

Resolving Performance Concerns in Secondary Care

Workshop programme

Want to know how to identify, manage and resolve concerns in a fair, effective and timely way? This 5 hour, interactive workshop draws on a credible evidence base of learning derived from nearly 20 years of working to manage and resolve performance concerns and will provide you with the core knowledge, information and skills development to get you started. Along the way, you'll learn about the importance of fair and timely process and what you can do practically to support the individual practitioner.

Who should attend?

Newly appointed medical/clinical managers and those who manage practitioners with performance concerns.

Duration:

5 hr workshop

Pre-learning of approximately 30 minutes

Content includes:

- What constitutes a performance concern, an overview of the type and nature of concerns
- Differentiating between formal and informal routes to managing a performance concern
- Policy, procedure and good practice
- Deciding when to proceed with an investigation or not
- Roles, responsibilities and support

What this means for you

By the end of the workshop you will be able to:

- List the common reasons for a concern being raised
- State the roles different organisations have in managing performance concerns
- Outline the systems and processes required to prevent, recognise and address performance concerns
- Comprehensively review and analyse presenting issues to better determine next steps to resolving the concern
- Describe the skill set required to manage concerns about performance

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.

Pre-workshop activity

Spend 30 minutes familiarising yourself with:

- The framework for [Maintaining High Professional Standards in the modern HPSS](#) – by reading at least the introduction;
- Your own organisation's policy on managing performance concerns.

You may want to refer to these documents during the workshop so bring an electronic or printed version with you.

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](#).

Timings: All timings are approximate

Programme

This programme details the content areas which will be covered.

Start time 09.00	Delivery time 15 mins	Welcome and introductions (Slides 1 - 2) Outline of the day, who we are, getting to know each other, and ground rules for virtual training
09.15	10 mins	Practitioner Performance Advice (Slides 3 – 5) Our services, how we support the resolution of concerns & learning objectives for today's session.
09.25	45 mins	Managing concerns about practitioner performance (Slides 6 –10) What is a concern? Where do they come from? Warning signs and contributing factors <ul style="list-style-type: none"> • Case study: Dr Stratford
10.10	10 mins	What we know from our case work (Slides 11 – 17) Practitioner characteristics
10.20	20 mins	Refreshments
10.40	35 mins	The national and local frameworks and organisations who can help (Slides 18 – 27) Standards to apply, <i>MHPS</i> , managing risk, exclusion, suspension and HPANS
11.15	30 mins	Case studies and examples (Slides 28 – 31) Case study: Mr Wood Case study: Dr Greenford Case study: Dr Liverpool
11.45	30 mins	Sharing and recording information (Slides 32 – 36) Impact of major investigations, collecting and storing information, why some information is ignored, dealing with anonymous complaints.

12.15	20 mins	Refreshments
12.35	30 mins	An overview of investigating performance concerns (Slides 37 – 44) What is an investigation, deciding whether to investigate, when might an investigation not proceed, roles and responsibilities and possible outcomes.
13.05	15 mins	Support for the Practitioner (Slides 45 – 55) How might the doctor feel, likely reactions, what is insight, support for the practitioner, what to advise the doctor not to do, Kind culture and performance.
13.20	30 mins	Summary, reflection and next steps (including top tips) (Slides 56 - 63) Case study: Dr Bank Case study: Mr Loughton
13.50		Close