

Handling Concerns about Fitness to Practise

*Managing Complaints and Concerns about
Nurses & supporting Nurses in Difficulty*

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Monday 8th October 2018

De Vere W1 Conference Centre, London



Speakers Include:

Clare Strickland

***Deputy Director of Fitness to Practise
Nursing & Midwifery Council***

Yinglen Butt

***Associate Director of Quality & Regulation
Royal College of Nursing***

Supporting Organisations



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"Overhaul of fitness to practise will support learning culture and enhance patient safety"
Nursing and Midwifery Council 2018

"Being fit to practise means that a registrant has the skills, knowledge, health and character to do their job safely and effectively. If someone has concerns about a registrant's fitness to practise, they can raise them with us and we will decide what action we need to take to protect the public." NMC April 2018

"Our fitness to practise function helps us to protect patients and the public. We investigate concerns about registrants who fall short of our standards. If someone registered with us presents a risk to patients or the public, we can take action to restrict or remove their right to work as a nurse or midwife. We receive around 5,500 complaints a year about nursing and midwifery professionals...In 2016/17, our independent panels imposed more than 1,200 sanctions, around half of which involved removing a professional from our register permanently or temporarily...We consider that effective and proportionate fitness to practise means putting patient safety first, and that an open, transparent and learning culture will best achieve this." NMC April 2018

"Openness and learning are key to patient safety and the NMC wants to encourage nurses and midwives to speak up at the earliest opportunity when things go wrong and see the fitness to practise process as an opportunity to learn and reflect...In cases where there's no dispute about what happened or what sanction should be applied, it plans to conclude cases without the need for a public hearing. The NMC will always act immediately if patient safety is at risk however the proposed approach also recognises that employers are usually in the best position to resolve concerns immediately and that the NMC should only take action if the concern has already been investigated by the employer." NMC April 2018

The conference will support you to improve processes and practice with regard to handling complaints and concerns about nurses and midwives in light of the current NMC Proposals regarding the overhaul of fitness to practice procedures. The 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 nursing practice whilst supporting the nurse involved and ensuring patient safety.

This conference will enable you to:

- Network with colleagues who are working to improve the management of concerns about a nurse or midwives practise
- Reflect on national developments including the revised NMC fitness to practise process
- Learn from outstanding practice in supporting nurses in difficulty
- Improve the way you identify and investigate complaints and concerns about nurses
- 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
- Develop your skills in supporting nurses 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
- Gain cpd accreditation points contributing to professional development and revalidation evidence

10.00 Chairman's Introduction

Clare Strickland *Deputy Director of Fitness to Practise 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

Clare Strickland

*Deputy Director of Fitness to Practise
Nursing and Midwifery Council*

- dealing with complaints about nurses and midwives: changing the way we work on fitness to practice
- helping employers to deal with complaints
- giving nurses and midwives the opportunity to remediate
- the results of the consultation
- referring to the NMC: when to refer and factors to consider

10.45 Handling Concerns about the performance of nurses

Chief Nurse

NHS Trust

- handling concerns about fitness to practise at a local level
- investigating and understanding the nature of the concern
- understanding when the NMC should be involved
- supporting nurses whilst ensuring patient safety

11.15 Question and answers, followed by coffee and exhibition

11.50 A personal journey through a nursing performance investigation

Jo Habben

*Nurse & Head of Patient Safety
Western Sussex Hospitals NHS Trust*

- how it feels as a nurse to be a subject of a performance concern
- learning from my experience of making a mistake: understanding human factors
- implications for those managing performance concerns

12.10 Handling complaints about nursing performance or attitude

Richard Walter

*Co-ordinator
NHS Complaints Personnel Association Scotland*

- handling complaints about nursing performance, communication or attitude
- the complaints we are seeing at our organisation
- the role of NHS Resolution

12.40 Question and answers, followed by lunch and exhibition

13.50 Identifying concerns: Encouraging nurses to raise concerns about the performance of others or factors affecting their own performance Nursing Revalidation

Prof Helen Young

*Executive Director of Patient Care and Services
South Central Ambulance NHS Foundation Trust*

- encouraging nurses to raise concerns impacting on performance
- duty of candour and the role of the freedom to speak up guardian
- 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

16.00 Supporting Nurses in Difficulty

Sam Foster

*Chief Nurse
Oxford University Hospitals NHS Foundation Trust*

- poor performance: is it what it seems?
- supporting nurses through physical and mental health concerns
- managing work related stress
- our experience in Oxford

16.30 Turning poor performance around through remedial and developmental action

Yinglen Butt

*Associate Director of Quality and Education
Royal College of Nursing*

- identifying training needs and providing adequate supervision to support improvement
- monitoring and restoring competence through regular performance appraisal
- instigating change following a performance concern or complaint

17.00 Question and answers, followed by close

100% Card payments discount*

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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

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 8th October 2018

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

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