

Practitioner Performance Advice – Lived Experience action plan overview

This document summarises the key actions agreed by Practitioner Performance Advice (Advice) arising from the lived experience research.

These actions have all been drawn into a broader programme of EDI activities which are being overseen by an internal working group chaired by Vicky Voller, Director of Advice and Appeals.

Issue	Action
Practitioners often not clear on Advice involvement in their case	<ul style="list-style-type: none"> Employers to be asked to notify practitioners promptly of Advice involvement unless there is a compelling reason not to do so Advice to routinely check with the employer if the practitioner has been told of our involvement
Lack of clarity about the role of Advice	<ul style="list-style-type: none"> Ensure that the Advice website and other published information is up to date, then signposting to this information in Advice letters
Impersonal communication with practitioners	<ul style="list-style-type: none"> Clarify in Advice correspondence that we refer to the practitioner by case number for anonymisation purposes in order to preserve confidentiality Advice internal working group will look at the broader issue of how Advice manage direct contact with practitioners
Lack of timeliness in resolving cases	<ul style="list-style-type: none"> Advice to specify follow-up dates in its letters to employers and set reminders to prompt contact with employers
Lack of regular and/or timely communications/updates for practitioners	<ul style="list-style-type: none"> Advice to encourage employers to give regular updates to practitioners

Lack of tailored support for practitioners	<ul style="list-style-type: none"> • Advisers to signpost practitioners to appropriate sources of tailored support where available
Lack of verification of conflicting employer and practitioner information	<ul style="list-style-type: none"> • Advice internal working group to look at this issue in more detail
Possible racism and/or discrimination in treatment of practitioner	<ul style="list-style-type: none"> • Advice to consider any such allegations as part of its ongoing management of individual cases. This could include raising with the employer and/or escalation to other healthcare bodies • Advice internal working group to develop checklist to aid employers to take a proportionate and fair approach to the preliminary analysis of concerns • Advice to provide data on practitioner characteristics back to employers as part of regular Advice 'organisational activity reports' • Advice to undertake research into the 'conversion' rates for Advice interventions flowing from Advice cases looking at a range of relevant practitioner characteristics