28 August 2024. Mrs Traynor was also advised to make sure she had completed at least ten hours CPD over the last two years. Mrs Traynor was advised that if she did not submit a compliant statement before the deadline, her registration may be put at risk. The reminder indicated that as Mrs Traynor was approaching the end of her five year CPD cycle, she could request a 56 day period of grace if she thought that she would not be compliant with the CPD requirements and had a good reason. She was advised that the deadline to apply for grace was 31 July 2024.

On 11 June 2024, the Council also sent Mrs Traynor an Annual Renewal Notice (“ARF Notice”) reminding her that her registration with the Council is due for renewal, of the need to pay their annual retention fee, to make their indemnity declaration, and to submit their CPD statement. The ARF Notice to Mrs Traynor also referred to the option of applying for a grace period if further time was required, and that any such application must be made by 31 July 2024.

Between 12 June and 28 August 2024, the Council numerous reminders to Mrs Traynor in which she was reminded of her CPD requirements.

On 30 July 2024, Mrs Traynor contacted the GDC via a webform to indicate that her hours were not correct for the first and second year of her CPD cycle and to ask if she could amend them.

Mrs Traynor’s correspondence with the GDC

On 31 July 2024, the Council emailed Mrs Traynor with a table to amend the CPD hours in the first and second years of her cycle and asked to return the completed table and her CPD statement by 2 August 2024.

Rule 6 notice

On 25 September 2024, the Council sent a notice under Rule 6 (“Rule 6 Notice”) to Mrs Traynor. The Rule 6 Notice stated that, although Mrs Traynor had submitted an end of cycle CPD statement to the Council, she had not declared enough hours to meet the requirement to complete a minimum of 50 hours of CPD over the course of the cycle. The Rule 6 Notice also stated that if Mrs Traynor wished to retain her registration, she should submit her CPD record to the Registrar by 23 October 2024 to demonstrate that she had met the necessary requirements. Mrs Traynor was informed that if the Council did not receive a response to the Rule 6 Notice or if her response was unsatisfactory, she may be erased from the dental care professionals register. Mrs Traynor was invited to provide reasons or exceptional circumstances that meant she was unable to submit a compliant statement. Mrs Traynor was given details of what documentary evidence was required and the contact details of who to contact should she require further explanation.



On 30 September 2024, the Council received a telephone call from Mrs Traynor in which she said she had replied to declare the hours for the “2019 and 23 cycle”. Mrs Traynor was advised that no reply to the email of 31 July 2024 had been received, and she was asked to send proof of the email she sent.

Rule 8 notice

On 5 November 2024, the Council sent a notice under Rule 8 (“Rule 8 Notice”) to Mrs Traynor confirming that she had failed to provide a compliant CPD record demonstrating that she had met the minimum requirement for the period 1 August 2019 to 31 July 2024 in that the Council had not been provided with any evidence of her CPD record and nor had any evidence of exceptional personal circumstances been provided which may have prevented her completing her CPD as required. Mrs Traynor was informed that as a result, the Registrar had made the decision to remove her name from the dental care professionals register for non-compliance with CPD requirements. Mrs Traynor was notified of her right of appeal and informed that unless an appeal was submitted by 3 December, the Registrar’s decision would take effect on 5 December 2024.

Notice of Appeal

On 3 December 2024, the Council received a Notice of Appeal (“NOA”) from Mrs Traynor which confirmed that she wished to appeal against the decision to remove her from the dental care professionals register. Mrs Traynor provided evidence of the emails sent to the Council on 2 August and 30 September (and delivery failure notification of the 30 September email on 1 October 2024).

On 4 December 2024, an attempt was made to call Mrs Traynor, and an email was sent to her to inform her of this fact and to invite her to contact the Council. On 5 December 2024, Mrs Traynor returned the call. Mrs Traynor was advised during this call to send her CPD record to be assessed and to send her personal development plan and activity log too. A follow up email was also sent on the same day.

CPD assessment

Mrs Traynor’s CPD evidence was initially assessed on 9 December 2024 by a Registration Operations Officer. The assessment shows that at that time, the evidence demonstrated that Mrs Traynor had not complied with CPD requirements because she had completed zero hours of verifiable CPD for the 2019 - 2024 cycle and had failed to provide a personal development plan or an activity log.

On 16 December 2024, the Council received a record of CPD for 2019 – 2024 and CPD evidence.

Mrs Traynor’s CPD was further assessed on 17 December 2024 by Registration Operations Officer. The assessment shows that Mrs Traynor’s CPD evidence for the 1 August 2019 – 31 July 2024 cycle was not sufficient to show compliance because:

- a) She had failed to provide sufficient evidence that demonstrates compliance with the requirement that she complete 50 hours of verifiable CPD over the cycle;
- b) She had failed to provide a personal development plan;
- c) The two “Intermediate Life Support” certificates dated 9 May 2021 and 2 April 2024 had no learning content, aims, objectives, development outcomes and no confirmation from the provider that the information contained in it is full and accurate;

- d) Six CPD certificates dated January 2019 - March 2019 were not within the assessment period and therefore not applicable.

The assessment notes that Mrs Traynor needed to supply a further 15 hours of verifiable CPD for 1 August 2019 – 31 July 2024.

Submissions

- 11. In its written submissions, the GDC submitted that Mrs Traynor is non-compliant with CPD requirements for the reasons set out in the GDC's case summary.
- 12. The Registrar submitted that Mrs Traynor was reminded on numerous occasions of the need to complete 50 CPD hours over a five-year period. She was also given numerous reminders of the option to apply for a grace period if she thought she might not have sufficient hours.
- 13. The Registrar also submitted that it is a Registrant's responsibility to ensure that they meet their CPD requirements, as CPD compliance is a legal requirement of registration. There is no power to waive these provisions.
- 14. In Mrs Traynor's NOA, it was submitted that she was appealing on the basis that she had made a genuine mistake and that she had under-recorded the number of CPD hours she had actually done in the first and second years of the cycle. Mrs Traynor also stated that she completed the table sent to her by email and that she returned the completed table on 2 August 2024, and again when on the phone on 30 September 2024. Mrs Traynor stated that although she was sorry she did not do so, she realised that she should have followed this up but owing to various stresses, she had not *"been as vigilant as I should have been with this matter"*.

Committee's decision and reasons

- 15. The Committee had regard to the documentary evidence provided today and took account of the written submissions made on behalf of the GDC and those made by Mrs Traynor in her NOA. It heard and accepted the advice of the Legal Adviser.
- 16. Having carefully considered the information before it, the Committee noted that two of the certificates provided by Mrs Traynor are not compliant, and six certificates are out of cycle. The Committee confirmed that Mrs Traynor has therefore completed 35 hours of verifiable CPD and has not provided a Personal Development Plan (PDP), as required.
- 17. The Committee took into account Mrs Traynor's details regarding her personal circumstances provided in her NOA, but it did not consider that the information amounted to 'exceptional circumstances' that would have prevented Mrs Traynor from completing her CPD requirements for the relevant cycle.
- 18. Despite numerous reminders regarding the details of the CPD requirements, Mrs Traynor has a deficit of 15 hours for the 1 August 2019 – 31 July 2024 CPD cycle.
- 19. Accordingly, the appeal is dismissed. The Committee wished to remind Mrs Traynor that it is open to her to apply for the restoration of her name to the Register upon completion of the required number of CPD hours.
- 20. This will be confirmed to Mrs Traynor in writing.

21. That concludes this determination.