

Case Investigator: Secondary care

Delegate programme



This two day workshop draws on a credible evidence base of learning derived from nearly 20 years of working to support the resolution of performance concerns. You can be confident that you'll have access to invaluable expert advice derived from current thinking and case work when you attend this series of interactive and engaging workshop.

Content includes:

Day one	Day two
<ul style="list-style-type: none"> Resolving concerns about performance concerns: an overview Investigation roles and responsibilities Starting the investigation - critiquing Terms of Reference Gathering evidence Gathering evidence from interviews Preparation for interview skills practice 	<ul style="list-style-type: none"> Interview skills practice Top tips for interviewing Reading witness statements and analysing evidence Report writing- drafting an investigation report What happens next – possible outcomes and dealing with challenges.

What this means for you

By the end of this training you will be able to:

- Describe the context in which concerns arise, the contributing factors and key regulations related to their management
- Outline the individual key roles and responsibilities of the investigation team and associated stakeholders
- Critique comprehensive Terms of Reference for any investigation you undertake

- Gather evidence including preparing for and conducting efficient and effective witness interviews
- Structure a self-contained report, including an effective summary and analysis of evidence for onward dissemination to the Case Manager
- Produce an action plan, for self and organisation, on what support is needed following training attendance

Learning activities

All learning activities are grounded in anonymised compilations of casework based on the types of issues you may well be dealing with as a case investigator.

NHS Resolution confidentiality principles

Prior to attending any of our workshops we ask that you make time to familiarise yourself with our [statement of principles](#).

Facilitators

Our facilitators are experienced advisers working in the Practitioner Performance Advice service. The team comprises of senior staff from a variety of backgrounds in the clinical, managerial and legal professions. Biographies can be found on our website [here](#).

Pre learning:

There is no formal pre-reading requirement for attendance at this workshop, however we would suggest you make time to read and answer the questions below ahead of joining this training.

1. Does your local policy in relation to managing performance concerns differentiate between doctors and other staff members?	Yes/No
2. Do your policies actively promote a fair and just culture?	Yes/No
3. Does your policy match MHPS?	Yes/No
4. Does your policy clearly state the timeframe within which the investigation will be conducted in?	Yes/No
5. Do you have a decision making group in respect of investigations undertaken?	Yes/No

If the answer to any of these questions is a 'no' or a 'don't know' we would invite you to read the document **before** attending our training.

<https://webarchive.nationalarchives.gov.uk/ukgwa/20130123204228/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH4103586>

Programme

This programme is indicative of the content areas which will be covered. Timings are flexible and will be tailored to focus on areas of particular interest to delegates.

Day 1	
09:15-09:30	Registration
09:30	Welcome and introductions
09:55	Resolving concerns about performance: an overview Workshop A: Dealing with concerns about a practitioner's practice
10:55	<i>Break</i>
11:05	Investigation roles and responsibilities: <ul style="list-style-type: none"> • Case investigators • Case managers • Responsible officers • Decision-making groups • Other stakeholders/parties, including clinical experts • Supporting the practitioner
11:30	Starting the investigation: <ul style="list-style-type: none"> • Linking with the case manager • Terms of Reference • Planning the investigation • Principles of investigations • Bias and prejudice (perceptions and reality) Workshop B: Critiquing terms of reference and responding to a case manager's request
12:40	<i>Lunch</i>
13:10	Gathering evidence: <ul style="list-style-type: none"> • Sources of potential evidence • Evidence log • Documentary evidence • Evidence/comments from the practitioner • National and peer standards and guidance • Weighting and judging evidence Workshop C: Investigation of Dr Purple – review of documentary evidence

Day 1	
14:45	Gathering evidence from interviews: <ul style="list-style-type: none"> • Collecting evidence from interviews • Inviting witnesses to interviews • Structuring interviews <p>Workshop D: Investigation of Dr Purple – interviewing witnesses</p>
15:40	<i>Break</i>
15:50	Preparing for interview skills practice <p>Workshop E: Planning your interview with the witnesses and practitioner</p>
16:50	Closing comments re Day 1 <p>Summary and questions from what has been covered so far</p>
Homework	Approx 1 hour to be undertaken in advance of Day 2 <p>Prepare for Workshop E: Investigation of Dr Purple – interviewing witnesses</p>
17:00	Close

Day 2	
09:15 - 09:30	Registration
09:30	Welcome back
09:35	Interview skills practice Workshop E: Investigation of Dr Purple – interviewing witnesses
10:45	<i>Break</i>
10:55	Interview skills practice continued... Workshop E: Interview skills practice continued
11:55	Report writing <ul style="list-style-type: none"> • Analysing the evidence, • laying out the report and top tips Workshop F: Drafting an investigation report
12:45	<i>Lunch</i>
13:15	Report writing continued... Workshop F: Drafting an investigation report
14:15	<i>Break</i>
14:30	What happens next? <ul style="list-style-type: none"> • Presenting the management case • Consideration of report • Outcomes • Remediation • Responding to challenges
15:00	Supporting the practitioner and the Case Investigator
15:15	Review of learning
15:30	Close