

## Current fitness to practise dashboard Q4 2018-2019

### Concerns and Formal Complaints

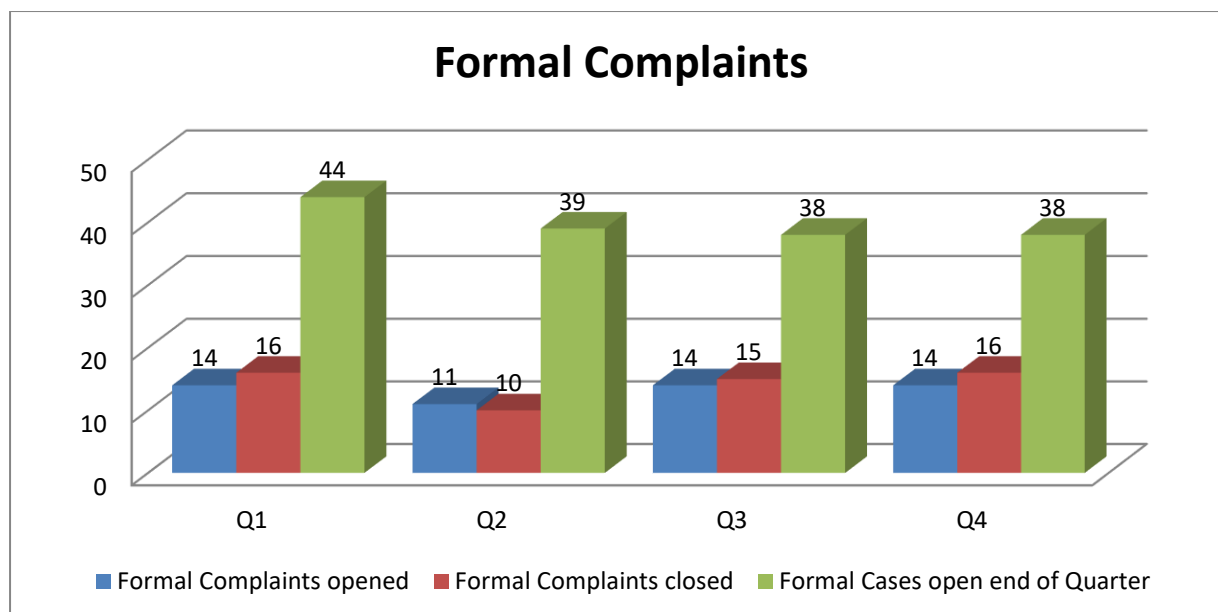
#### Formal complaints – key points

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

We received the same number of formal complaints in Q4 as we did in Q3 of 2018-19 and the number of open formal cases has remained consistent.

As a comparison, in Q4 2017-18 we received 18 formal complaints and had 46 open formal complaints at the end of the quarter.

Number of complaints received	Q1	Q2	Q3	Q4
Formal complaints opened	14	11	14	14
Formal complaints closed	16	10	15	16
Formal cases open end of quarter	44	39	38	38



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

Anonymous informant	0	0	0	2
Referral by another regulatory body	0	0	0	0
Any other informant	2	4	3	2
<b>Total</b>	<b>14</b>	<b>11</b>	<b>14</b>	<b>14</b>

**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	13	11	12	13
Conviction	1	0	2	0
Competency	0	0	0	0
Adjunctive therapies	0	0	0	0
Health	1	0	0	1
<b>Total</b>	<b>14</b>	<b>11</b>	<b>14</b>	<b>14</b>

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

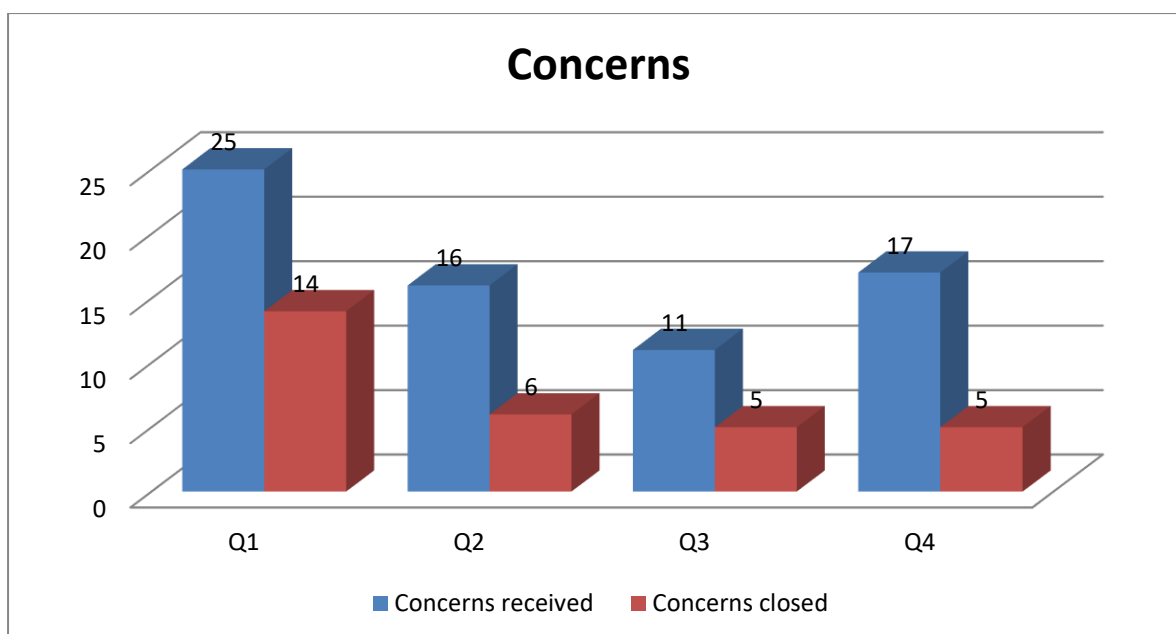
### Concerns received

17 concerns were received in Q4. The main source of concern in Q4 was communication.

### Concerns closed

Five concerns were closed during Q4 under the Initial Closure Procedure.

Number of concerns received	Q1	Q2	Q3	Q4
Concerns received	25	16	11	17
Concerns closed	14	6	5	5



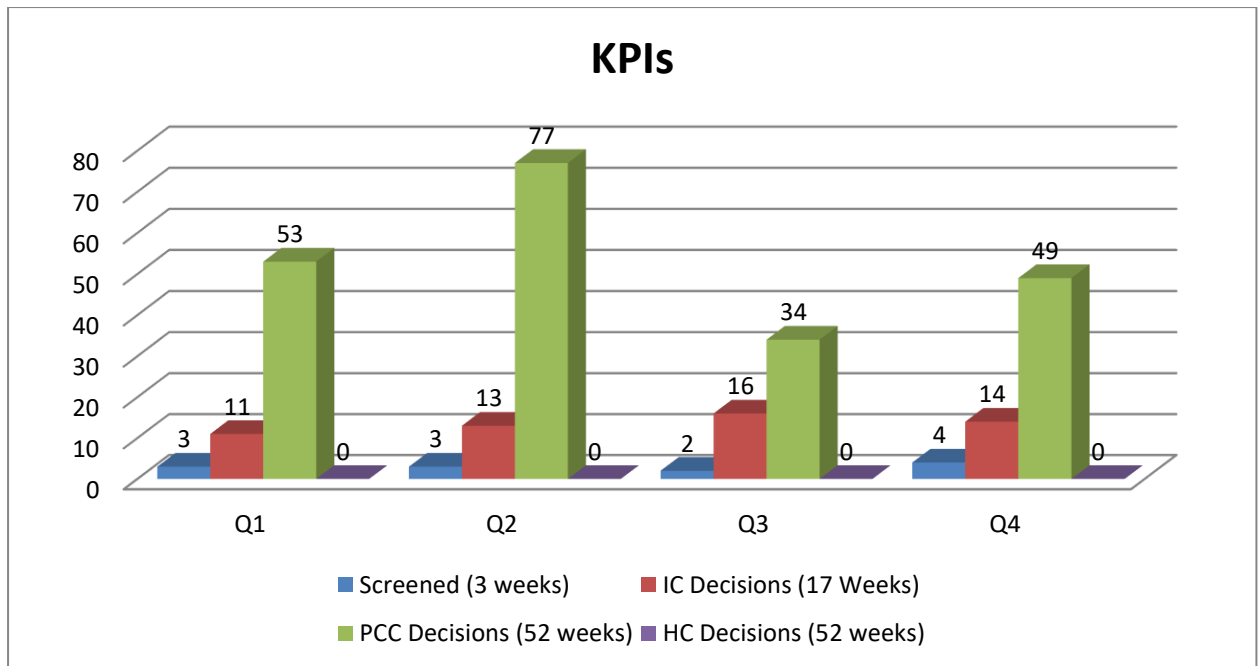
## Key Performance Indicators

**Key Points:** All KPI's are measured in Median weeks. The KPIs for IC Decisions and PCC Decisions have been met in Q4.

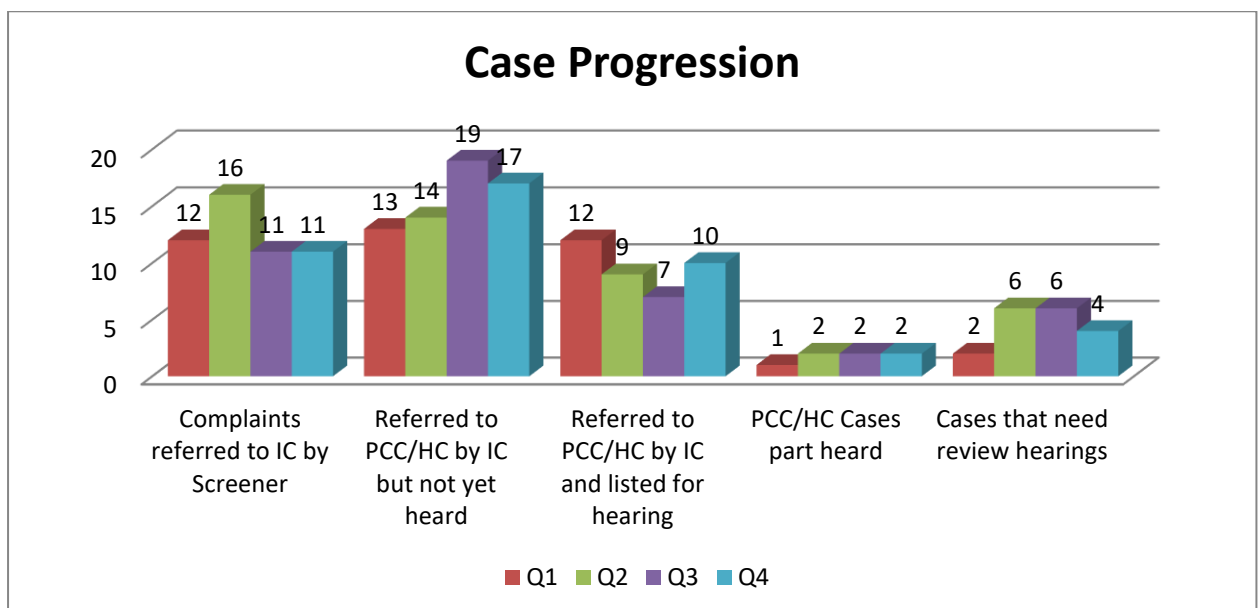
The Screened median increased slightly to 4 weeks in Q4 and is one week longer than the KPI. This is because the last quarter has been busier than usual due to a temporary reduction in the number of caseworkers on the team, pending the conclusion of a recruitment process. Priority was therefore given to concerns and complaints according to the level of risk identified in each case. High risk cases were prioritised over the concerns that had been identified as being suitable for closure under the Initial Closure Procedure.

No cases were considered by the HC in Q4.

Performance against KPIs	Q1	Q2	Q3	Q4
Screened (3 weeks)	3	3	2	4
IC Decisions (17 Weeks)	11	13	16	14
PCC Decisions (52 weeks)	53	77	34	49
HC Decisions (52 weeks)	n/a	n/a	n/a	n/a



Case progression	Q1	Q2	Q3	Q4
Cases referred to IC by Screener	12	16	11	11
Cases referred to IC by Screener but not yet considered	-	-	-	12
Cases referred to PCC/HC by IC but not yet heard	13	14	19	17
Cases referred to PCC/HC by IC and listed for hearing	12	9	7	10
PCC/HC cases part heard	1	2	2	2
Cases that need review hearings	2	6	6	4



**Key points:** The number of complaints referred to the PCC not yet heard has reduced. The number of cases not yet heard but listed for hearing has increased this quarter.

Formal complaint to final IC decision (in weeks)	Q1	Q2	Q3	Q4
Median	11	13	16	14
Longest case	30	65	116	34
Shortest case	7	10	6	9

**Key points:** in Q4 the median has reduced by two weeks compared to Q3.

Cases open end of 1/4 older than	Q1	Q2	Q3	Q4
52 weeks	7	4	6	6
104 weeks	1	1	1	1
156 weeks	1	0	0	0

**Key points:** Of the six cases older than 52 weeks, two were on hold pending the outcome of police investigations. The police investigations have concluded in both, and one has now been listed. A third case has been considered by the PCC and adjourned for a HC referral. The HC case has now been listed. Another case was delayed at IC stage due to difficulties in obtaining documentation. Of the final two cases, one is a HC case which was on hold pending conclusion of a linked PCC case and the final was provisionally listed but then postponed due to the registrant's ill health.

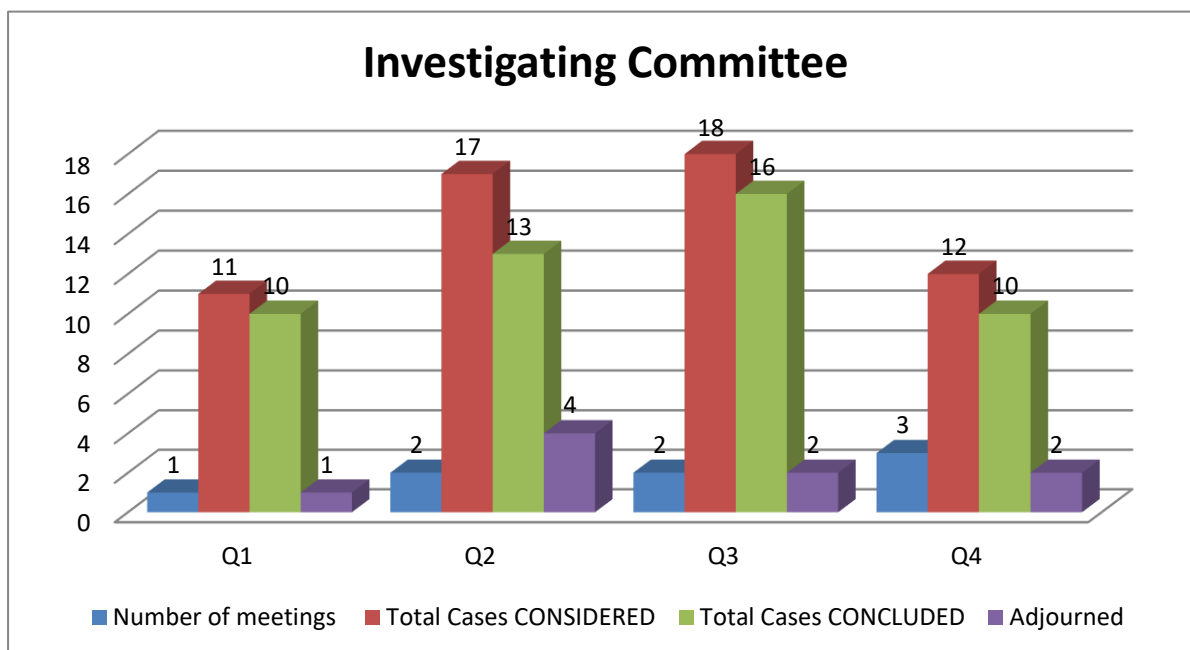
## Investigating Committee

**Key points:** The IC held three meetings in Q4 and considered 12 cases. The majority of cases considered by the IC were referred to the PCC. The IC adjourned one case in Q4 and stayed another in which the registrant had been removed from the register following the PCC's decision in a separate case.

The IC did not consider any interim order applications in Q4.

Investigating Committee	Q1	Q2	Q3	Q4
IC MEETINGS				
Number of meetings	1	2	2	3
Total cases CONSIDERED	11	17	18	12
Total cases CONCLUDED	10	13	16	11
IC DECISIONS				
No Case to Answer	4	4	4	3
Referred to PCC	6	8	12	7
Referred to HC	0	1	0	0
Referred to PCC and HC	0	0	0	0
Adjourned	1	4	2	1

Stayed	0	0	0	1
IC Interim Suspension Order DECISIONS				
Applications made	1	2	1	0
Interim Suspension Order imposed	0	1	1	0
Undertaking	0	0	0	0
Receipt of complaint to ISO Decision (MEDIAN in weeks)	4	6	3	N/A

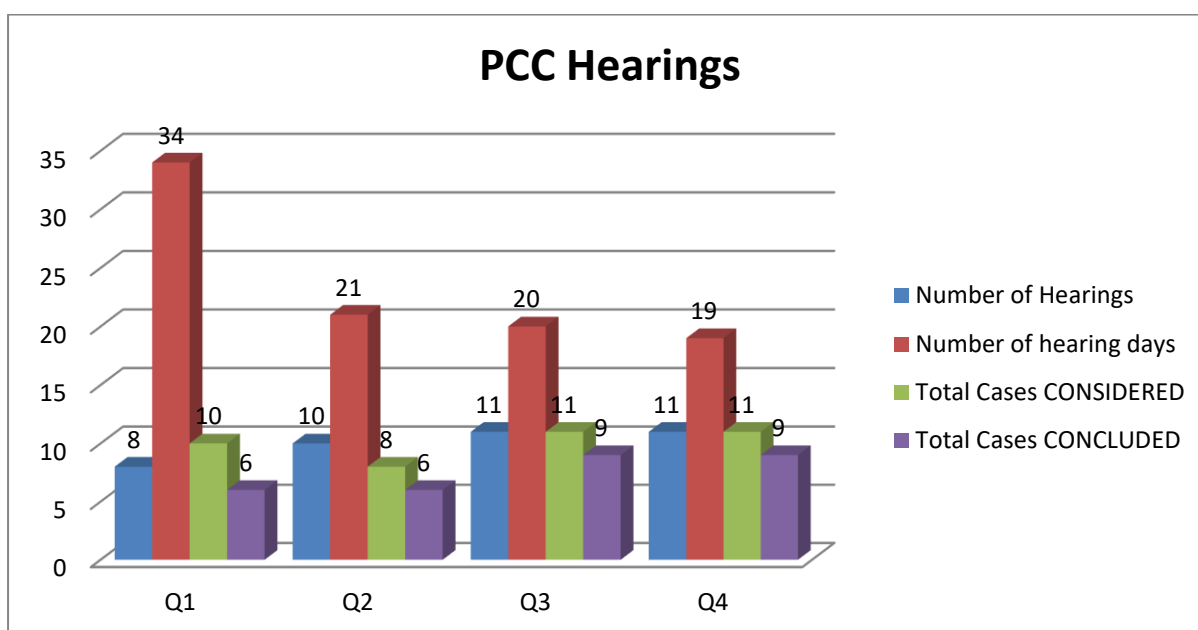


## Professional Conduct Committee

**Key points:** In Q4 the PCC considered 11 cases, concluding nine cases and adjourning two. One of the cases was adjourned after an application to join it to another case was granted by the PCC. The second was listed as a one-day hearing but took longer than anticipated. The time estimate had been calculated based on how long it had taken cases of a similar nature to conclude previously.

Professional Conduct Committee	Q1	Q2	Q3	Q4
PCC Hearings				
Number of hearings	8	10	11	11
Number of hearing days	34	21	20	19
Total cases CONSIDERED	10	8	11	11
Total cases CONCLUDED	6	6	9	9
PCC DECISIONS				
Allegation not 'well founded'	3	1	1	3
Admonished	2	0	1	1
Conditions of Practice	0	1	0	0

Suspension	1	2	2	1
Removal	0	1	2	2
Rule 19	0	1	0	0
Adjourned	2	2	2	2
Conditions/Suspension to expire at end of order	0	0	0	2
Rule 8 Admonishment	0	0	3	0
PCC Interim Suspension Order DECISIONS	Q1	Q2	Q3	Q4
Applications made	2	1	1	1
Interim Suspension Order imposed	2	1	1	1
Undertaking	0	0	0	0



## Health Committee

The HC did not consider any cases in this quarter. It did impose one interim suspension order, however.

## Protection of Title

**Key points:** There are 20 active protection of title cases as at 31 March 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	Q1	Q2	Q3	Q4
Concerns received	8	8	8	13
Cease and desist letters sent	5	6	12	14
Resolved	9	4	5	10
Prosecution commenced	0	0	0	0
Conviction secured	0	0	0	0

