

Fitness to practise dashboard Q3 2017-18

Concerns and Formal Complaints

Formal complaints – key points:

The figures for concerns and complaints received and closed are calculated as at the end of the quarter.

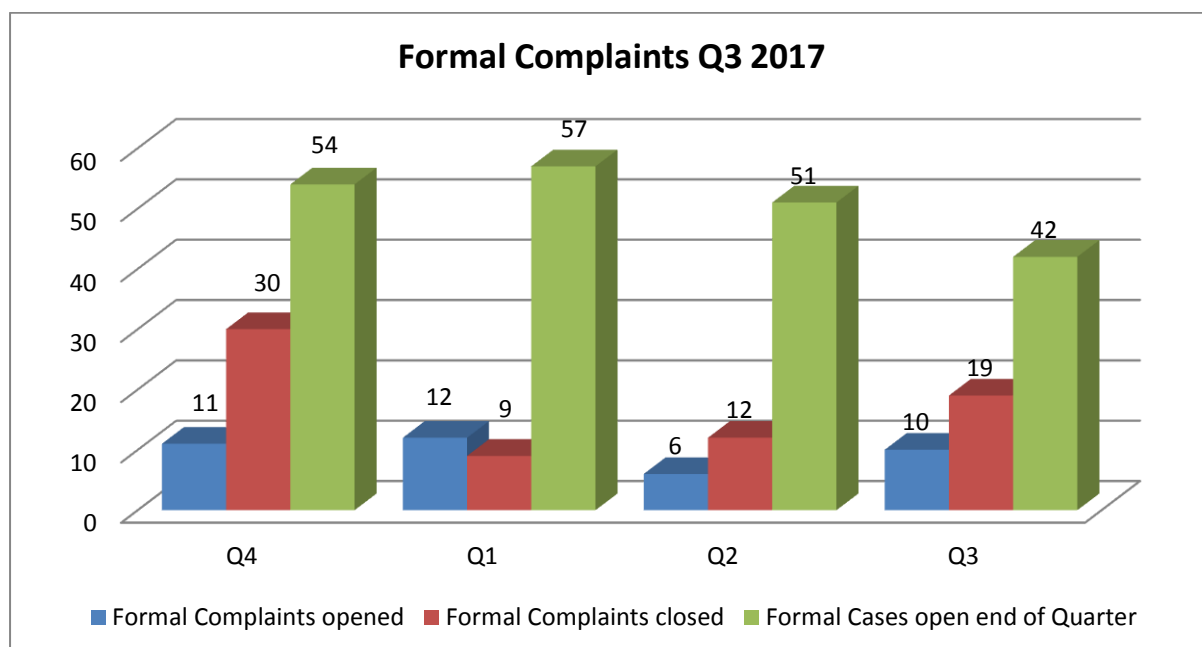
We received four more formal complaints and closed seven more formal complaints in Q3 than in Q2 of 2017-18.

The number of open formal cases has continued to decrease since Q1 despite an increase in formal complaints received in Q3.

Comparison

In Q3 2016-17 we received 15 formal complaints during that quarter and had 73 open formal complaints at the end of the quarter.

Number of Complaints Received	Q4	Q1	Q2	Q3
Formal Complaints opened	11	12	6	10
Formal Complaints closed	30	9	12	19
Formal Cases open end of Quarter	54	57	51	42



Annex to 6

Source of Formal Complaints	Q4	Q1	Q2	Q3
Self-referral by the registrant	2	0	0	1
Registrar's Allegation	1	4	0	3
Referral by non-NHS employer	0	0	0	0
Referral by patient or service user	3	5	6	4
Referral by NHS	0	0	0	0
Referral by another registrant	2	0	0	0
Anonymous informant	0	0	0	0
Referral by another regulator body	0	0	0	0
Any other informant	3	3	0	2
Total	11	12	6	10

Key points: 'Referral by patient or service user' continues to be the most common source of formal complaints. Complaints received from 'Any other informant' included a referral from a healthcare provider and a complaint from a concerned member of the public who was not a patient.

Allegations in Formal Complaints	Q4	Q1	Q2	Q3
Conduct	8	11	6	9
Conviction	1	1	0	1
Competency	0	0	0	0
Adjunctive Therapies	0	0	0	0
Total	11	12	6	10

Key points: Conduct continues to be the main type of allegation raised in complaints. We did not receive any complaints concerning competency or adjunctive therapies during the period.

Concerns

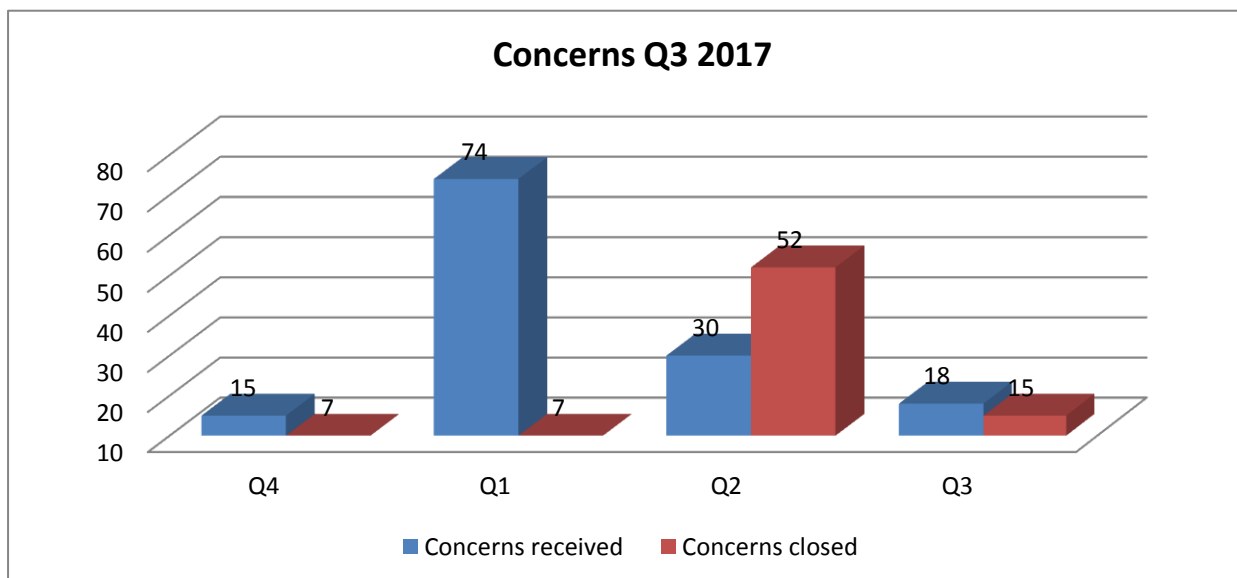
Concerns Received

Eighteen concerns were received in Q3. The main source of concern in Q3 was regarding clinical treatment.

Concerns Closed

Fifteen concerns were closed during Q3 under the Threshold Criteria and the Initial Closure Procedure. The concerns related to clinical treatment, advertising and registrant behaviour.

Number of Concerns Received	Q4	Q1	Q2	Q3
Concerns received	15	74	30	18
Concerns closed	7	7	52	15



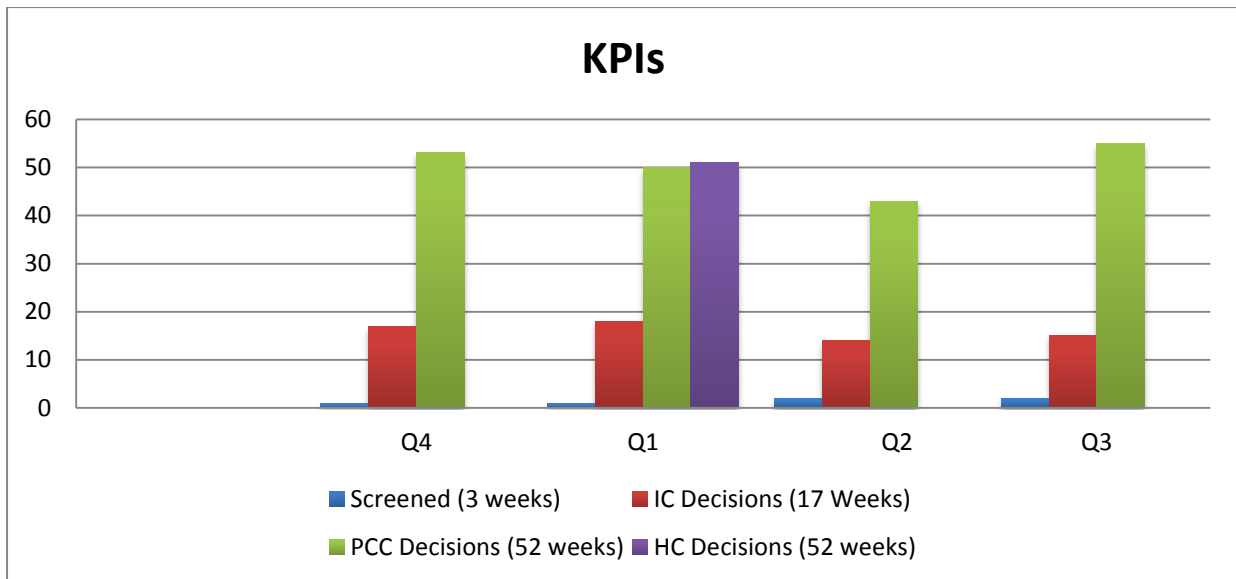
Key Performance Indicators

Key points: All KPI's are measured in Median weeks. The KPIs for screened and IC Decisions have been met in Q3. The Screened median remained constant from Q2 and Q3. The IC Decisions median increased by one week compared to Q2, but still remains within KPI.

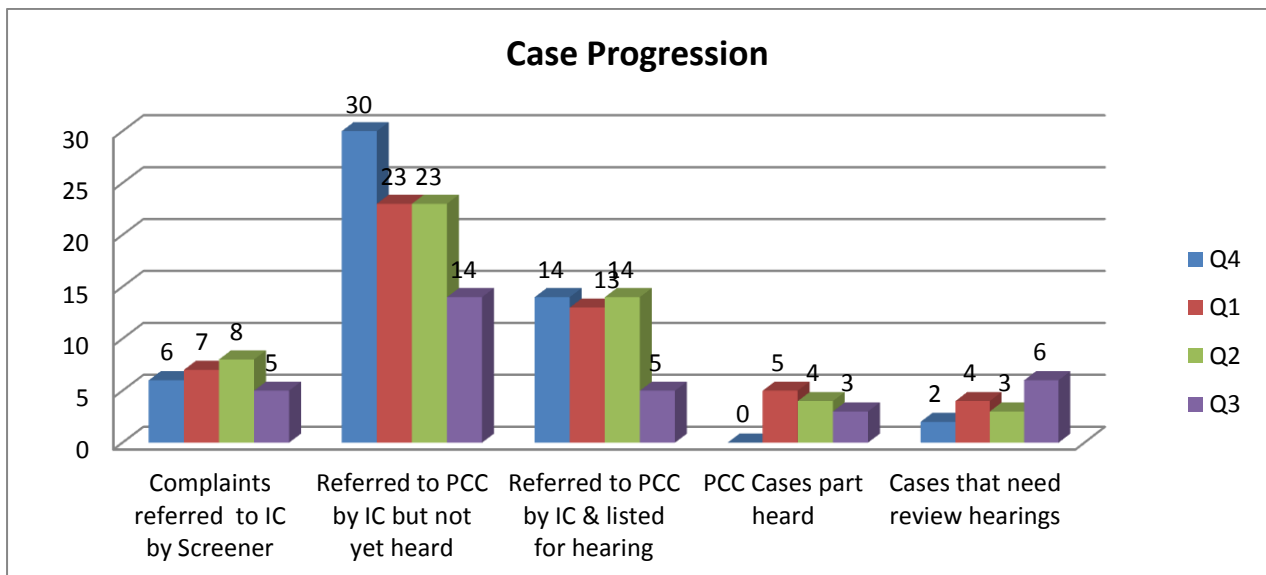
The PCC Decisions median has increased from 43 weeks in Q2 to 55 weeks in Q3. The PCC median has been exceeded in Q3 due to the consideration of a case by the PCC which had been previously adjourned by the IC twice for further investigation in August and December 2016.

No cases were considered by the HC in Q3.

Performance Against KPIs	Q4	Q1	Q2	Q3
Screened (3 weeks)	1	1	2	2
IC Decisions (17 Weeks)	17	18	14	15
PCC Decisions (52 weeks)	53	50	43	55
HC Decisions (52 weeks)	0	51	0	0



Case Progression	Q4	Q1	Q2	Q3
Complaints referred to IC by Screener	6	7	8	5
Referred to PCC by IC but not yet heard	30	23	23	14
Referred to PCC by IC and listed for hearing	14	13	14	5
PCC Cases part heard	0	5	4	3
Cases that need review hearings	2	4	3	6



Key points: The number of cases referred to the PCC by the IC but not yet heard has significantly decreased in Q3. The reduction in the number of cases to be heard by the PCC is due to an increase in the number of cases considered and concluded in Q3 compared with Q2.

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The number of cases that require a review hearing has doubled in Q3 compared to Q2. The reason for this increase is due to the imposition of conditions in four cases against one registrant.

Formal Complaint to Final IC decision (in weeks)	Q4	Q1	Q2	Q3
Median	17	18	27	16
Longest Case	108	53	61	38
Shortest Case	4	7	9	7

Key points: In Q3 there has been a significant reduction in the median and the longest case figures. The longest case took 38 weeks for a final IC decision, which was due to the case being previously adjourned by the IC. The shortest case was considered in 7 weeks which is a reduction on Q2.

Cases open end of 1/4 older than	Q4	Q1	Q2	Q3
52 weeks	9	15	17	12
104 weeks	1	3	3	2
156 weeks	0	0	0	0

Key points: Q3 has seen a reduction in the number of cases older than 52 weeks compared to Q2. Of the 12 cases, four have substantive orders in place and four have been listed for PCC consideration in Q4 and Q1. The two cases that are older than 104 weeks, one case has a substantive order in place and the other is listed for PCC consideration in Q4.

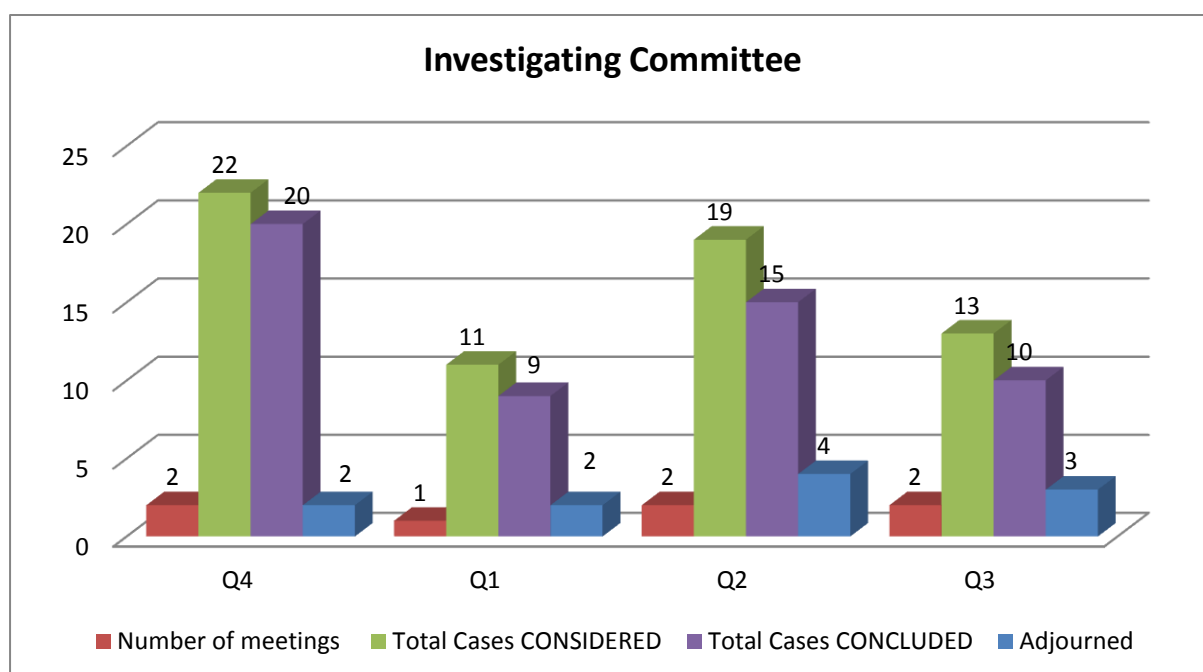
Investigating Committee

Key points: The IC only held two meetings in Q2 and considered 13 cases. The majority of cases considered by the IC were referred to the PCC. The IC adjourned three cases in Q3.

The IC did not consider any interim suspension order application in Q3.

Investigating Committee	Q4	Q1	Q2	Q3
IC MEETINGS				
Number of meetings	2	1	2	2
Total Cases CONSIDERED	22	11	19	13
Total Cases CONCLUDED	20	9	15	10
IC DECISIONS				
No Case to Answer	6	3	10	4
Referred to PCC	14	6	5	5

Referred to HC	0	0	0	0
Referred to PCC and HC	0	0	0	0
Adjourned	2	2	4	3
IC Interim Suspension Order DECISIONS				
Applications made	1	1	3	0
Interim Suspension Order Imposed	1	0	0	0
Undertaking	0	0	2	0
Receipt of complaint to ISO Decision (MEDIAN in weeks)	10	3	7	0



Professional Conduct Committee

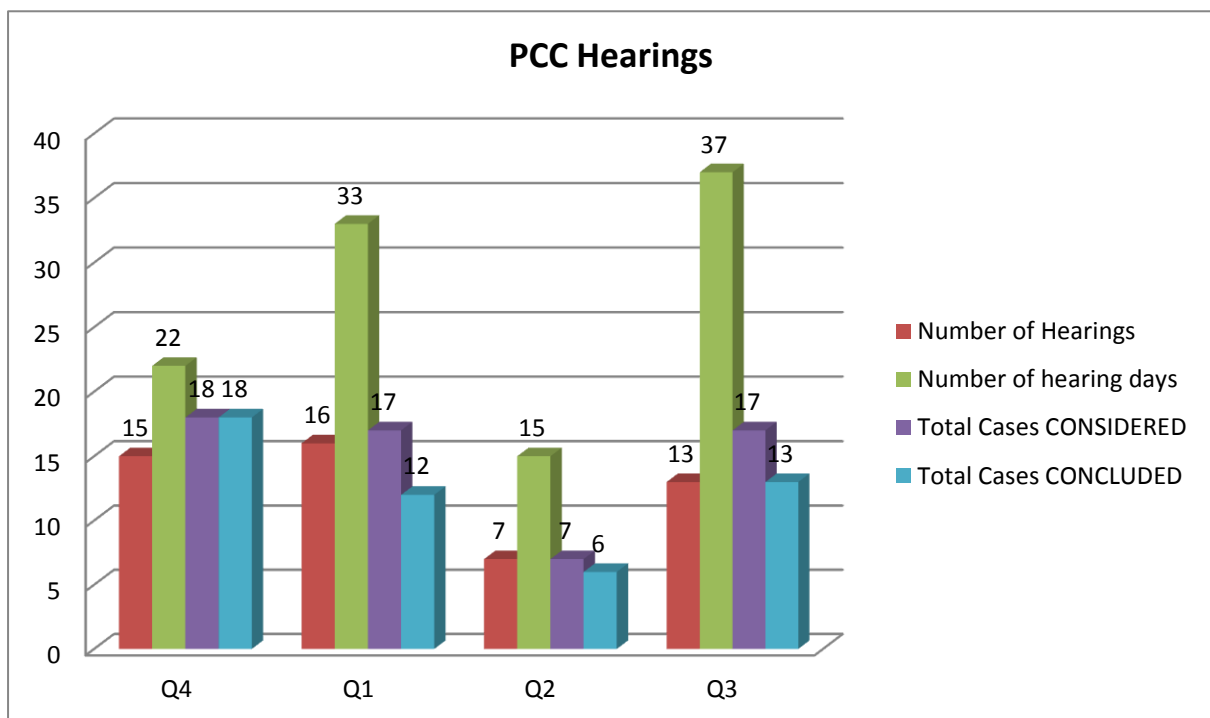
Key points: In Q3 the PCC held six more hearings than in the previous quarter. The total cases concluded increased from 6 in Q2 to 13 in Q3. The majority of cases considered by the PCC were closed due to the allegation not 'well founded'.

The PCC considered one ISO application during this period and imposed one order.

Professional Conduct Committee	Q4	Q1	Q2	Q3
PCC Hearings				
Number of Hearings	15	16	7	13
Number of hearing days	22	33	15	37
Total Cases CONSIDERED	18	17	7	17
Total Cases CONCLUDED	18	12	6	13

Annex to 6

PCC DECISIONS				
Allegation not 'well founded'	7	4	2	6
Admonished	4	2	4	3
Conditions of Practice	0	2	0	4
Suspension	0	2	0	0
Removal	2	0	0	0
Rule 19	2	0	0	0
Adjourned	0	1	1	3
Conditions/Suspension to expire at end of order	0	1	0	1
Rule 8 Admonishment	2	0	0	0
PCC Interim Suspension Order DECISIONS				
Applications made	2	1	0	1
Interim Suspension Order Imposed	1	0	0	1
Undertaking	1	0	0	0



Protection of Title

Key Points: There are 24 active protection of title cases as at 31 December 2017.

(The figures for protection of title concerns received and resolved are calculated as those received and resolved during the quarter. It is possible to resolve more concerns in a quarter than were received taking into account for example the time delay between sending out a Cease and Desist letter in one quarter and receiving a response in another).

Protection of Title	Q4	Q1	Q2	Q3
Concerns Received	20	17	10	8
Cease and Desist letters sent	9	8	7	5
Resolved	4	7	1	7
Prosecution Commenced	0	0	0	0
Conviction Secured	1	0	0	0

