

Fitness to practise dataset Q2 2017-18

Concerns and Formal Complaints

Formal Complaints

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

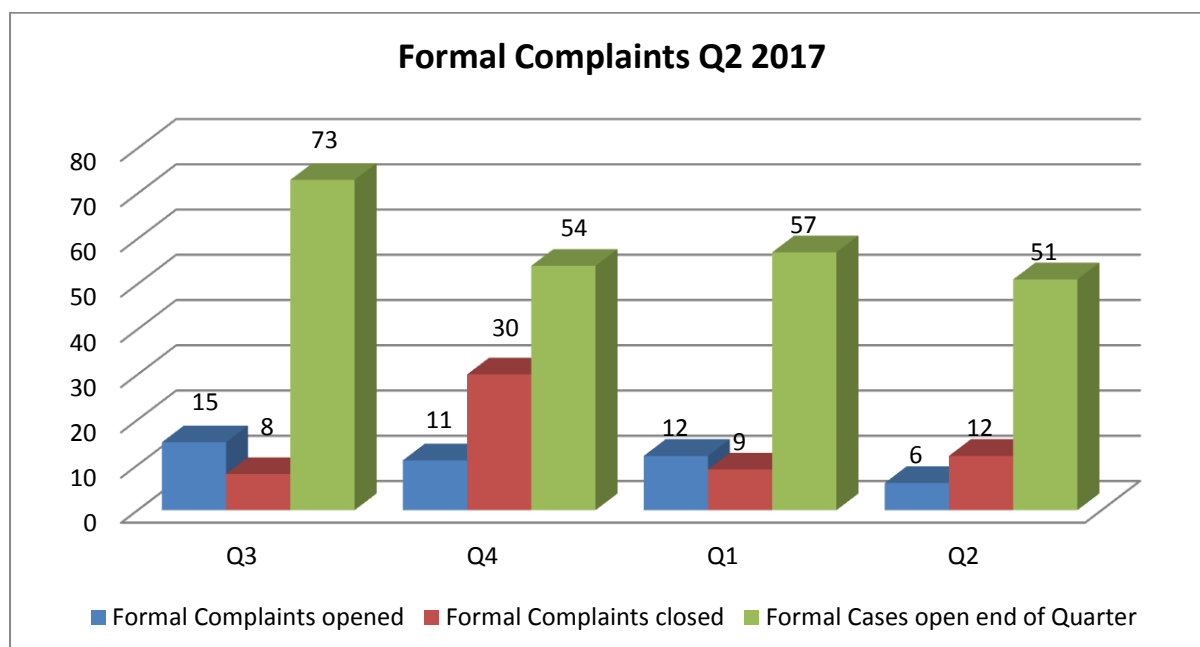
We received six fewer formal complaints and closed three more formal complaints in Q2 than in Q1 of 2017-18.

The number of open formal cases has decreased compared with previous quarters. This due to a reduction in the receipt of formal complaints and because of an increase in the number of formal closures during the period.

Comparison

In Q2 2016-17 we received 14 formal complaints during that quarter and had 61 open formal complaints at the end of the quarter.

Number of Complaints Received	Q3	Q4	Q1	Q2
Formal Complaints opened	15	11	12	6
Formal Complaints closed	8	30	9	12
Formal Cases open end of Quarter	73	54	57	51



Annex B to 6

Source of Formal Complaints	Q3	Q4	Q1	Q2
Self-referral by the registrant	1	2	0	0
Registrar's Allegation	2	1	4	0
Referral by non-NHS employer	0	0	0	0
Referral by patient or service user	7	3	5	6
Referral by NHS	1	0	0	0
Referral by another registrant	0	2	0	0
Anonymous informant	0	0	0	0
Referral by another regulator body	0	0	0	0
Any other informant	4	3	3	0
Total	15	11	12	6

Key points: 'Referral by patient or service user' continues to be the most common source of formal complaints. In Q2 all complaints received were from patients with concerns about a registrant.

Allegations in Formal Complaints	Q3	Q4	Q1	Q2
Conduct	14	8	11	6
Conviction	1	1	1	0
Competency	0	0	0	0
Adjunctive Therapies	0	0	0	0
Total	15	11	12	6

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

Concerns

Key points: from 1 July 2016 what were previously known as 'Informal Complaints' are now termed 'Concerns'. This is a result of the Council having approved the new 'Initial Closure Procedure' policy at its July 2016 Council meeting.

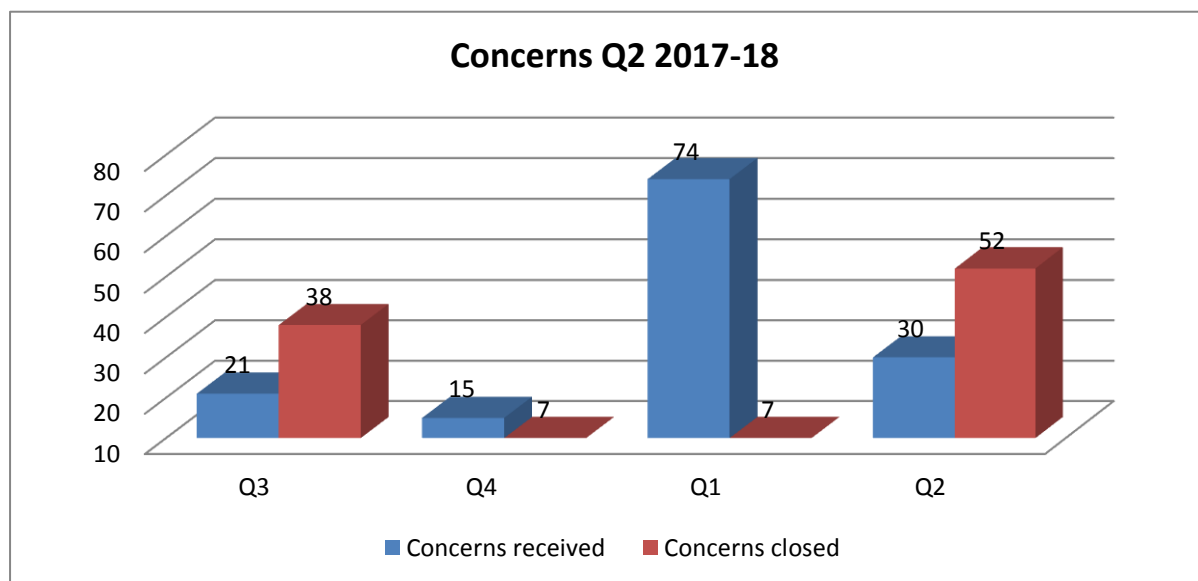
Concerns received

30 concerns were received in Q2. The reduction in concerns received during this period was due to a decrease in the number of GTS referrals. Advertising concerns from the GTS remains the main source of concerns over this quarter.

Concerns closed

Fifty-two concerns were closed during Q2 under the Threshold Criteria and the Initial Closure Procedure. The concerns related to advertising, patient records and treatment.

Number of Concerns Received	Q3	Q4	Q1	Q2
Concerns received	21	15	74	30
Concerns closed	38	7	7	52

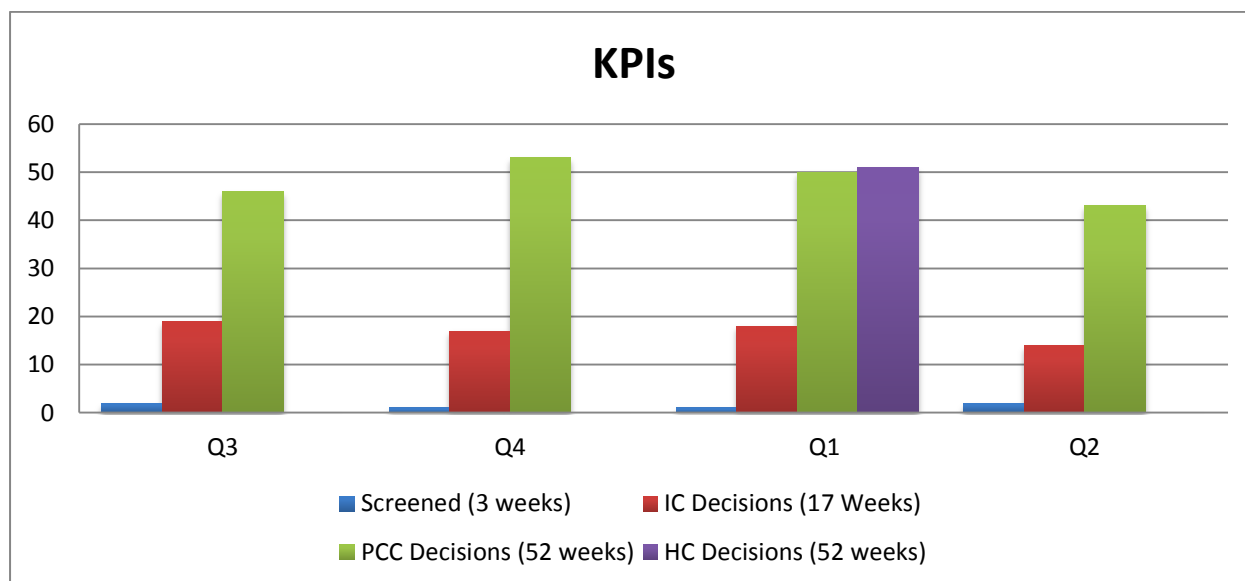


Key Performance Indicators

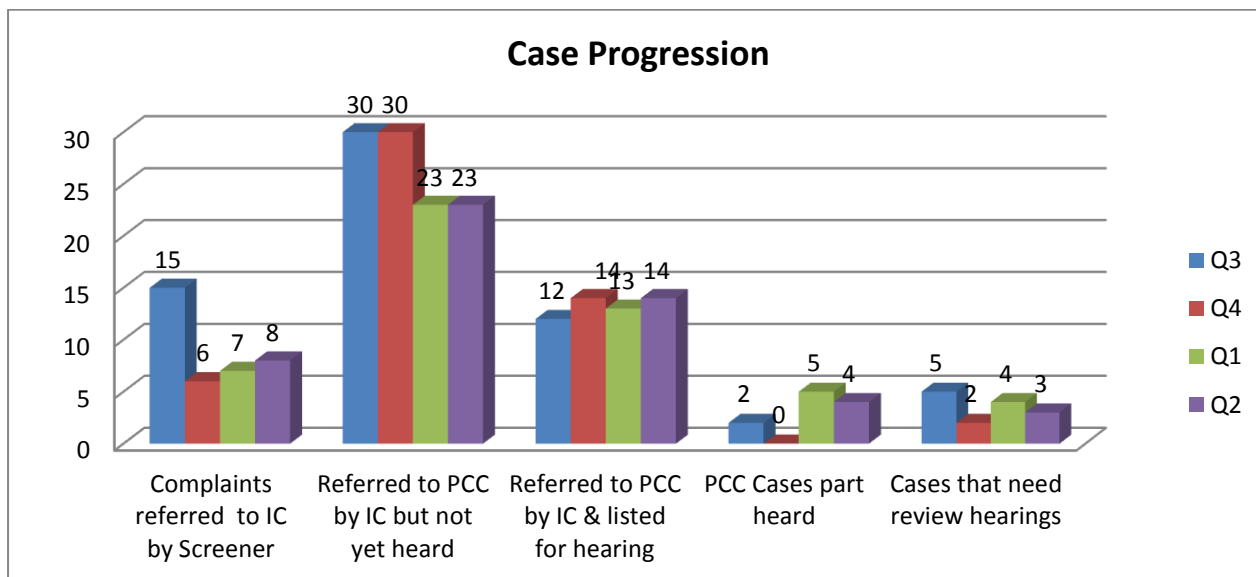
Key points: all KPI's are measured in Median weeks. The KPI for screened, IC Decisions, PCC Decisions have all been met. No cases were considered by the HC in Q2.

The PCC Decisions median has decreased from 50 weeks in Q1 to 43 weeks in Q2. Six of the seven cases considered by the PCC were in advance of the KPI and demonstrates the positive impact the listings protocol and proactive listings approach had on the median figure. None of the cases considered by the PCC in Q2 had previously been adjourned and this also had a positive impact on the KPI.

Performance Against KPIs	Q3	Q4	Q1	Q2
Screened (3 weeks)	2	1	1	2
IC Decisions (17 Weeks)	19	17	18	14
PCC Decisions (52 weeks)	46	53	50	43
HC Decisions (52 weeks)	0	0	51	0



Case Progression	Q3	Q4	Q1	Q2
Complaints referred to IC by Screener	15	6	7	8
Referred to PCC by IC but not yet heard	30	30	23	23
Referred to PCC by IC and listed for hearing	12	14	13	14
PCC Cases part heard	2	0	5	4
Cases that need review hearings	5	2	4	3



Key points: the number of cases referred by the IC and listed for hearing has increased by one compared to Q2. Eleven of the 23 cases referred by the IC but not yet heard are due to be considered by the PCC in Q3.

Formal Complaint to Final IC decision (in weeks)	Q3	Q4	Q1	Q2
Median	18.5	17	18	27
Longest Case	67	108	53	61
Shortest Case	6	4	7	9

Key points: the IC considered several previously adjourned GTS cases during Q2 which has had a negative impact on the median figure. The GTS cases had been adjourned in August 2016 and referred to the ASA for consideration. GOsC could not progress the cases until the cases had been considered by the ASA. The longest case took 61 weeks for an IC decision and the shortest case was considered in 9 weeks.

Cases open end of 1/4 older than	Q3	Q4	Q1	Q2
52 weeks	19	9	15	17
104 weeks	3	1	3	3
156 weeks	1	0	0	0

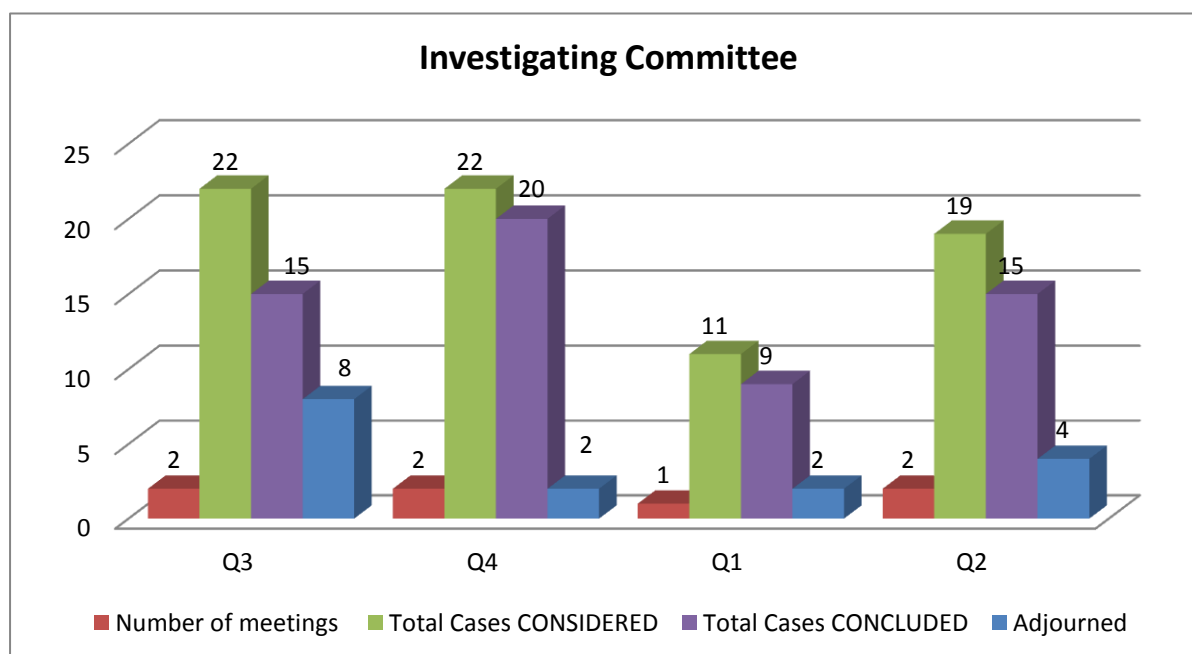
Key points: Q2 has seen an increase in the number of cases older than 52 weeks compared to Q1. Eleven of the 17 cases older than 52 weeks have been listed for IC or PCC consideration during Q3. Two of the three cases older than 104 weeks have a current order in place which requires review.

Investigating Committee

Key points: the IC held two meetings in Q2 and considered 19 cases. The majority of cases considered by the IC were closed with no case to answer.

The IC considered three interim suspension order application in Q2 and no orders were made. Undertakings were offered in two cases and accepted by the IC.

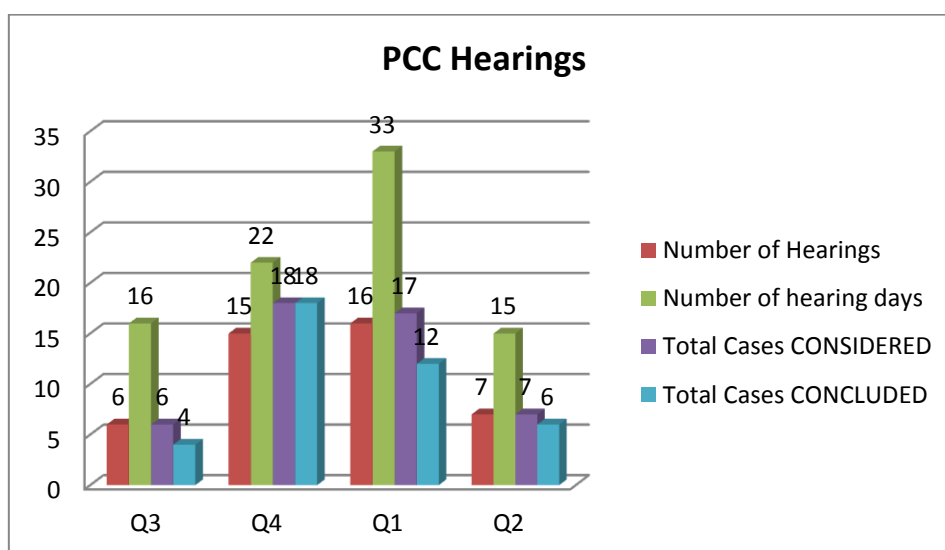
Investigating Committee	Q3	Q4	Q1	Q2
IC MEETINGS				
Number of meetings	2	2	1	2
Total Cases CONSIDERED	22	22	11	19
Total Cases CONCLUDED	15	20	9	15
IC DECISIONS				
No Case to Answer	4	6	3	10
Referred to PCC	11	14	6	5
Referred to HC	0	0	0	0
Referred to PCC and HC	0	0	0	0
Adjourned	8	2	2	4
IC Interim Suspension Order DECISIONS				
Applications made	1	1	1	3
Interim Suspension Order Imposed	1	1	0	0
Undertaking	0	0	0	2
Receipt of complaint to ISO Decision (MEDIAN in weeks)	4	10	3	7



Professional Conduct Committee

Key points: In Q2 the PCC considered nine less cases than in the previous quarter. The total cases concluded decreased from 12 in Q1 to 6 in Q2. The majority of cases considered by the PCC resulted in admonishment. In two cases the allegation was not 'well founded'. The PCC did not consider any ISO applications during this period.

Professional Conduct Committee	Q3	Q4	Q1	Q2
PCC Hearings				
Number of Hearings	6	15	16	7
Number of hearing days	16	22	33	15
Total Cases CONSIDERED	6	18	17	7
Total Cases CONCLUDED	4	18	12	6
PCC DECISIONS				
Allegation not 'well founded'	1	7	4	2
Admonished	1	4	2	4
Conditions of Practice	0	0	2	0
Suspension	0	0	2	0
Removal	1	2	0	0
Rule 19	0	2	0	0
Adjourned	0	0	1	1
Conditions of Practice/Suspension to expire at end of order	0	0	1	0
Rule 8 Admonishment	0	2	0	0
PCC Interim Suspension Order DECISIONS				
Applications made	2	2	1	0
Interim Suspension Order Imposed	1	1	0	0
Undertaking	0	1	0	0



Protection of Title

There are 25 active protection of title cases as at 30 September 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	Q3	Q4	Q1	Q2
Concerns Received	11	20	17	10
Cease and Desist letters sent	4	9	8	7
Resolved	7	4	7	1
Prosecution Commenced	1	0	0	0
Conviction Secured	1	1	0	0

