

A Practical Guide to Managing Doctors in Difficulty & Difficult Doctors

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

Monday 25 April 2016

ICO Conference Centre, London



Topics Include:

- Managing Doctors in Difficulty, & Difficult Doctors
- Managing the Clinical Team
- EXTENDED SESSION: Managing and supporting the clinician in difficulty
- Managing colleagues
- EXTENDED SESSION: Working with Difficult Doctors
- Lessons from HR and Employment law
- Managing poor or deteriorating clinical performance
- Enabling resolution and remedial/developmental action

Speakers Include:

Dr Peter Dickson

Senior Adviser and Responsible Officer
National Clinical Assessment Service

Dr Umesh Prabhu

Medical Director
Wrightington, Wigan and Leigh NHS Foundation Trust

Supporting Organisations:



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This conference aimed at senior clinicians, clinical directors, medical directors and clinical leads, focuses on managing doctors in difficulty and difficult doctors. Managing difficult colleagues and colleagues in difficulty was seen to be the most challenging element of a Clinical 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.

Through national updates, case studies from experienced Medical and Clinical Directors, and in depth interactive sessions this conference will enable senior clinicians to work with doctors in difficulty, and understand the impact of individual behavior on team dynamics. Extended interactive sessions will focus on managing and supporting doctors in difficulty, 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.

"Performance is affected by a complex interplay of personal and situational factors including organisational culture, physical environment, teamwork and leadership." NCAS

Follow the conference on Twitter #DrsinDifficulty



10.00 Chairman's Introduction

Dr Andrew Long

Consultant Paediatrician Great Ormond Street Hospital NHS Foundation Trust and Vice President
The Royal College of Paediatrics and Child Health

10.10 Managing Doctors in Difficulty, and Difficult Doctors

Dr Umesh Prabhu

Medical Director
Wrightington, Wigan and Leigh NHS Foundation Trust

- 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
- understanding the root cause of the problem and tackling concerns
- developing an approach based on values based leadership

10.40 Managing the Clinical Team: A Clinical Directors Experience

Mr Gabriel Sayer

Divisional Director for Surgery Consultant General and Vascular Surgeon
Barking Havering & Redbridge University Hospitals NHS Trust

- sources of conflict affecting performance?
- how to manage the dd/did
- managing your performance when managing others
- is it the individual or is it the team?

11.20 Questions and answers, followed by coffee and exhibition

11.50 EXTENDED SESSION: Managing and supporting Clinicians in Difficulty

Dr Peter Dickson

Senior Advisor and Responsible Officer
National Clinical Assessment Service

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.

13.00 Questions and answers, followed by lunch and exhibition

14.00 EXTENDED SESSION: Managing and working with Difficult Doctors

Dr Megan Joffe

Chartered Psychologist
Edgecumbe Consulting Group

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 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.

15.00 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
- ensuring you know where you stand from an employment law perspective
- hot topics and difficult issues

15.30 Questions and answers, followed by tea and exhibition

16.00 Managing poor or deteriorating Clinical Performance

Dr Steve Evans

Medical Director
Aintree University Hospitals NHS Foundation Trust

- managing a proportionate response to a concern
- ensuring concerns are acted on quickly
- ensuring patient safety
- developing a fair and consistent approach to managing informal, formal concerns and confirmed poor clinical performance

16.30 Enabling resolution and remedial/developmental action

Dr Andrew Long

Consultant Paediatrician Great Ormond Street Hospital
NHS Foundation Trust and Vice President
The Royal College of Paediatrics and Child Health

- enabling and supporting doctors to overcome performance issues and concerns through resolution, remedial and developmental action
- managing difficult doctors and problems within teams
- case studies in practice

17.00 Questions and answers followed by close

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Download

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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

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.
(The ICO stands for International Coffee Organisation)

Date Monday 25 April 2016

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%.

*Credit card Discount

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Confirmation of Booking

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