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

<table>
<thead>
<tr>
<th>Author</th>
<th>Reference</th>
<th>Country</th>
<th>Research topic</th>
<th>Methodology</th>
<th>Participant group</th>
<th>Analysis</th>
<th>Brief overview</th>
<th>Key features</th>
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</table>
| 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." | • 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. | • 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 | Retrospective 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. | • Holistic approach  
• Individualised care  
• Information / support  
• Time  
• Communication  
• Trust |