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Figure 3: Free text responses arising from the attitudinal questions

Challenges in applying SDM in practice

- Challenging to give all information required to support truly informed decisions
- Important to participate in active listening to understand values and not make assumptions
- Need conversational dialogue and visual aids to understand patient perspective
- Patients may fail to take responsibility
- May not always be an ideal course of action from either patient or professional perspective
- Patient may not be aware that there might not be a 'best' treatment and it depends on what is important to them
- Guidelines do not always consider outcomes that are relevant to the patient
- SDM can make it difficult to decide
- SDM can be challenging based on patient ability to process information
- Not all patients want SDM

Concerns with SDM

- SDM may limit clinician's freedom to select /refuse treatment that they do/not agree with
- SDM can be used as a substitute for adequate diagnostic and treatment planning knowledge by inadequately trained professionals
- SDM is nothing new just rebranding of existing concept
- SDM is not appropriate to orthodontics in many cases because orthodontics is essentially a cosmetic procedure so options of no treatment does not carry risk – so patient should decide
- Very difficult to measure hence, difficult to support renumeration

Organisational barriers

- Primary care funding, Key Performance Indicators (KPIs)
- System does not support time-consuming process like SDM
- Lack of care in system