

Fitness to Practise Committee – 22 February 2012

CHRE audit report update

Executive summary and recommendations

Introduction

At its meeting in December 2011, the Council considered a paper reviewing the Council for Healthcare Regulatory Excellence (CHRE) audit report on the Nursing and Midwifery Council's (NMC) initial stage fitness to practise process. This paper is intended to provide the Committee with an update as to the activity that has been undertaken.

Decision

This paper is for information only. No decision is required.

Background information

Paper considered by the Council at its meeting in December 2011

<http://www.hpc-uk.org/assets/documents/100037E3Enclosure09-NMCFtP.pdf>

Resource implications

Accounted for in 2012-13 budget

Financial implications

Accounted for in 2012-13 budget

Appendices

Appendix One – NMC Update

Date of paper

24 January 2012

NMC Update paper

1 Introduction

- 1.1 This paper is intended to provide the Committee with an update as to the activity that the Council agreed that the Executive should undertake in relation to its review of the Council for Healthcare Regulatory Excellence audit report on the Nursing and Midwifery Council's (NMC's) initial stage fitness to practise process. Each activity is listed below with commentary from the Executive as to the progress that has been made.

2 Update

2.1 Review the operating guidance for Case Managers on taking complaints over the phone and in person and incorporate this into the programme of workshops

The operating guidance for Case Managers has now been reviewed along with all operating guidance in preparation for the 'go-live' of the new case management system. Refresher training on this area will be incorporated into the FTP workshops training plan for the coming year.

2.2 Complete the review of all operating guidance to ensure compatibility with the new case management system

This has now been completed. Final sign off of any amended guidance will be completed by early February 2012.

2.3 Provide bespoke customer service training to the whole department in 2012-13

This has been incorporated into the training budget for 2012-13. Work will now begin to set out our requirements and source an appropriate training provider who can meet our specific needs.

2.4 Review a sample of cases to specifically assess the quality of the information provided by Case Managers on risk assessment forms to ensure consistency and quality

This will be undertaken by the Head of Case Management, Investigations Manager and Lead Case Managers in the coming months. This is something that is already highlighted as part of the audit of all FTP case files on a monthly basis. However, specific assessment and review of the quality of information provided on risk assessment forms will be undertaken to assist with ensuring consistency and quality.

2.5 Review the content of the operating guidance provided to case managers on closing cases ensure it is sufficiently detailed

Further guidance has been provided for Case Managers on closing cases within the new Standard of Acceptance for Allegations Policy document which was approved by Council in December 2011. This new policy has now been rolled out to the case management team following a training session on 12th January 2012. Further work will be undertaken to review our case closure forms to ensure case closure reasons are consistent and of a high quality.

2.6 Review guidance and training provided to Case Managers on the use of Registrant Assessors

The guidance in this area has now been reviewed. Refresher training on this area will be incorporated into the FTP workshops training plan for the coming year. The introduction of case progression conferences in January 2012 will also assist in identifying suitable cases that may require a registrant assessor.

2.7 Review the induction and training programme in light of the new introduction of the new case management system and the anticipated increase in headcount

A review of this will begin in the coming weeks.

2.8 Review the current policy of not routinely requesting a PNC check for other convictions

This will be considered as part of the work that is being undertaken in relation to "public protection". There is a separate paper on this topic on the FTP Committee agenda for February 2012.

2.9 Review the standard letter requesting that the registrant provides details of their current employer

This will be reviewed during February 2012 to ensure that registrants are aware of their obligations in this area

2.10 Keep under review the ratio of cases per case manager when planning forecasts and preparing workload

This is something that is already taken into account and we will continue to do so when forecasting and preparing workload

2.11 Review the case closure form completed by Case Manager

See 2.5 above

2.12 Provide further training and guidance to Case Managers on requesting further information on receipt of a registrant's response to the Investigating Committee Panel

Refresher training on this area will be incorporated into the FTP workshops training plan for the coming year.

2.13 Review and enhance the current quality assurance frameworks to improve existing audit processes

This piece of work forms part of the work plan for 2012-13

2.14 Review the practice note on concurrent proceedings

This document will be reviewed by May 2012

2.15 Complete the review of service level agreement with legal services providers

The revised service level agreement has been in place since 1 January 2012

2.16 Review and enhance case handover documentation

The current procedures for case handover and any associated documentation will be reviewed by April 2012, to ensure it is robust and minimises risk.