

Figure 3 – Overview of 3 key papers identified from literature review

Author	Reference	Country	Research topic	Methodology	Participant group	Analysis	Brief overview	Key features
Kulich, K. R., et al.	(40)	Sweden	Assessment of patient-centred dentistry in dental phobic patients	Qualitative approach using semi-structured interviews based on video analysis of consultation.	30 interviews conducted with 5 dentists working in a clinic treating anxious patients. Based on 2 separate consultations with 15 patients	Grounded theory	Study to ascertain the key features in delivering PCC to anxious patients attending a specialist clinic in Sweden. Model of care developed based on "holistic perception and understanding of the patient."	<ul style="list-style-type: none"> • Communication • Empathy • Understanding • Positive outlook • Patient contact
Loignon, C., et al.	(41)	Canada	Identify effective approaches to providing care for patients living in poverty	Qualitative approach based on semi-structured interviews	Interviews conducted with 8 dentists with experience of treating patients living in poverty	Thematic analysis	Research to determine what features of PCC are most effective in delivering dental care to people in poverty in Canada. Domains based around socio-humanistic approach.	<ul style="list-style-type: none"> • Understanding • Empathy • Non-judgemental • Overcome social distance • Direct contact • Communication
Scambler, S., et al.	(42)	UK	Assessment of professional attitudes towards disability in special care dentistry	Qualitative approach based on focus groups & semi-structured interviews	Sample of 30 participants including dentists and staff working within special care dentistry	Retroductive analysis using a theoretical framework	Study to explore attitudes of staff working in Special Care Dentistry towards disability and provision of dental care. Analysis highlighted importance of PCC and revealed key features.	<ul style="list-style-type: none"> • Holistic approach • Individualised care • Information / support • Time • Communication • Trust