

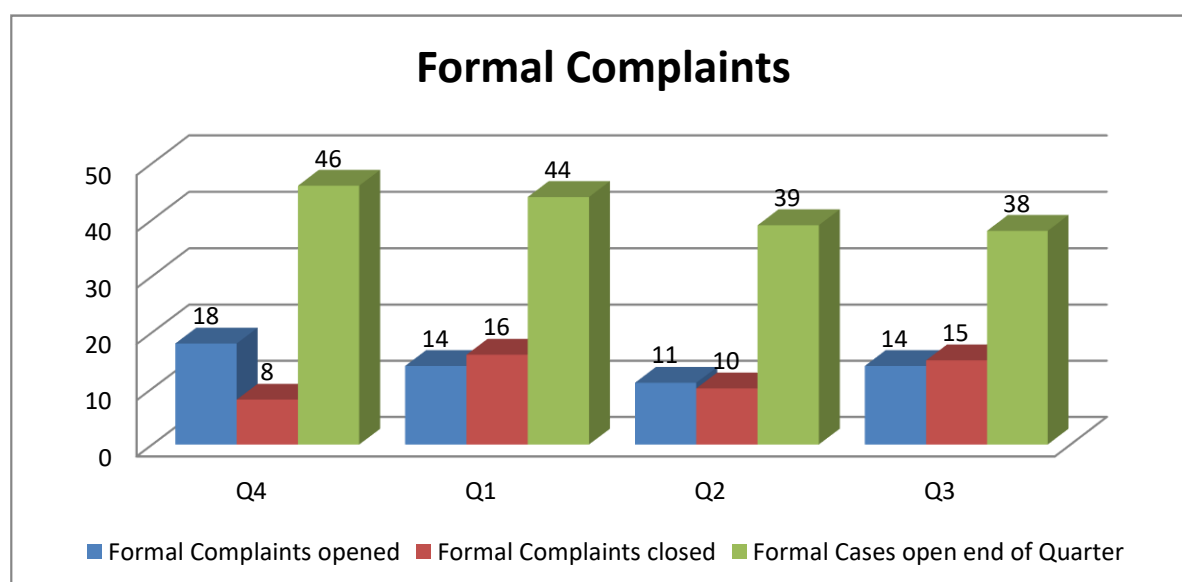
**Fitness to practise data set Q3 2018-19**
**Concerns and Formal Complaints**

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

We received three more formal complaints in Q3 than in Q2 of 2018-19.

We closed 15 formal complaints in Q3, reducing our current case load to 38 cases.

Number of Complaints Received	Q4	Q1	Q2	Q3
Formal Complaints opened	18	14	11	14
Formal Complaints closed	8	16	10	15
Formal Cases open end of Quarter	46	44	39	38



Source of Formal Complaints	Q4	Q1	Q2	Q3
Self-referral by the registrant	1	1	0	3
Registrar's Allegation	5	3	2	5
Referral by non-NHS employer	1	0	0	0
Referral by patient or service user	8	8	5	2
Referral by NHS	0	0	0	0
Referral by another registrant	0	0	1	1
Anonymous informant	0	0	0	0
Referral by another regulator body	1	0	0	0
Any other informant	2	2	3	3
<b>Total</b>	<b>18</b>	<b>14</b>	<b>11</b>	<b>14</b>

**Key points:** 'Registrar's Allegation' was the most common source of formal complaints in Q3. All five allegations in this category related to a failure to maintain professional indemnity insurance.

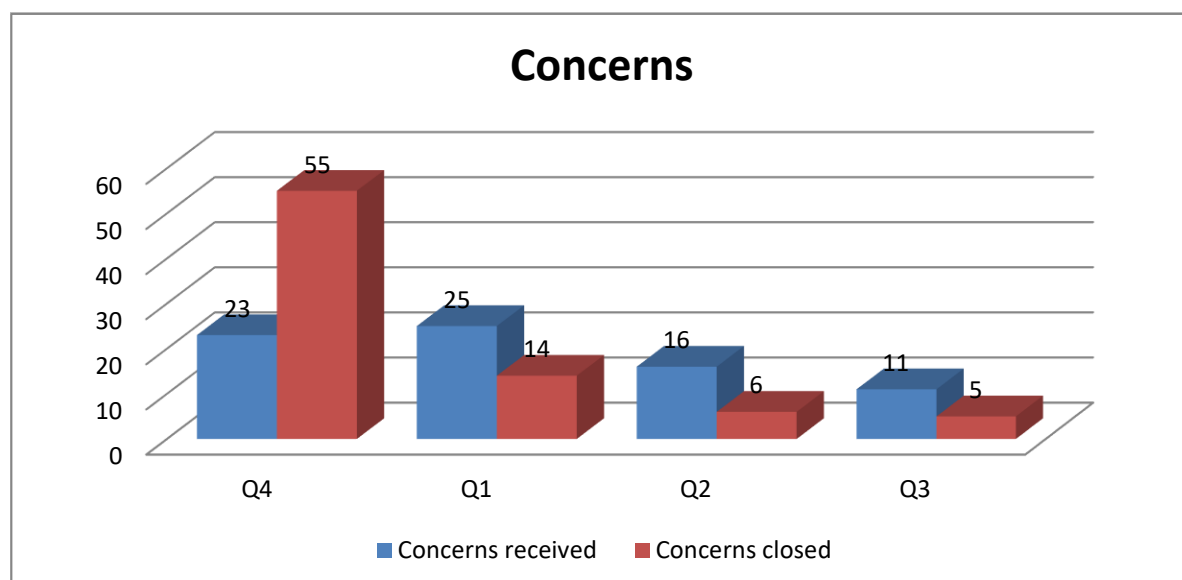
Allegations in Formal Complaints	Q4	Q1	Q2	Q3
Conduct	16	13	11	12
Conviction	1	1	0	2
Competency	0	0	0	0
Adjunctive Therapies	1	0	0	0
Health	0	1	0	0
Total	18	14	11	14

**Key points:** Conduct continues to be the main type of allegation raised in complaints. We raised one allegation relating to a conviction this quarter.

### Concerns received

Eleven concerns were received in Q3. Five of these related to a failure to maintain adequate professional indemnity insurance; the others included concerns about patient confidentiality, treatment, sexually motivated conduct and misleading advertising.

Number of Concerns Received	Q4	Q1	Q2	Q3
Concerns received	23	25	16	11
Concerns closed	55	14	6	5



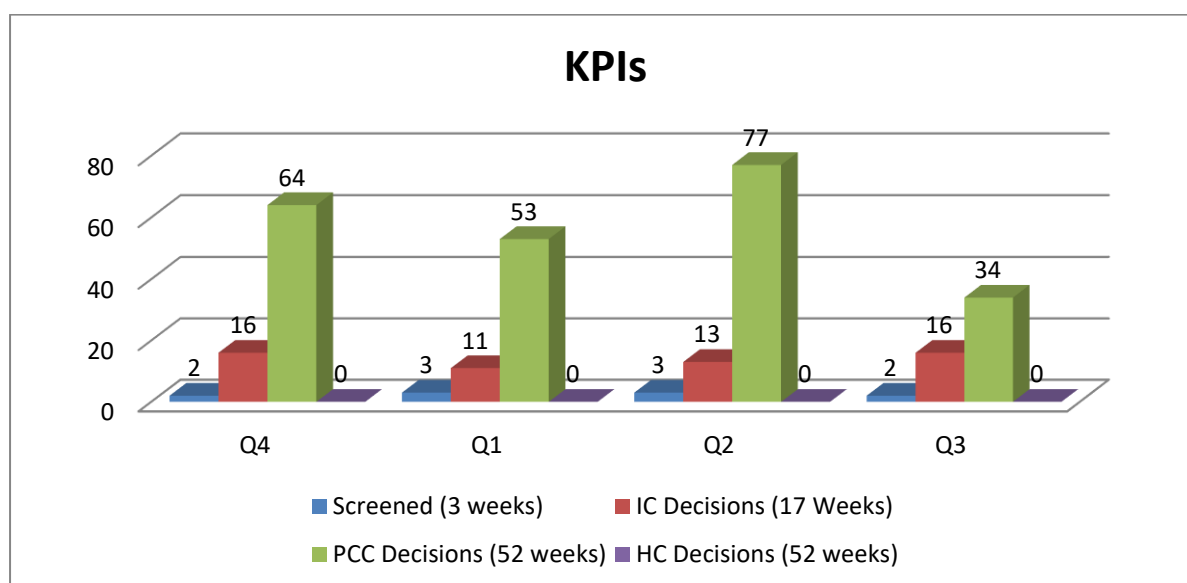
## Key Performance Indicators

**Key Points:** All KPI's are measured in Median weeks. The KPIs for screened, IC and PCC Decisions have been met in Q3. The Screened median decreased by one week from Q2 to Q3. The IC Decisions median has increased by three weeks compared to Q2 but is within KPI.

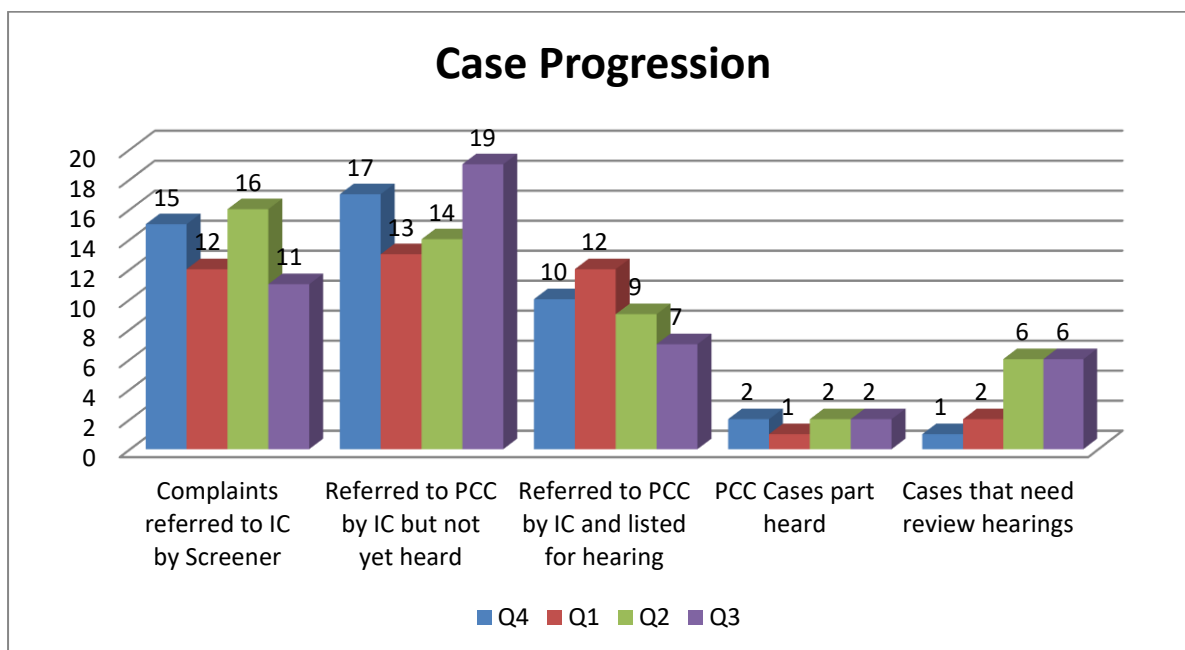
The PCC Decisions median has decreased from 77 weeks in Q2 to 34 weeks in Q3. This reflects the conclusion of several complex older cases in Q2 and a number of low complexity cases in Q3. We anticipate that the median will rise from the Q3 figure in Q4 due to a number of cases being listed which we were unable to progress for a period of time for various reasons, including police investigations and poor health of a registrant. We expect to remain within, or at KPI for Q4 however.

No cases were considered by the HC in Q3.

Performance Against KPIs	Q4	Q1	Q2	Q3
Screened (3 weeks)	2	3	3	2
IC Decisions (17 Weeks)	16	11	13	16
PCC Decisions (52 weeks)	64	53	77	34
HC Decisions (52 weeks)	n/a	n/a	n/a	n/a



Case Progression	Q4	Q1	Q2	Q3
Complaints referred to IC by Screener	15	12	16	11
Referred to PCC by IC but not yet heard	17	13	14	19
Referred to PCC by IC and listed for hearing	10	12	9	7
PCC Cases part heard	2	1	2	2
Cases that need review hearings	1	2	4	6



**Key points:** the number of cases referred to the IC by screeners has decreased this quarter. The number of cases referred by the IC but not yet heard has increased due to a large number of referrals from the IC's meeting in October which are in the process of being listed. There are five cases not yet listed which are outside KPI. Of these, two are provisionally listed for this quarter and next quarter; two were on hold until recently due to criminal investigations which have now concluded; and one has been considered by the PCC but remains open because it has been referred to the HC.

Formal Complaint to Final IC decision (in weeks)	Q4	Q1	Q2	Q3
Median	16	11	13	16
Longest Case	47	30	65	116
Shortest Case	4	7	10	6

**Key points:** in Q3 the median increased by three weeks but is at KPI and comparable with Q3 in 2017-2018. The longest case was one which was on hold pending the outcome of a criminal trial.

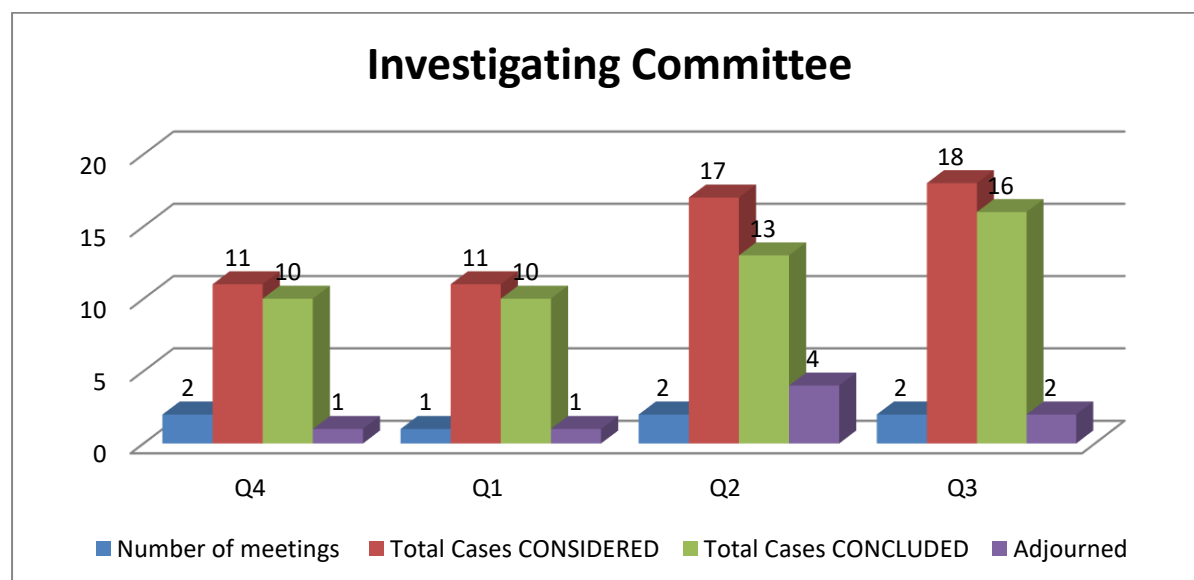
Cases open end of quarter older than	Q4	Q1	Q2	Q3
52 weeks	7	7	11	7
104 weeks	1	1	3	5
156 weeks	0	1	1	1

**Key points:** the number of cases older than 52 weeks has increased to seven in Q3. These include three cases that were on 'hold' pending the outcome of a criminal investigation, one case in which a hearing was postponed due to the ill health of a registrant, and one case which has been considered by the PCC and referred to the HC. One was delayed by problems with obtaining the patient's osteopathic notes.

## Investigating Committee

**Key points:** the IC held two meetings in Q3 and considered 18 cases. Twelve cases considered by the IC were referred to the PCC. The IC adjourned two cases in Q3. The IC considered one interim suspension order application and granted one in Q3.

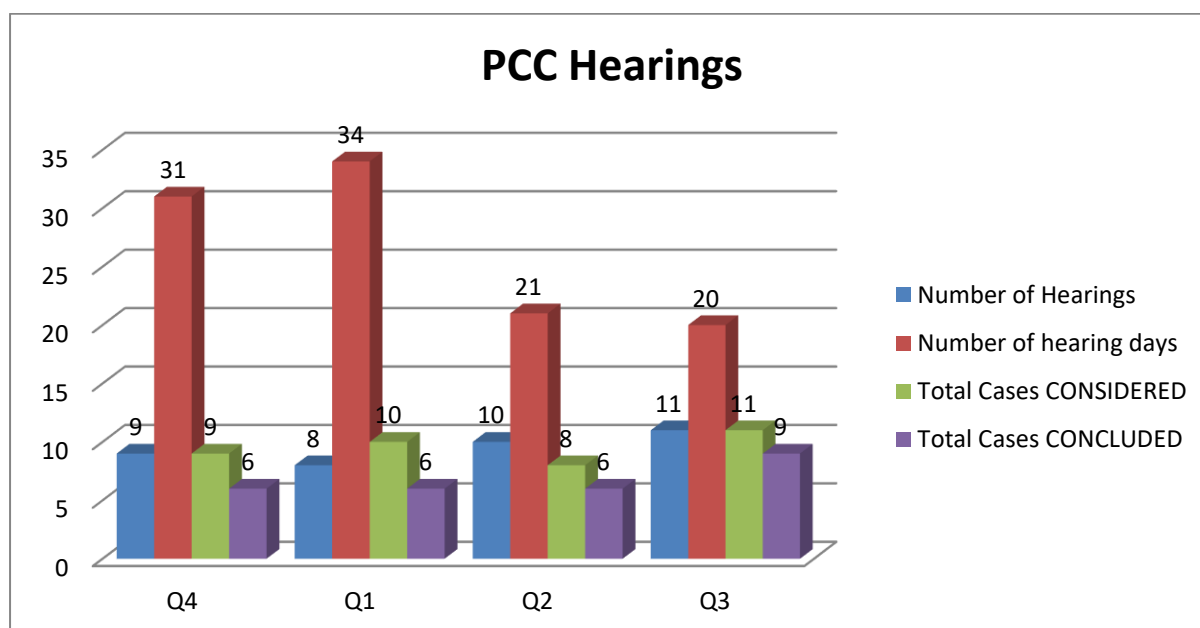
Investigating Committee	Q4	Q1	Q2	Q3
IC MEETINGS				
Number of meetings	2	1	2	2
Total Cases CONSIDERED	11	11	17	18
Total Cases CONCLUDED	10	10	13	16
IC DECISIONS				
No Case to Answer	3	4	4	4
Referred to PCC	7	6	8	12
Referred to HC	0	0	1	0
Referred to PCC and HC	0	0	0	0
Adjourned	1	1	4	2
IC Interim Suspension Order DECISIONS				
Applications made	2	1	2	1
Interim Suspension Order Imposed	1	0	1	1
Undertaking	1	0	0	0
Receipt of complaint to ISO Decision (MEDIAN in weeks)	3	4	6	3



## Professional Conduct Committee

**Key points:** in Q3 the PCC considered eleven cases over twenty days, concluding nine of those cases. This is slightly higher than in Q2 but broadly consistent with previous quarters.

Professional Conduct Committee	Q4	Q1	Q2	Q3
PCC Hearings				
Number of Hearings	9	8	10	11
Number of hearing days	31	34	21	20
Total Cases CONSIDERED	9	10	8	11
Total Cases CONCLUDED	6	6	6	9
PCC DECISIONS				
Allegation not 'well founded'	2	3	1	1
Admonished	1	2	0	1
Conditions of Practice	0	0	1	0
Suspension	1	1	2	2
Removal	1	0	1	2
Rule 19	1	0	1	0
Adjourned	2	2	2	2
Conditions/Suspension to expire at end of order	0	0	0	0
Rule 8 Admonishment	0	0	0	3
PCC Interim Suspension Order DECISIONS				
Applications made	1	0	1	1
Interim Suspension Order Imposed	1	0	1	0
Undertaking	0	0	0	0



## Protection of Title

**Key points:** there are 19 active protection of title cases as at 14 January 2019.

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	9	8	8	8
Cease and Desist letters sent	4	5	6	12
Resolved	4	9	4	5
Prosecution Commenced	0	0	0	0
Conviction Secured	0	0	0	0

