

# Handling Concerns about Fitness to Practise in Midwifery

10% card payments discount\*  
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*Managing Complaints and Concerns about  
Midwives & supporting Midwives in Difficulty*

Monday 18 March 2019

De Vere W1 Conference Centre, London



## Chair and Speakers include:

**Jacqui Williams**

*Senior Midwifery Education Advisor  
Nursing and Midwifery Council*

**Prof Jacqueline Dunkley-Bent OBE**

*Head of Maternity, Children and Young People  
National Maternity Champion  
NHS England*

## Supporting Organisations



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## *Managing Complaints and Concerns about Midwives & supporting Midwives in Difficulty*

Monday 18 March 2019

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This conference will support you to improve processes and practice with regard to handling complaints and concerns about midwives in light of the NMC new approach to fitness to practise which was launched in September 2018.

Chaired by **Jacqui Williams**, Senior Midwifery Education Advisor Education and Standards Directorate, and with an opening address from **Professor Jacqueline Dunkley-Bent OBE**, Head of Maternity Children & Young People & National Maternity Safety Champion, this conference will include national developments and case studies from experienced Directors of Nursing at NHS Trusts on how to effectively manage complaints or concerns about midwifery practice whilst supporting the nurse involved and ensuring patient safety. The conference will update delegates on the revised NMC fitness to practise procedures which put more emphasis on local resolution.

*"We're at a turning point for fitness to practise...The changes we're making are about putting people at the centre of fitness to practise... We're committed to pushing forward these improvements and shaping a new future for fitness to practise."*

*Philip Graf Council Chair Nursing and Midwifery Council 2018*

*"Our new approach puts people at the heart of what we do and encourages a culture of openness and honesty. This is the best way for nurses, midwives and the wider health and care system to learn from mistakes and prevent them from happening again....If we can get to a culture where people are willing to be open about what's gone wrong that helps patient safety."*

*Matthew McClelland, director of fitness to practise at the NMC, September 2018, Nursing Times*

*"We'll work more closely with employers so that as many issues as possible can be resolved quickly and effectively at a local level. We'll give greater consideration to the context in which incidents occur, because we know that nurses and midwives face complex issues and pressures every day." NMC 2018*

This conference will enable you to:

- Network with colleagues who are working to improve the management of concerns regarding midwifery practise
- Reflect on national developments including understanding the implications of the new NMC fitness to practise process
- Learn from outstanding practice in supporting midwives in difficulty
- Improve the way you identify and investigate complaints and concerns about midwives
- Understanding what can be managed at a local level and what needs to go to the NMC
- Develop your skills in investigating concerns whilst ensuring patient safety and adherence to disciplinary and legal aspects of any investigation
- Understand how it feels to be a subject of a performance or fitness to practise concern
- Explore contextual factors surrounding mistakes at each stage of decision-making process
- Develop your skills in supporting midwives who have a physical or mental health issue including work related stress
- Identify key strategies for remedial action
- Self-assess and reflect on your own practice

## 10.00 Chair's Introduction

**Jacqui Williams**

Senior Midwifery Education Advisor Nursing and Midwifery Council

## 10.10 EXTENDED SESSION: Fitness to Practise NMC Update

### Ensuring patient safety, enabling professionalism: a new strategic direction for fitness to practise

**Lucy Dennet**

Assistant Director of Employer Link Service and Regulatory Intelligence unit (ELS/RIU)  
Nursing and Midwifery Council

- dealing with complaints about midwives: a new approach to fitness to practice
- helping employers to deal with complaints
- supporting local resolution
- giving midwives the opportunity to remediate
- the results of the consultation
- referring to the NMC: when to refer and factors to consider

## 10.45 Supporting midwives when a complaint or concern arises

**Prof Jacqueline Dunkley-Bent**

Head of Maternity, Children & Young People  
National Maternity Safety Champion  
NHS England

- what to do when a complaint or concern arises
- essential support: changing the culture
- instigating change following a performance concern or complaint

## 11.15 Question and answers, followed by coffee and exhibition at 11.20

## 11.40 A personal journey through a fitness to practice investigation

**Midwife**

Supported by **Cathryn Watters**  
Founder NMCWatch: Registrant Care

- a personal journey through FtP
- the mental health impact
- supporting others through the process
- implications for those managing performance concerns

## 12.00 The journey of a family in search of the truth

**Lesley Bennett**

## 12.20 EXTENDED SESSION: Handling Concerns about the performance of Midwives

**Paul Golden**

Lecturer, Mediator, Midwife, Expert Witness RN NICU, Professional Supervision, Legal Advisor, Advocate & Investigator, Mandala Law and Mandala Mediation

- handling concerns about fitness to practise – including the implications for those managing performance concerns
- investigating and understanding the nature of the concern – the importance of evidence
- concerns regarding the referrals process and understanding when the NMC should be involved
- supporting midwives whilst ensuring patient safety – the impact of systemic problems and failures
- setting up systems and processes to ensure that midwives learn from mistakes

## 13.00 Question and answers, followed by lunch and exhibition at 13.10

## 14.00 Identifying concerns: Encouraging midwives to raise concerns about the performance of others or factors affecting their own performance

**Caron Lappin** Director of Nursing and Midwifery

with **Clare Fitzpatrick** Head of Midwifery  
Liverpool Women's NHS Foundation Trust

- encouraging midwives to raise concerns impacting on performance
- duty of candour and the role of the freedom to speak up guardian
- managing complaints against midwives
- ensuring concerns raised are heard and acted on

## 14.45 EXTENDED SESSION: Investigation and the disciplinary process

**Mike O'Connell**

Legal Services Practitioner

- understanding your options during the investigation phase
- investigating poor performance, collecting the evidence and preparing witness statements
- the disciplinary process and the disciplinary interview: key issues from a legal perspective
- ensuring the approach is fair, equitable and consistent
- legal issues: record keeping, when to report, conduct and competence

## 15.30 Question and answers, followed by tea at 15.40

## 15.50 EXTENDED SESSION: Supporting midwives in difficulty

**Prof Helen Young**

Executive Director of Patient Care & Service Transformation  
South Central Ambulance NHS Foundation Trust

- poor performance: is it what it seems?
- supporting midwives through physical and mental health concerns
- working through performance issues at a local level: practical steps
- how to diagnose the nature of the issue
- behavior and conduct: setting the ground rules
- developing an approach based on values based leadership
- our experience

## 16.30 The role of the RCM supporting members individually & collectively in relation to the NMC and Fitness to Practice

**Suzanne Miller**

Regional Officer  
East Midlands & Yorkshire and Humber  
The Royal College of Midwives

## 17.00 Question and answers, followed by close

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Please also ensure you complete your full postal address details for our records.

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**This form must be signed by the delegate or an authorised person before we can accept the booking**

*(By signing this form you are accepting the terms and conditions below)*

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## Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)

### Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.  
A map of the venue will be sent with confirmation of your booking.

### Date

Monday 18th March 2019

### Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.  
☐ £300 + VAT (£360.00) for voluntary sector / charities.  
☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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### Accommodation

On confirmation of your booking you will receive details of accommodation.

### Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

### Exhibition

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