

Doctors in difficulty – getting it right HEE NW

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Principal Employer Liaison Adviser

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Working with doctors Working for patients

Just in one week...

ACCUSATIONS

Doctor guilty of misconduct
Doctor who covered up
faces of misconduct
tribunal Sharp rise in
hearing complaints
unders 'not
to practise'
is
off

GP accused
of excessive
prescribing

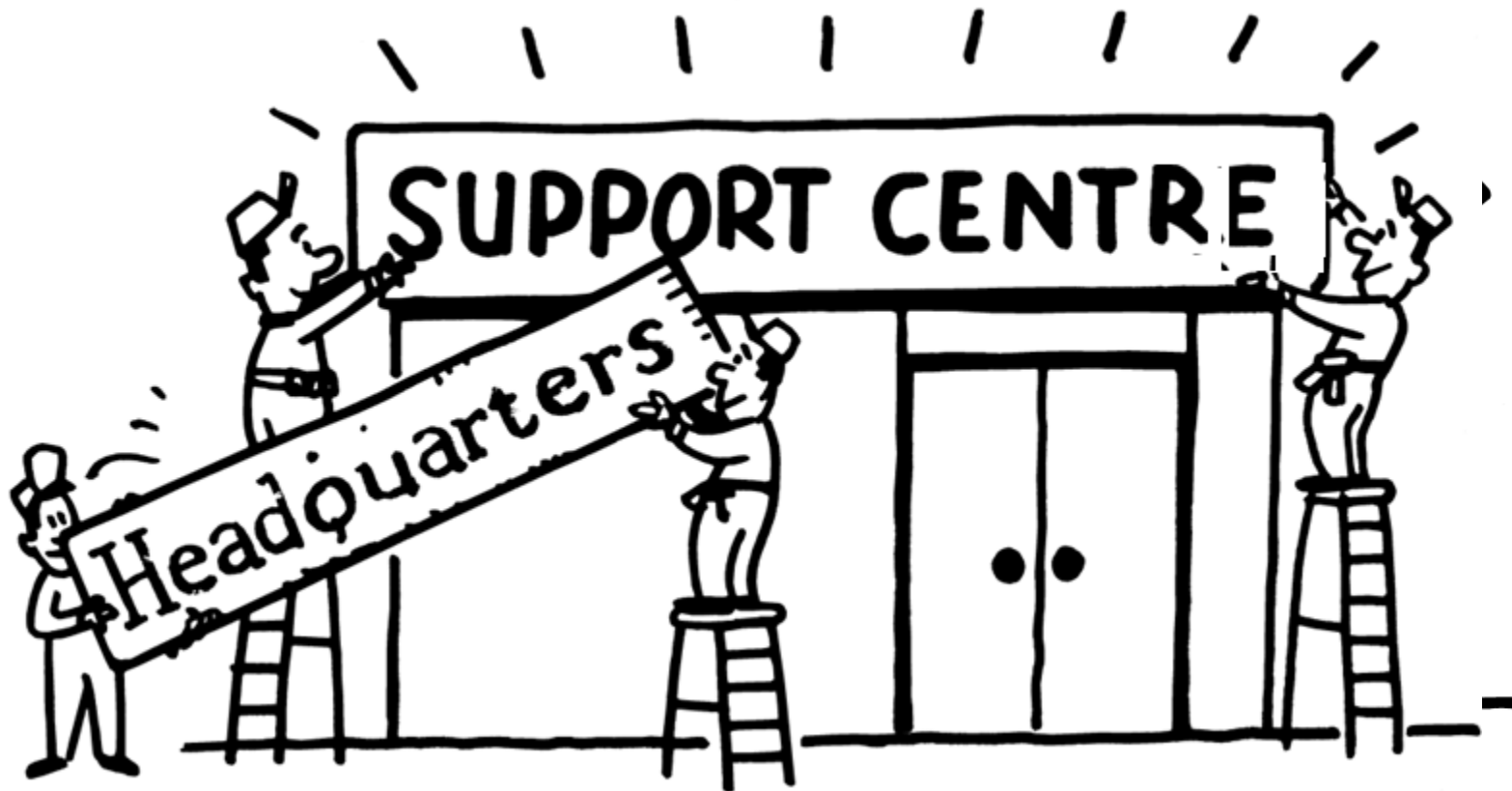
about doctors

Doctor struck off over fraud
set for return to medicine

Surgeon lied at
his job interview

BUM SLAP
SEX PEST
DOCTOR IS
STRUCK
OFF

Festival attack doctor suspended



Employer Liaison Advisors

- Regular meetings with Responsible Officers and Medical Directors
- Discuss all open and recently closed GMC cases
- Provide advice and guidance about GMC thresholds
- Discuss any local concerns including anonymously
- Provide advice and support about revalidation recommendations
- Act as a point of contact for any queries related to GMC
- Presentations on revalidation and fitness to practise

The Responsible Officer

- General duties (England)
- The role of the RO
 - Identify all doctors for whom they are responsible
 - Establish, maintain and quality assure appraisal for all doctors on their GMC Connect List
 - Oversee and take responsibility for the quality of local investigations into concerns about Drs
 - Make recommendations to the GMC about revalidation
 - Ensure that doctors comply with the conditions of their registration

The Responsible Officer

- General duties (England)
- The role of the RO ...
 - DB has a duty to provide support to the responsible officer by means of appropriate funding, resources, systems and information. This includes effective systems of appraisal and clinical governance. The responsible officer will use appropriately validated information to make a judgement on the fitness to practise of doctors with a connection to the organisation and, in England, to monitor their conduct and performance

The PGD as RO

- Lead Employer arrangements and complexities
- Pastoral, educational and regulatory
- Trainees on GP placements
- ARCP isn't appraisal ...
- 7000 trainees?

The standards expected of a doctor



Good medical practice

**General
Medical
Council**
Regulating doctors
Ensuring good medical practice

The duties of a doctor registered with the General Medical Council

Patients must be able to trust doctors with their lives and health. To justify that trust you must show respect for human life and make sure your practice meets the standards expected of you in four domains.

Knowledge, skills and performance

- Make the care of your patient your first concern.
- Provide a good standard of practice and care.
 - Keep your professional knowledge and skills up to date.
 - Recognise and work within the limits of your competence.

Safety and quality

- Take prompt action if you think that patient safety, dignity or comfort is being compromised.
- Protect and promote the health of patients and the public.

Communication, partnership and teamwork

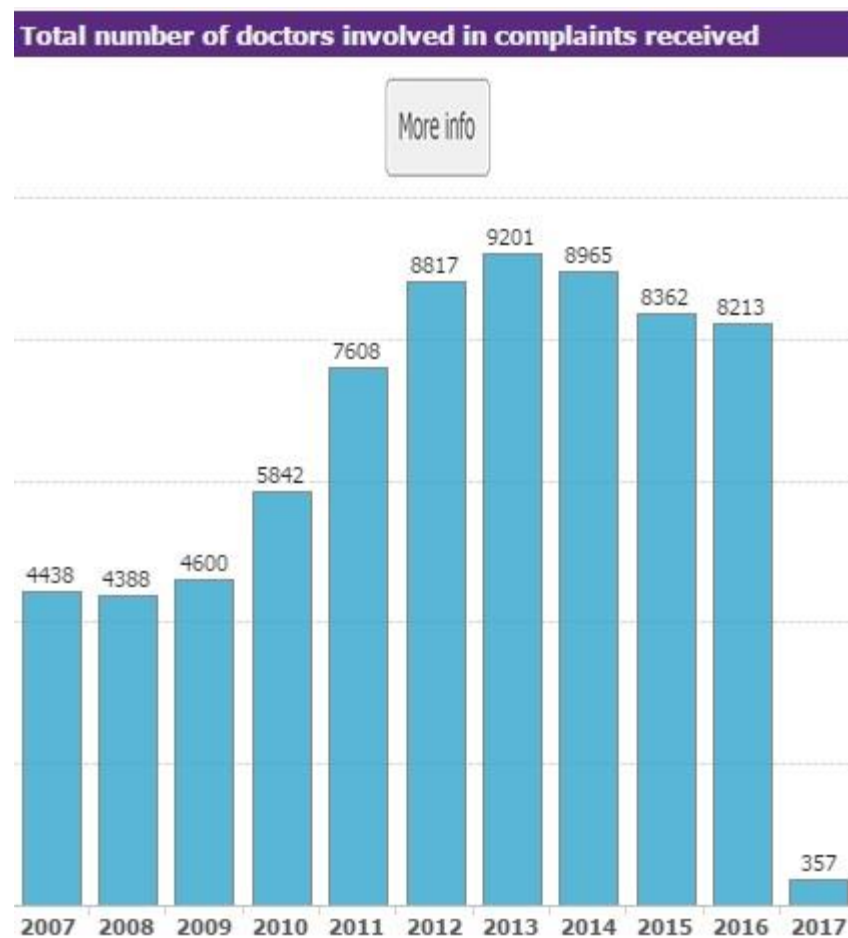
- Treat patients as individuals and respect their dignity.
 - Treat patients politely and considerately.
 - Respect patients' right to confidentiality.
- Work in partnership with patients.
 - Listen to, and respond to, their concerns and preferences.
 - Give patients the information they want or need in a way they can understand.
 - Respect patients' right to reach decisions with you about their treatment and care.
 - Support patients in caring for themselves to improve and maintain their health.
- Work with colleagues in the ways that best serve patients' interests.

Maintaining trust

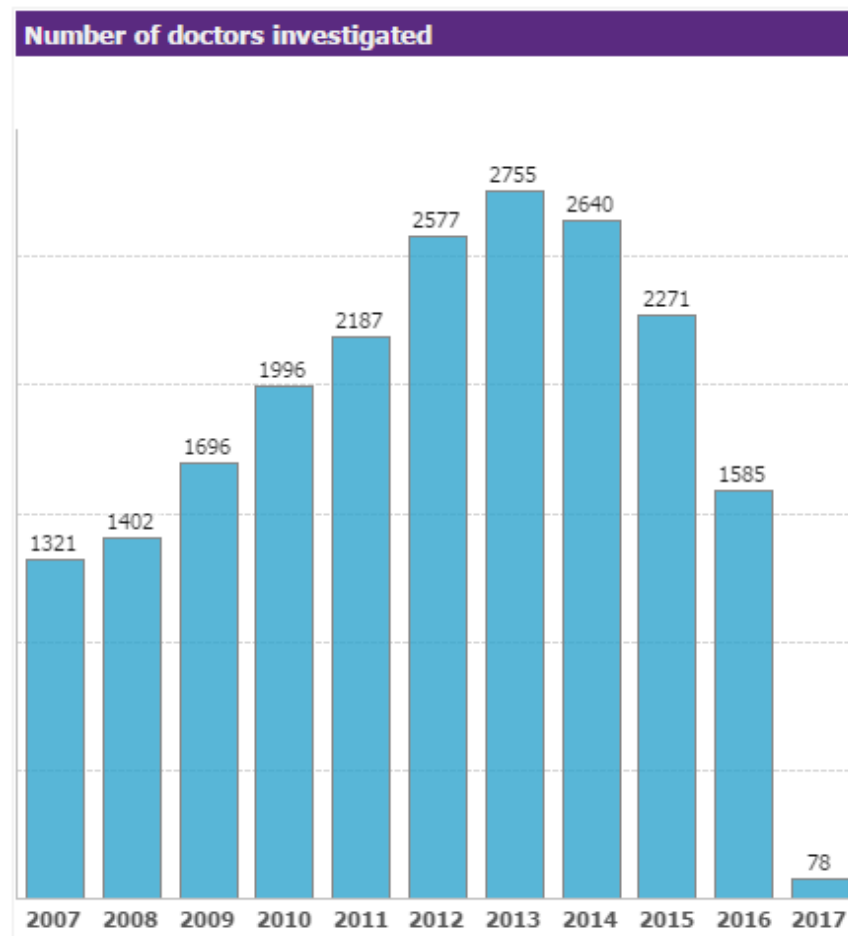
- Be honest and open and act with integrity.
- Never discriminate unfairly against patients or colleagues.
- Never abuse your patients' trust in you or the public's trust in the profession.

You are personally accountable for your professional practice and must always be prepared to justify your decisions and actions.

N = Drs involved in complaints



N = Drs investigated



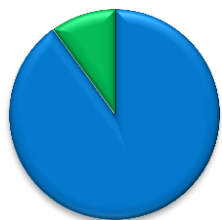
What is a provisional enquiry?

- **A limited, initial enquiry at the triage stage of the fitness to practise process to help us decide whether to close the complaint or open a full investigation**
- Limited to one or two discrete and easily obtainable pieces of information
- Linked to our existing powers: Rule 4(4)
- Enables us to make initial enquiries to better inform our decision-making at the earliest stage of our investigation process

Why do this?

Provisional enquiries can:

- help us to respond quicker and more proportionately to accurately assessed risk
- avoid unnecessary investigation
- enable us focus on those cases that require full investigation



- Analysis suggests at least 10% of complaints received could be suitable for a provisional enquiry

Our analysis went on to suggest that 500 complaints per year could be appropriately closed earlier in the process following a provisional enquiry:



reducing unnecessary stress and inconvenience



reducing the amount of time that the complainant spends waiting for a response



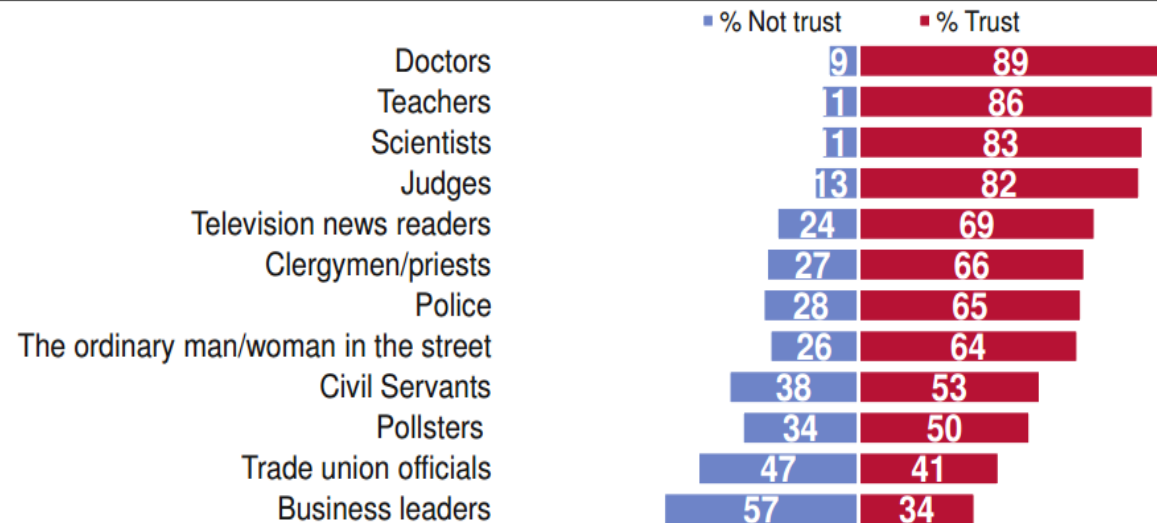
enabling more proportionate investigation, with more resource being focused on the most serious cases

Trust in the medical profession

Veracity Index

2

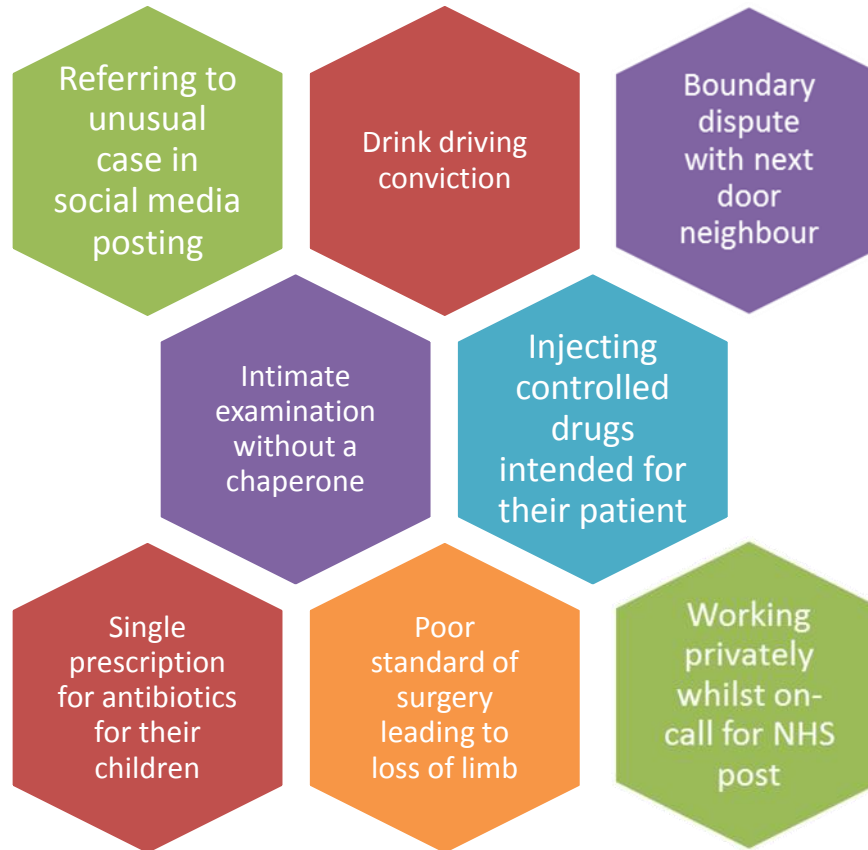
I am going to read out some different types of people. For each, please tell me if you would generally trust them to tell the truth or not.



Thresholds:

- What might raise a question about the fitness to practise of a Dr?

Which of these issues are serious in GMC terms?



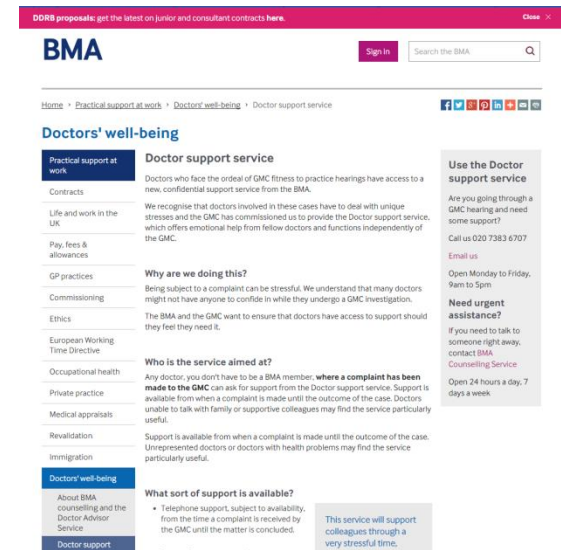
Support for doctors under investigation

- BMA Doctors for Doctors
- Confidential, independent and free for doctors in fitness to practise cases
- Before, during and after hearings
- Not medical / legal advice

Tel: 020 7383 6707

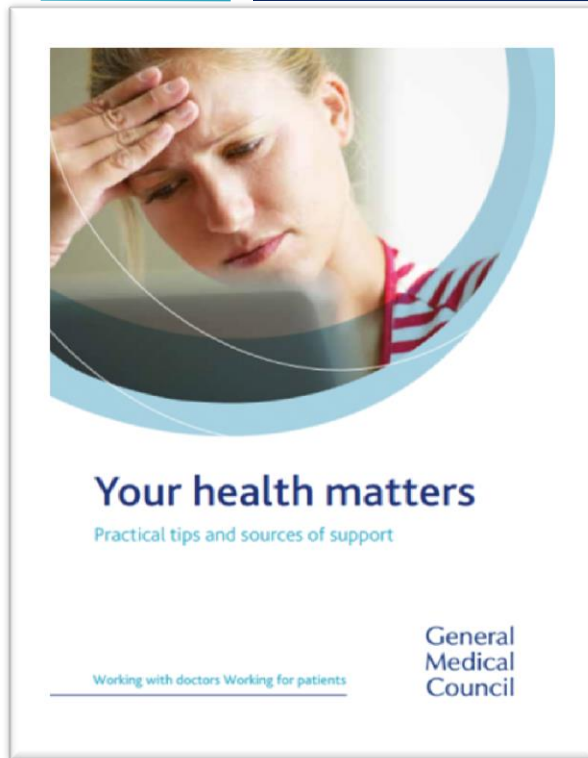
doctorsupportservice@bma.org.uk

<http://bma.org.uk/doctorsupportservice>



The screenshot shows the BMA website's 'Doctors' well-being' section. The header includes a pink banner for 'DDRS proposals', a 'Sign In' button, and a search bar. The main content area is titled 'Doctors' well-being' and features a sidebar with links to 'Practical support at work', 'Contracts', 'Life and work in the UK', 'Pay, fees & allowances', 'GP practices', 'Commissioning', 'Ethics', 'European Working Time Directive', 'Occupational health', 'Private practice', 'Medical apparatus', 'Revalidation', and 'Immigration'. The main text area is titled 'Doctor support service' and explains that doctors facing GMC fitness to practise hearings have access to a confidential support service. It details the service's purpose, who it is for, and the support available. A sidebar on the right titled 'Use the Doctor support service' provides contact information, including a phone number (020 7383 6707) and email address, and mentions the service is open Monday to Friday, 9am to 5pm. A note at the bottom right states 'This service will support colleagues through a very stressful time.'

Support for doctors under investigation



<http://www.gmc-uk.org/concerns/11542.asp>

- a range of advice for doctors with health concerns;
- help for those who are successfully managing your health conditions
- and those who are referred to the GMC for health related reasons



GMC Confidential
Helpline
0161 923 6399

Introduction

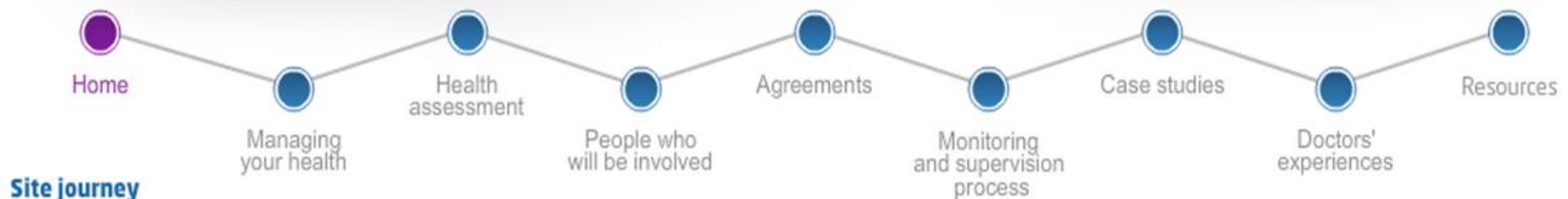
Welcome to Your Health Matters, our website for doctors with health concerns.

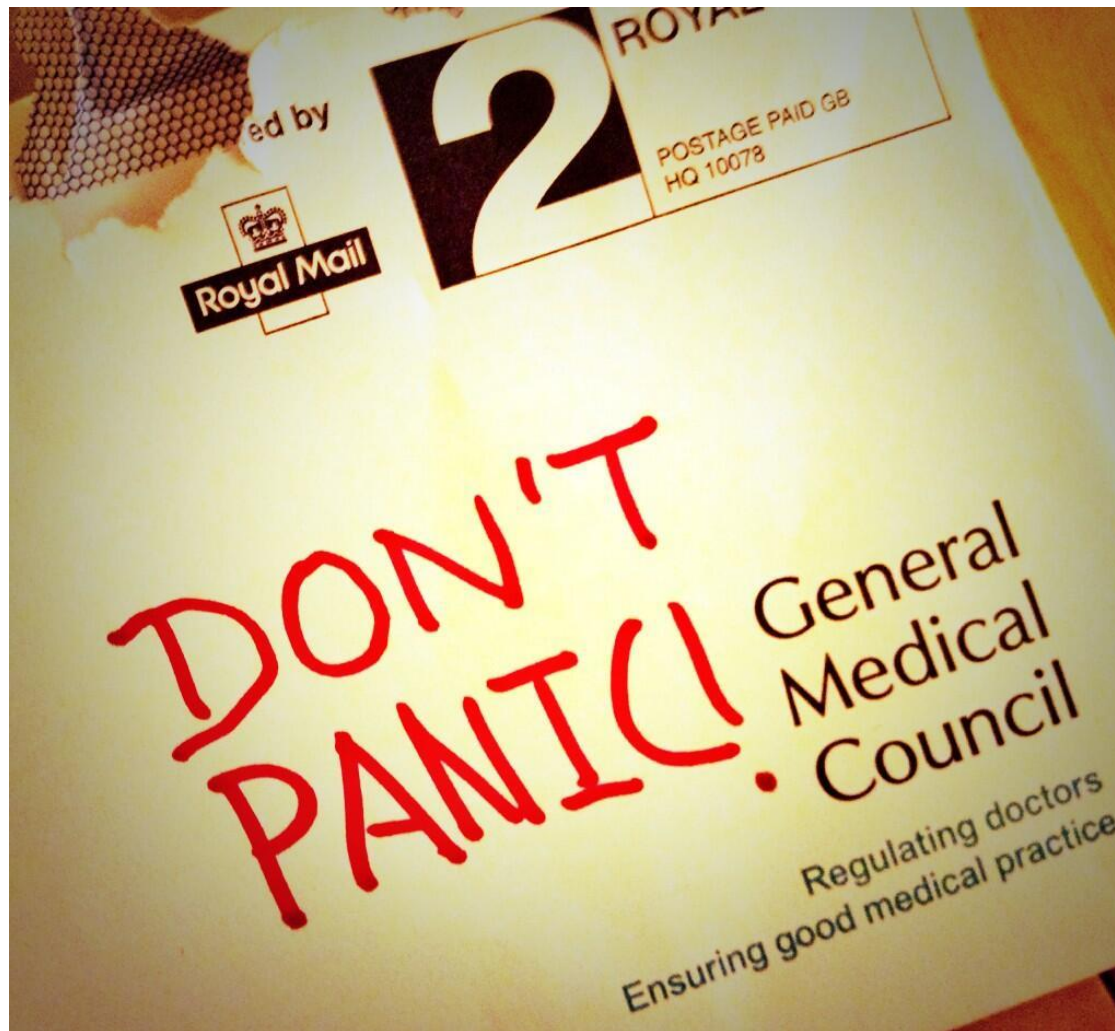
We understand that medicine is a challenging and stressful profession. While making care for your patient your priority, we appreciate that you can be susceptible to health problems yourself.

If you are able to manage a health problem and maintain a good level of care for your patients, there is no need for us

Managing
your
health

Referred
doctor





Support for Drs in FtP

- Medical Defence Organisations
- BMA – ‘Doctors for Doctors’
- GMC – ‘Your Health Matters’
- PHP [London]
- NHS England – new scheme for GPs
- Telephone service - MPTS

Final comments, questions, suggestions ?

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