

A Practical Guide to Managing Doctors in Difficulty & Difficult Behaviour

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Monday 26th November 2018 De Vere W1 Conference Centre London

Topics Include:

- Managing Doctors in Difficulty, and Difficult Doctors
- A Clinical Directors Experience
- Managing poor or deteriorating clinical performance: Lessons from invited service reviews
- Managing and supporting health professionals with health issues, and developing preventative approaches through resilience, time to think and mindfulness techniques
- EXTENDED SESSION: Managing and working with difficult behaviour
- EXTENDED SESSION: Managing and supporting clinicians in difficulty
- Supporting sick doctors
- 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*

Dr Peter Belfield

*Medical Director Invited Service Reviews
The Royal College of Physicians, London*

Supporting Organisations



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This conference aimed at senior clinicians, clinical directors, 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 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.

“NCAS has identified that a significant proportion of the concerns it sees (59%) contain a behavioural or conduct component. Even where clinical concerns about an individual’s practice are not present, behavioural and conduct issues can nevertheless have a significant and detrimental impact on team relationships and patient care” NCAS

“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 A Clinical Directors Experience

Mr Jason Smith

Clinical Director for Surgery & Consultant Surgeon
Chelsea and Westminster NHS Foundation Trust

- managing difficult doctors and doctors in difficulty
- managing your performance when managing others
- managing conflict within the clinical team
- is it the individual or is it the team?
- managing the potential impact on patient safety
- issues around conduct and behaviour
- dilemmas and approaches to managing colleagues
- difficult issues: my experience as a Clinical Director

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

11.40 Managing and supporting health professionals with health issues, and developing preventative approaches through resilience, time to think and mindfulness techniques

Jane Marshall

Consultant Psychiatrist South London and Maudsley NHS
Foundation Trust & Clinician NHS Practitioner Health Programme

- managing and supporting health professionals who are sick
- preventative approaches including building resilience, time to think, and mindfulness techniques
- outcomes in terms of return to work, abstinence and patient experience

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

Dr Peter Belfield

Medical Director Invited Service Reviews
The Royal College of Physicians

- 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

12.30 Supporting Doctors with health concerns

Dr Lizzie Croton

GP
Sick Doctors Trust

- supporting sick doctors: who is presenting for help and why?
- National frameworks, local procedures and organisations who can help
- supporting doctors with health concerns in practice

13.00 Questions & answers, followed by lunch at 13.10

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

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 Andrew Long

Consultant Paediatrician & Deputy Medical Director
Great Ormond Street Hospital NHS Foundation Trust

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

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 Monday 26th November 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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