

Current fitness to practise dashboard Q1 2019-2020

Concerns and Formal Complaints

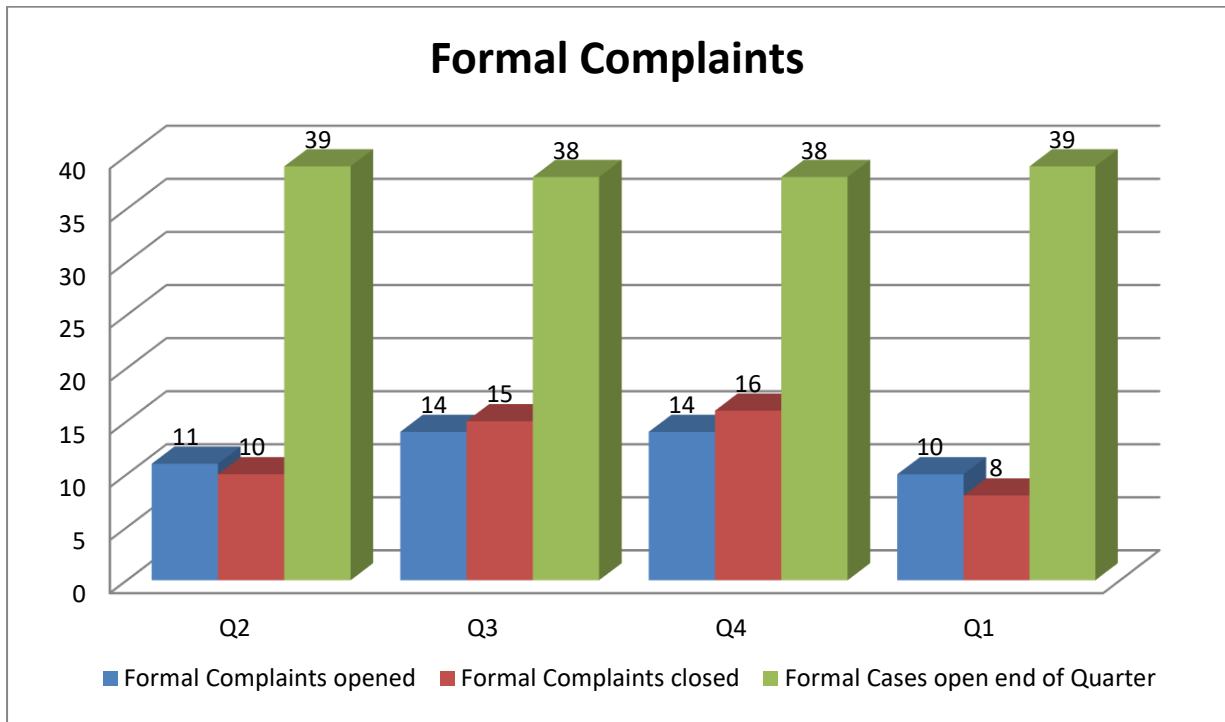
Formal complaints – key points

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

We received fewer formal complaints in Q1 than we did in Q4 of 2018-19. The number of open formal cases has remained consistent however.

As a comparison, in Q1 2018-19 we received 14 formal complaints and had 44 open formal complaints at the end of the quarter.

Number of complaints received	Q2	Q3	Q4	Q1
Formal complaints opened	11	14	14	10
Formal complaints closed	10	15	16	8
Formal cases open end of quarter	39	38	38	39



Source of formal complaints	Q2	Q3	Q4	Q1
Self-referral by the registrant	0	3	1	1
Registrar's allegation	2	5	1	1
Referral by non-NHS employer	0	0	0	2
Referral by patient or service user	4	2	8	3

Referral by NHS	0	0	0	0
Referral by another registrant	1	1	0	3
Anonymous informant	0	0	2	0
Referral by another regulatory body	0	0	0	0
Any other informant	4	3	2	0
Total	11	14	14	10

Key point: The number of complaints received from other registrants and employers together exceed the number of complaints received from patients or service users this quarter.

Allegations in formal complaints	Q2	Q3	Q4	Q1
Conduct	11	12	13	10
Conviction	0	2	0	0
Competency	0	0	0	0
Adjunctive therapies	0	0	0	0
Health	0	0	1	0
Total	11	14	14	10

Key point: Conduct continues to be the main type of allegation raised in complaints.

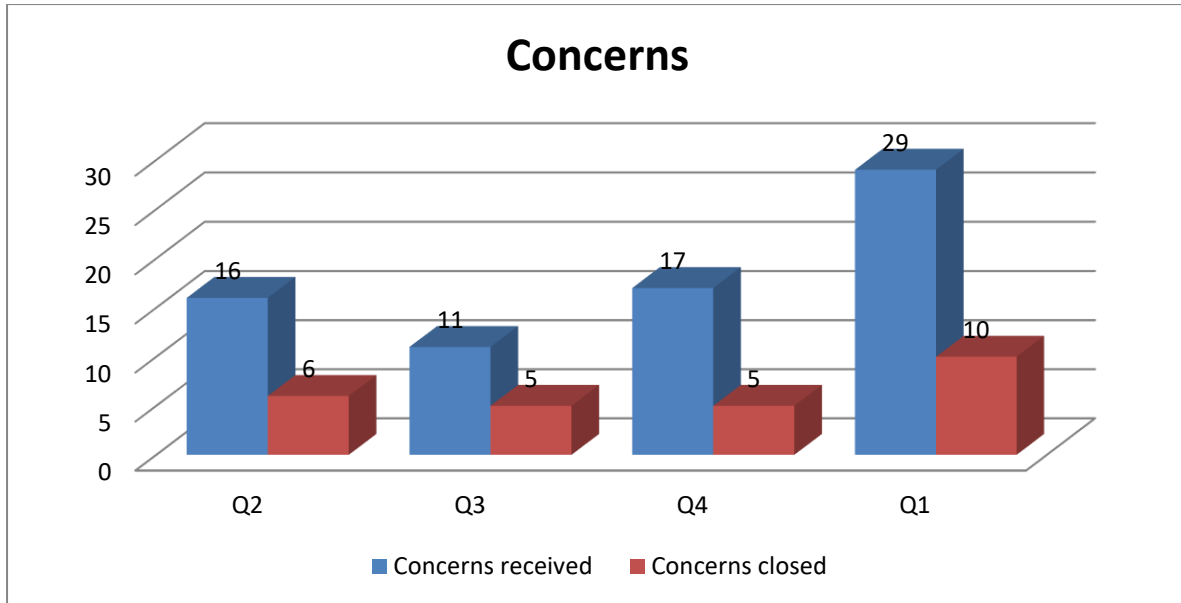
Concerns received

The number of concerns received in Q1 was significantly higher than in previous quarters. The main source of concern in Q1 was conduct which transgressed professional boundaries and/or was sexually motivated.

Concerns closed

Ten concerns were closed during Q1 under the Initial Closure Procedure.

Number of concerns received	Q2	Q3	Q4	Q1
Concerns received	16	11	17	29
Concerns closed	6	5	5	10



Key Performance Indicators

Key Points: Each KPI is the length of time, measured in median weeks, from receipt of formal complaint to decision point (i.e. screener, IC or PCC/HC decision).

Our targets for performance at each decision point are set out in the first table below. Our performance against each target is also set out in that table.

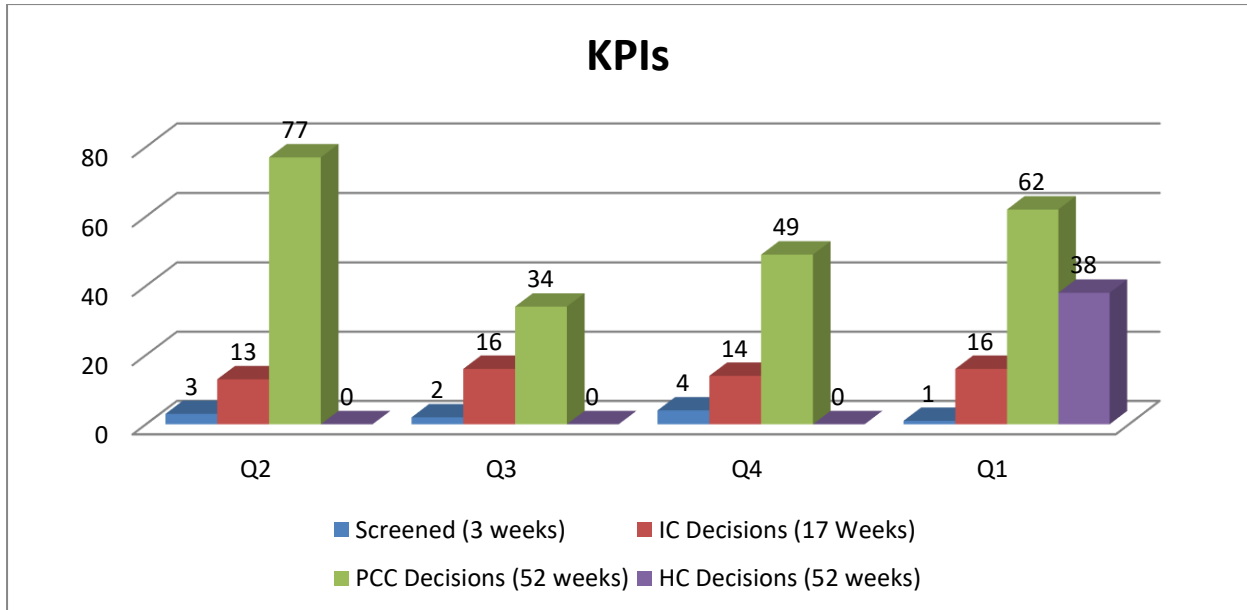
The targets for screener decisions and IC decisions have been met in Q1.

The PCC decision target has not been met in this quarter. However, the performance data below includes one case which was on hold pending a police investigation and therefore outside our control. Excluding this case, our performance for the quarter was 52 weeks, meeting the target as shown in the second table below.

One case was considered by the HC in Q1.

Performance against targets	Q2	Q3	Q4	Q1
Screener Decisions (target: 3 weeks)	3	2	4	1
IC Decisions (target: 17 Weeks)	13	16	14	16
PCC Decisions (target: 52 weeks)	77	34	49	62
HC Decisions (target: 52 weeks)	n/a	n/a	n/a	38

Performance against targets	Q1
PCC Decisions excluding cases on hold pending third party investigations (target: 52 weeks)	52



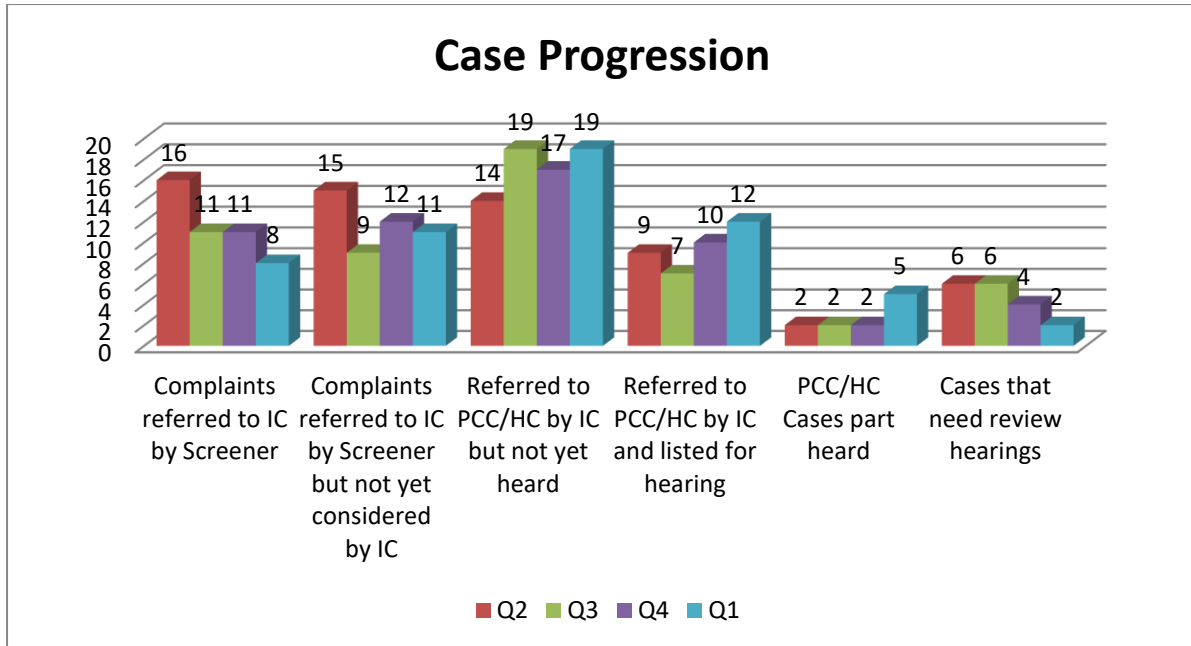
Case Progression

Case progression	Q2	Q3	Q4	Q1
Cases referred to IC by Screener	16	11	11	8
Cases referred to IC by Screener but not yet considered	15	9	12	11
Cases referred to PCC/HC by IC but not yet heard	14	19	17	19
Cases referred to PCC/HC by IC and listed for hearing	9	7	10	12
PCC/HC cases part heard	2	2	2	5
Cases that need review hearings	6	6	4	2

Key points: Of the 11 cases referred but not yet considered by the IC, four are outside the performance target of 17 weeks. Of those four, two are scheduled for consideration at this month’s meeting and two are scheduled for the following meeting. The oldest of the four cases is 23 weeks.

Of the cases referred but not yet listed for a PCC or HC hearing, two are outside the performance target of 52 weeks. We anticipate that both cases will be listed and heard within the next 6 months. The oldest of these cases, which was on hold pending the conclusion of a separate case, is 62 weeks.

The five cases which are part-heard include two which were adjourned in Q4 2018-2019.



Formal complaint to final IC decision (in weeks)	Q2	Q3	Q4	Q1
Median	13	16	14	16
Longest case	65	116	34	53
Shortest case	10	6	9	14

Key points: the median has increased by two weeks compared to the last quarter but is consistent with performance in Q3 and within the performance target.

Age of Caseload

Cases open end of 1/4 older than	Q2	Q3	Q4	Q1
52 weeks	4	6	6	9
104 weeks	1	1	1	2
156 weeks	0	0	0	0

Key points: Of the nine cases older than 52 weeks:

- One is a case which had previously been referred to the HC by the PCC. The HC considered the health allegation and have now referred the UPC allegation back to the PCC.
- One is a health case which was on hold pending the conclusion of a separate UPC case that was before the PCC.
- One is a case which was on hold pending the conclusion of a police investigation. This case has now been listed.
- One is a case which was postponed due to the registrant’s ill health. The hearing for this case has now started.
- Two are cases which were postponed following a successful joinder application. The joined cases have now been listed.

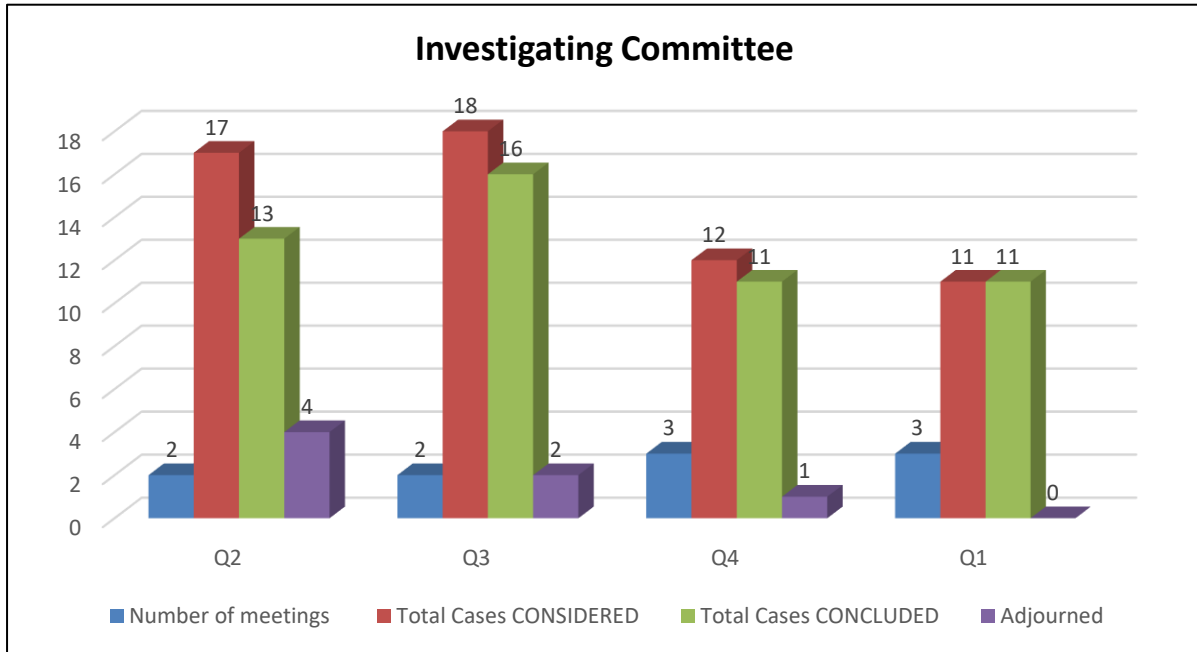
- One is a case which was delayed due to significant difficulties in obtaining access to electronic records.
- One is a case which was delayed because the IC postponed the case in order to receive a report from a non-osteopathic expert. There were then difficulties associated with identifying and instructing an appropriate expert for this matter.
- One is a hearing which was listed within its performance target date but went part heard. We are currently relisting this hearing.

Investigating Committee

Key points: The IC held three meetings in Q1 and considered 11 cases. The majority of cases considered by the IC were referred to the PCC. The IC did not adjourn any cases in Q1.

The IC considered one interim order application in Q1.

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



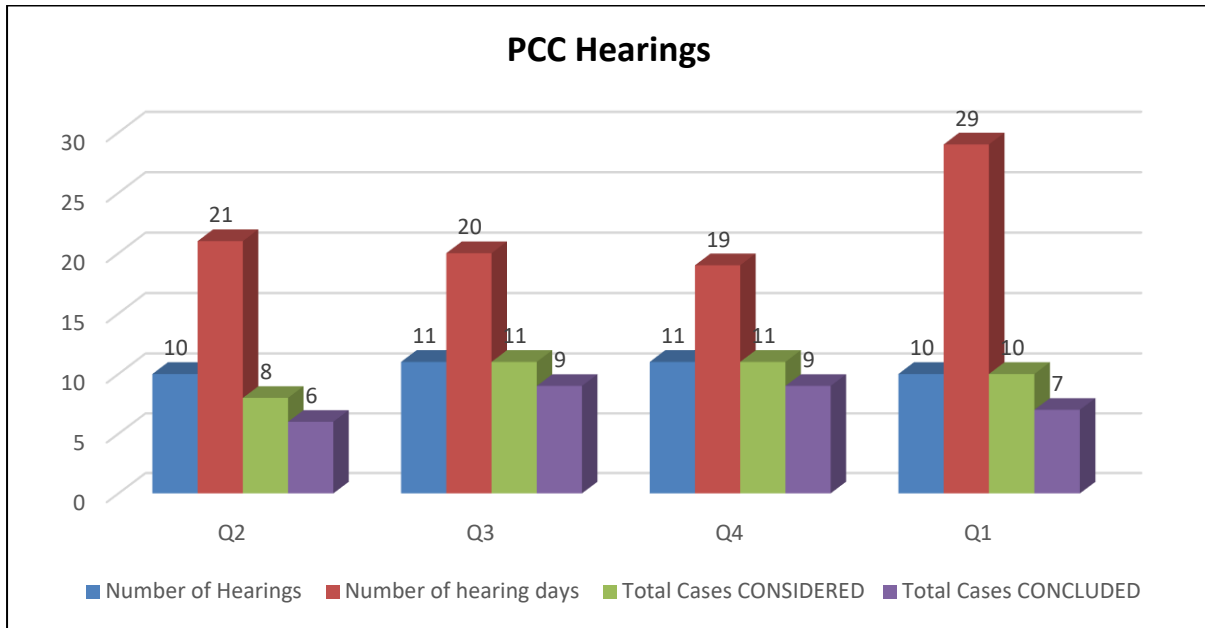
Professional Conduct Committee

Key points: In Q1 the PCC considered 10 cases, concluding seven cases and adjourning three. In one of the cases which was adjourned, the registrant informed us of their intention to call additional witnesses one week before the hearing. In another, the Committee’s deliberation as to the facts of the allegation took longer than had been anticipated (in the event 2 days which is much longer than average). The final adjourned case was listed to be heard on non-consecutive dates due to the parties’ availability. This case has since concluded.

The PCC stayed one case concerning a registrant who had been removed from the Register at the conclusion of a separate fitness to practise matter.

Professional Conduct Committee	Q2	Q3	Q4	Q1
PCC Hearings				
Number of hearings	10	11	11	10
Number of hearing days	21	20	19	29
Total cases CONSIDERED	8	11	11	10
Total cases CONCLUDED	6	9	9	7
PCC DECISIONS				
Allegation not 'well founded'	1	1	3	1
Admonished	0	1	1	0
Conditions of Practice	1	0	0	0
Suspension	2	2	1	2
Removal	1	2	2	1
Rule 19	1	0	0	0
Adjourned	2	2	2	3

Conditions/Suspension to expire at end of order	0	0	2	2
Rule 8 Admonishment	0	3	0	0
Stayed	0	0	0	1
PCC Interim Suspension Order DECISIONS	Q2	Q3	Q4	
Applications made	1	1	1	0
Interim Suspension Order imposed	1	1	1	0
Undertaking	0	0	0	0



Health Committee

The HC considered one case this quarter. This case was referred to the HC by the PCC. The HC concluded that the allegation was not well founded and referred the case back to the PCC.

Protection of Title

Key points: There are 25 active protection of title cases as at 30 June 2019.

Protection of Title	Q2	Q3	Q4	Q1
Concerns received	8	8	13	11
Cease and desist letters sent	6	12	14	11
Resolved	4	5	10	6
Prosecution commenced	0	0	0	0
Conviction secured	0	0	0	0

