

Handling Concerns about Fitness to Practise

Managing Complaints and Concerns about Nurses & supporting Nurses in Difficulty

10% card payments discount*
15% Group booking discount**

Friday 25 January 2019

De Vere W1 Conference Centre, London



Chair and Speakers include:

Paul Jebb

Deputy Director of Nursing
Southport & Ormskirk NHS Trust

Matthew McClelland

Director of Fitness to Practise
Nursing and Midwifery Council

Jo Habben

Head of Patient Safety
Western Sussex NHS
Foundation Trust

Supporting Organisations



Handling Concerns about Fitness to Practise

Managing Complaints and Concerns about Nurses & supporting Nurses in Difficulty

10% card payments discount*
15% Group booking discount**

Friday 25 January 2019

De Vere W1 Conference Centre, London

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 NMC new approach to fitness to practise which was launched in September 2018. With an extended opening address from **Matthew McClelland, Director of Fitness to Practise at the NMC**, 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 nursing 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 to fitness to practise builds on improvements we've already made to the way we investigate concerns about nurses and midwives, which we believe will help us to protect the public in a fairer, more effective, proportionate and consistent way." NMC 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 about a nurse or midwives practise
- Reflect on national developments including understanding the implications of the new 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
- 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 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

100% of delegates at our previous conference on this subject would recommend it to a colleagues

10.00 Chair's Introduction

Paul Jebb

Deputy Director of Nursing Southport & Ormskirk NHS Trust

10.10 Opening Address: EXTENDED SESSION: Fitness to Practise NMC Update Ensuring patient safety, enabling professionalism: a new strategic direction for fitness to practise

Matthew McClelland

*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 Supporting Nurses to turnaround poor performance

Dr Umesh Prabhu

Consultant Paediatrician, Medical Director for more than 15 years.

- supporting nurses to turnaround poor performance: changing the culture
- 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

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

11.40 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 EXTENDED SESSION: Handling Concerns about the performance of nurses

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 nurses whilst ensuring patient safety – the impact of systemic problems and failures
- Setting up systems and processes to ensure that nurses learn from mistakes

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

14.00 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 at 15.40

15.50 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

16.20 EXTENDED SESSION: Supporting Nurses in Difficulty

Paul Jebb

*Deputy Director of Nursing
Southport & Ormskirk NHS Trust*

- poor performance: is it what it seems?
- supporting nurses 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

17.00 Question and answers, followed by close

10% Card payments discount**
15% Group booking discount**

Handling Concerns about Fitness to Practise

Friday 25 January 2019, De Vere W1 Conference Centre, London

> How to book

Book with credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491

Post this form to Healthcare Conferences UK,
8 Wilson Drive, Ottershaw KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

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)

Name

Signature

Date

> Payment

☐ **By Cheque** A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd

☐ **By Invoice** Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

☐ **By BACS**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

■ Please send your BACS remittance form as confirmation of payment

■ Your BACS Reference

☐ **By credit card** Please debit my Visa/Mastercard/Switch

Cardholder's Name

Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking for your card security code (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

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

Friday 25th January 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%.

*Card Discount

10% discount when you book with credit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

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

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email Carolyn@hc-uk.org.uk

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference producer is a member of the Association of British Professional Conference Organisers (ABPCO)

The information provided will be held on the Healthcare Conferences UK database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box ☐

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box ☐

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2018

