

Fitness to practise dashboard Q4 2017-18

Concerns and Formal Complaints

Formal complaints – key points

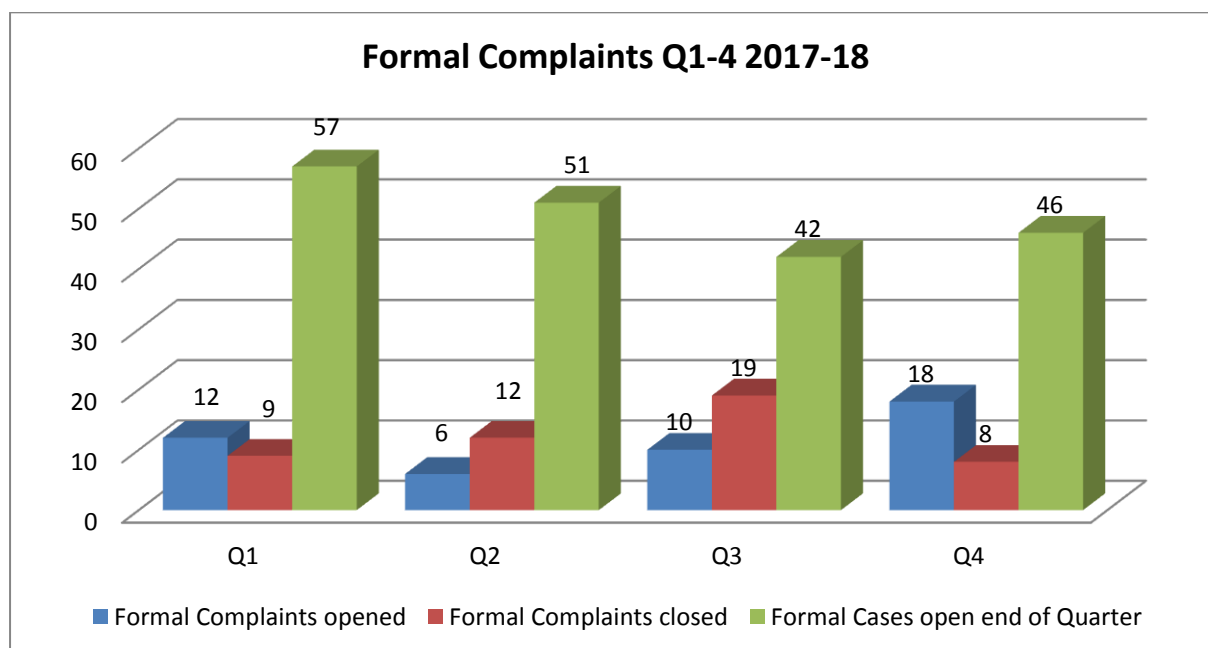
The figures for concerns and complaints received and closed are calculated as at the end of the quarter.

We received eight more formal complaints in Q4 than in Q3 of 2017-18.

The number of open formal cases has risen slightly this quarter as a result of the increase in formal complaints and two hearings going part heard.

As a comparison, in Q4 2016-17 we received 11 formal complaints and had 54 open formal complaints at the end of the quarter.

Number of complaints received	Q1	Q2	Q3	Q4
Formal complaints opened	12	6	10	18
Formal complaints closed	9	12	19	8
Formal cases open end of quarter	57	51	42	46



Source of formal complaints	Q1	Q2	Q3	Q4
Self-referral by the registrant	0	0	1	1
Registrar's allegation	4	0	3	5
Referral by non-NHS employer	0	0	0	1
Referral by patient or service user	5	6	4	8
Referral by NHS	0	0	0	0
Referral by another registrant	0	0	0	0
Anonymous informant	0	0	0	0
Referral by another regulatory body	0	0	0	1
Any other informant	3	0	2	2
Total	12	6	10	18

Key points: 'Referral by patient or service user' continues to be the most common source of formal complaints.

Allegations in formal complaints	Q1	Q2	Q3	Q4
Conduct	11	6	9	16
Conviction	1	0	1	1
Competency	0	0	0	0
Adjunctive therapies	0	0	0	1
Total	12	6	10	18

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.

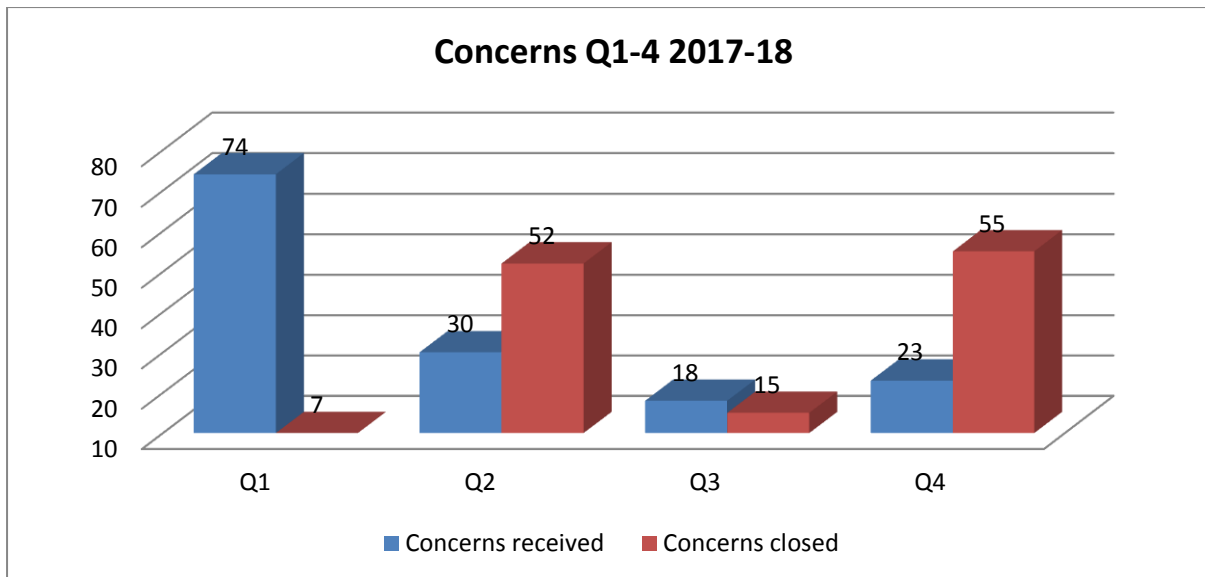
Concerns received

Twenty three concerns were received in Q4. The main source of concern in Q4 involved obtaining consent.

Concerns closed

Fifty five concerns were closed during Q4 under the Threshold Criteria and the Initial Closure Procedure. Eighteen concerns closed during this quarter related to advertising.

Number of concerns received	Q1	Q2	Q3	Q4
Concerns received	74	30	18	23
Concerns closed	7	52	15	55



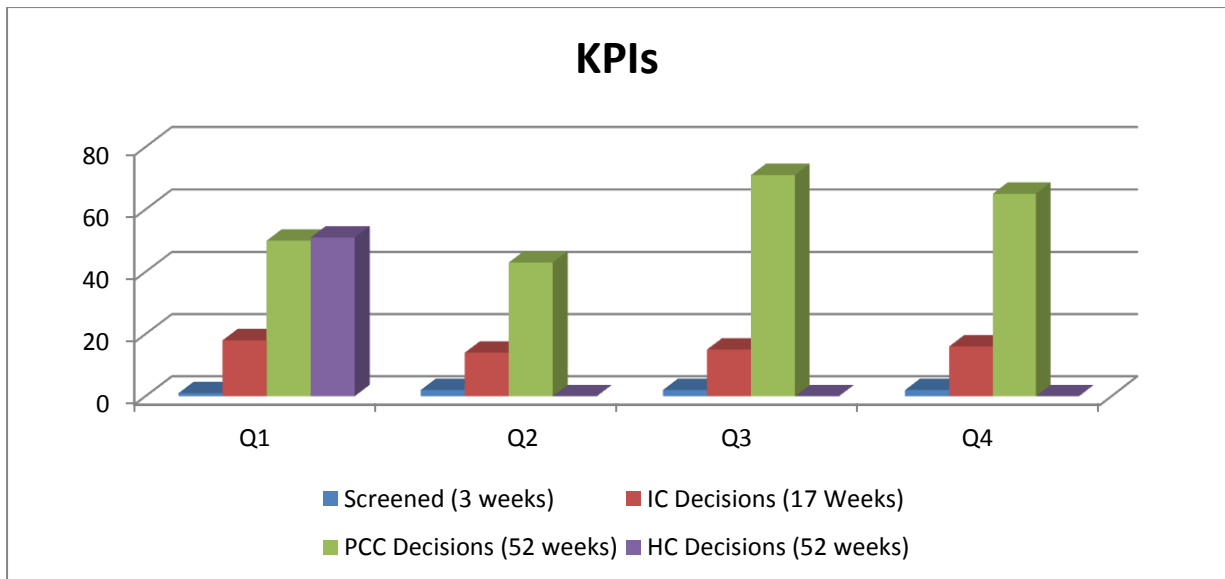
Key Performance Indicators

Key Points: all KPI's are measured in Median weeks. The KPIs for screened and IC Decisions have been met in Q4. The Screened median remained constant from Q3 to Q4. The IC Decisions median increased by one week compared to Q3, but still remains within KPI.

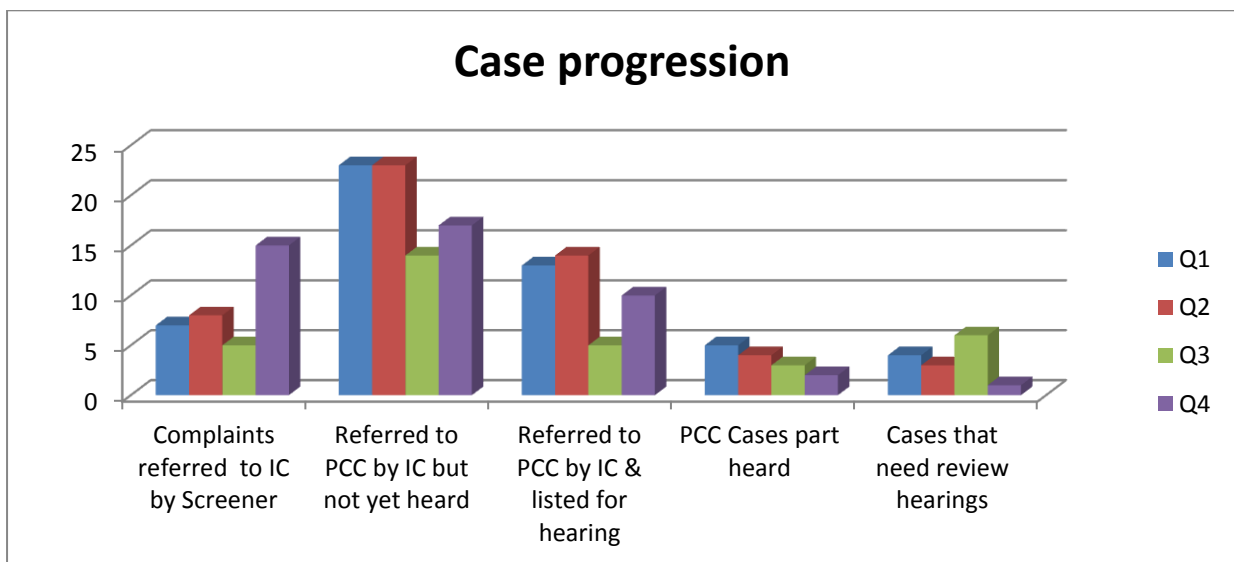
The PCC Decisions median has decreased from 71 weeks in Q3 to 64 weeks in Q4. The PCC median has been exceeded in Q4 due to the consideration of our oldest case (at 139 weeks) by the PCC. The delay in this case concluding at a substantive hearing before the PCC has significantly impacted on the PCC KPI median figure.

No cases were considered by the HC in Q4.

Performance against KPIs	Q1	Q2	Q3	Q4
Screened (3 weeks)	1	2	2	2
IC Decisions (17 Weeks)	18	14	15	16
PCC Decisions (52 weeks)	50	43	71	64
HC Decisions (52 weeks)	51	n/a	n/a	n/a



Case progression	Q1	Q2	Q3	Q4
Complaints referred to IC by Screener	7	8	5	15
Referred to PCC by IC but not yet heard	23	23	14	17
Referred to PCC by IC and listed for hearing	13	14	5	10
PCC Cases part heard	5	4	3	2
Cases that need review hearings	4	3	6	1



Key points: the number of cases listed for hearing before the PCC has increased, demonstrating the continued effectiveness of the listings protocol, with both hearings that were adjourned in Q4 already relisted for hearing later in 2018.

Formal complaint to final IC decision (in weeks)	Q1	Q2	Q3	Q4
Median	18	27	16	16
Longest case	53	61	38	47
Shortest case	7	9	7	4

Key points: in Q4 the median has stayed constant with Q3. The median has been impacted by one case taking 47 weeks for a final IC decision. This was due to the case being previously adjourned by the IC. The shortest case was considered in 4 weeks which is a reduction on Q3.

Cases open end of 1/4 older than	Q1	Q2	Q3	Q4
52 weeks	15	17	12	7
104 weeks	3	3	2	1
156 weeks	0	0	0	0

Key points: Q4 has continued to see a reduction in the number of cases older than 52 weeks. Of the seven cases, three are part heard, one has been listed for hearing later in 2018 and one relates to an external investigation by the police which means the case cannot be progressed until the conclusion of this police investigation. The one case that is older than 104 has a substantive order in place.

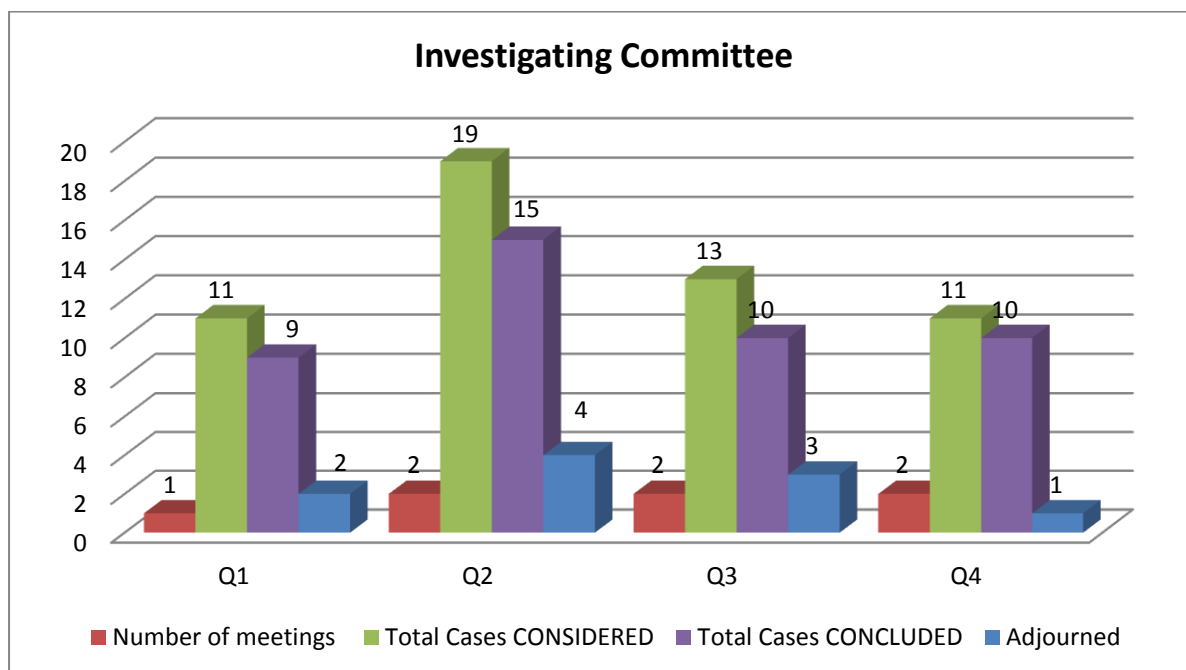
Investigating Committee

Key points: the IC held two meetings in Q4 and considered 11 cases. The majority of cases considered by the IC were referred to the PCC. The IC adjourned one case in Q4.

The IC considered and granted two interim suspension orders in Q4.

Investigating Committee	Q1	Q2	Q3	Q4
IC MEETINGS				
Number of meetings	1	2	2	2
Total cases CONSIDERED	11	19	13	11
Total cases CONCLUDED	9	15	10	10
IC DECISIONS				
No Case to Answer	3	10	4	3
Referred to PCC	6	5	5	7
Referred to HC	0	0	0	0
Referred to PCC and HC	0	0	0	0
Adjourned	2	4	3	1
IC Interim Suspension Order DECISIONS				
Applications made	1	3	0	2
Interim Suspension Order imposed	0	0	0	1

Undertaking	0	2	0	1
Receipt of complaint to ISO Decision (MEDIAN in weeks)	3	7	0	3

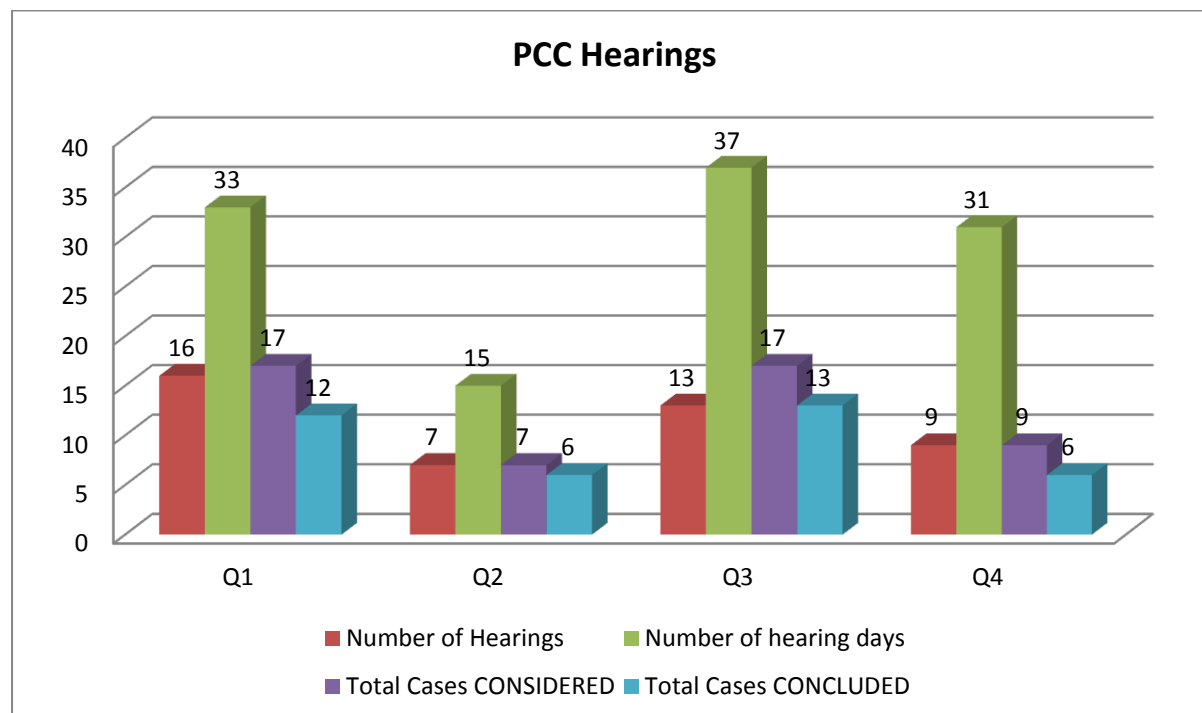


Professional Conduct Committee

Key points: in Q4 the PCC considered nine cases. However six of these cases were older/complex cases which can be seen, in part, by the number of hearing days allocated to deal with them, amounting to 31 days in total.

Professional Conduct Committee	Q1	Q2	Q3	Q4
PCC Hearings				
Number of hearings	16	7	13	9
Number of hearing days	33	15	37	31
Total cases CONSIDERED	17	7	17	9
Total cases CONCLUDED	12	6	13	6
PCC DECISIONS				
Allegation not 'well founded'	4	2	6	2
Admonished	2	4	3	1
Conditions of Practice	2	0	4	0
Suspension	2	0	0	1
Removal	0	0	0	1
Rule 19	0	0	0	1
Adjourned	1	1	3	2
Conditions/Suspension to expire at end of order	1	0	1	0
Rule 8 Admonishment	0	0	0	0

PCC Interim Suspension Order DECISIONS				
Applications made	1	0	1	0
Interim Suspension Order imposed	0	0	1	0
Undertaking	0	0	0	0



Protection of Title

Key points: there are 31 active protection of title cases as at 31 March 2018.

(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	Q1	Q2	Q3	Q4
Concerns received	17	10	8	9
Cease and desist letters sent	8	7	5	4
Resolved	7	1	7	4
Prosecution commenced	0	0	0	0
Conviction secured	0	0	0	0

