

A Practical Guide to Managing Doctors in Difficulty & Difficult Behaviour

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Friday 15 March 2019 De Vere W1 Conference Centre London

Topics Include:

- Managing Doctors in Difficulty, and Difficult Doctors
- A Medical Director's Experience
- Managing poor or deteriorating clinical performance: Lessons from invited service reviews
- Managing and supporting health professionals with health issues
- Supporting Doctors facing difficulties relating to professional boundaries, ethics, probity or conduct
- EXTENDED SESSION: Managing and working with difficult behaviour
- EXTENDED SESSION: Managing and supporting clinicians in difficulty
- EXTENDED SESSION: Lessons from HR and Employment Law – MHPS and the legal context
- Enabling resolution and remedial/developmental action



Chair & Speakers Include:

Dr Sreeman Andole

*Assistant Medical Director NHS England
& Specialist Advisor Care Quality Commission*

Alexandra Burton

*Invited Service Review Manager
The Royal College of Surgeons, London*

Supporting Organisations



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This conference aimed at senior clinicians, clinical directors, responsible officers, medical directors and clinical leads, focuses on managing and supporting doctors in difficulty and difficult doctors. Managing colleagues in difficulty and doctors with difficult behavior was seen to be the most challenging element of a Clinical or Medical Directors role*. This conference aims to support you to identify concerns early, diagnose the issues, and ensure effective intervention and support doctors who are experiencing difficulty or demonstrating difficult behaviors.

"We are keen that concerns about practice are identified and resolved early, to prevent harm to patients and increase the opportunity for the individual to return to safe practice...Healthcare organisations seek our advice on a wide range of matters, including concerns about individual practitioner behaviour, clinical practice, conduct, health working in teams and/or working environment, and its relationship with the individual practitioner's performance."

Practitioner Performance Advice Service, NHS Resolution October 2018

"We take concerns raised about a doctor's behaviour, health or performance seriously" GMC 2018

"We receive several thousand concerns every year..."

- misconduct
- poor performance
- a criminal conviction or caution
- physical or mental ill-health that may impact your ability to practise medicine
- a determination by another regulatory body
- insufficient knowledge of English."

GMC Information for Doctors under investigation 2018

Through national updates, case studies from experienced Medical and Clinical Directors, and in depth interactive sessions this conference will enable senior clinicians to manage concerns and work with doctors in difficulty, and understand the impact of individual behavior on team dynamics and manage difficult behavior and conduct. Extended interactive sessions will focus on managing and supporting doctors in difficulty, doctors experiencing physical or mental health concerns, and managing and working with difficult colleagues. The conference will also update delegates on employment law, and look at resolution of concerns around professional practice including remedial and developmental action.

10.00 Chairman's Introduction

Dr Sreeman Andole

Assistant Medical Director NHS England

& Specialist Advisor Care Quality Commission and Honorary Senior Clinical Lecturer, Queen Mary University of London

10.10 Managing Doctors in Difficulty, and Difficult Doctors

Dr Sreeman Andole

Assistant Medical Director NHS England

& Specialist Advisor Care Quality Commission and Honorary Senior Clinical Lecturer, Queen Mary University of London

- how do you ensure early identification of concerns
- doctors in difficulty and difficult doctors: what's the difference?
- how to diagnose the nature of the issue
- ensuring open and honest communication
- behavior and conduct: setting the ground rules
- understanding the root cause of the problem and tackling concerns
- developing an approach based on values based leadership

10.40 Bringing joy back into work: supporting health professionals with mental health concerns

Dr Caroline Walker

Psychiatrist, Therapist, Trainer, Coach & Founder
The Joyful Doctor

- finding joy at work in challenging times
- supporting health professionals with mental health concerns
- simple things we can all do to keep well and support each other

11.20 Questions & answers, followed by tea & coffee at 11.30

11.50 EXTENDED SESSION: Supporting Doctors facing difficulties relating to professional boundaries, ethics, probity or conduct

Jonathan Coe

Managing Director

Clinic for Boundary Studies

- rebuilding trust following issues with professional boundaries, ethics or conduct
- maintaining professional relationships
- managing complaints around behaviour or probity of Doctors

12.20 Managing poor or deteriorating clinical performance: Lessons from invited service reviews

Alexandra Burton

Invited Service Review Manager

The Royal College of Surgeons

- features of when then things go wrong
- managing a proportionate response to a concern
- ensuring a fair and consistent approach to managing informal, formal concerns and confirmed poor clinical performance
- what does a good service or department look like

12.50 Questions & answers, followed by lunch at 13.00

14.00 EXTENDED SESSION: Managing and working with difficult behaviour

Dr Megan Joffe

Chartered Psychologist

Edgecumbe Consulting Group Ltd

This extended session will focus on managing and working with difficult doctors and difficult behaviors, understanding the root causes of difficult behavior, managing behavioral concerns, encouraging change in behavior and understanding and improving team dynamics. The session will outline a diagnostic framework for establishing the cause of the behavior. The session will use case examples to demonstrate how you can manage and work with difficult colleagues. The threshold between behavioral concerns and misconduct will also be discussed.

14.45 EXTENDED SESSION: Managing and supporting clinicians in difficulty

Marian Martin

Adviser

Practitioner Performance Advice Service (formerly NCAS)

NHS Resolution

This extended session will draw on the experience of the National Clinical Assessment Service (NCAS) in supporting organisations to manage doctors in difficulty. NCAS contributes to patient safety by helping to resolve concerns about the professional practice of doctors, dentists and pharmacists. They provide expert advice and support, clinical assessment and training to the NHS and other healthcare partners. The session will provide a step by step guide to managing and supporting doctors in difficulty when a concern arises including how NCAS can support you.

15.30 Questions & answers, followed by tea & coffee at 15.40

16.05 Enabling resolution and remedial/developmental action

Dr John Smyth

Assistant Director (Case Examiners)

General Medical Council

- understanding when an individual needs support or intervention to work safely
- enabling and supporting doctors to overcome performance issues and concerns through resolution, remedial and developmental action
- supporting doctors when a concern is raised to the GMC

16.30 EXTENDED SESSION: Lessons from HR and Employment Law – MHPS and the legal context

Andrew Davidson

Partner

Hempsons Solicitors

- overview of the MHPS framework
- where do you draw the line between poor performance and serious misconduct?
- advice for clinical managers when dealing with disciplinary issues concerning doctors
- managing changes to the consultant contract and job planning issues
- ensuring you know where you stand from an employment law perspective
- hot topics and difficult issues

17.15 Questions & answers, followed close

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The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

For more information contact Healthcare Conferences UK on **01932 429933** or email **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 Friday 15 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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