



ibex gale

a fresh approach to people management



ig projects



ig people



Welcome

Who are we?

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Case Study

- Mr Ball, a patient who is a heavy smoker with a persistent cough, was sent for a chest x-ray by his GP. When the chest X-ray is sent back to his GP, the GP notes that there is suspicious lesion on a chest x-ray.
- The GP messages the practice reception to arrange an urgent appointment with the patient so that the GP can discuss the x-ray with the patient and make an urgent referral to the hospital for further investigation. The receptionist calls Mr Ball late on a Friday afternoon. However, there is no answer, as Mr Ball is on holiday, and no ability to leave a voicemail.
- The receptionist leaves a message for her reception colleagues, via a group email, for a follow up call to be made to Mr Ball the following week, as she herself is on leave. Unfortunately, the message to follow up is missed and no call is made.
- Mr Ball comes back to see his GP two months later and he is suffering from shortness of breath and is coughing up blood. Mr Ball is immediately admitted to hospital via a medical assessment unit and is diagnosed with lung cancer.



Incident Investigations In Primary Care

- **Is this an incident that requires formal investigation?**

- **Who would you inform about the incident?**
 - Patient and/or their family?
 - CCG?
 - CQC?
 - NHSE?



Incident Investigations In Primary Care

- **Why would you investigate the incident?**
 - Patient safety
 - CQC – notifiable incident/Duty of Candour to patient
 - CCG
 - NHSE
 - NHSR – indemnity
 - Revalidation: significant event analysis as part of revalidation process



Incident Investigations In Primary Care

- **How would you investigate the incident?**
 - A review of the records followed by discussion in a Practice meeting?

OR

- A full incident investigation and written report with findings and recommendations?



Incident Investigations In Primary Care

- **You decide on a full incident investigation – things to consider:**
 - Identify investigator – internal or external?
 - Agree terms of reference
 - Gather relevant documentation
 - Identify staff to interview and conduct interviews
 - Sample audit?
 - Written report:
 - Findings and recommendations
 - Action plan



Incident Investigations In Primary Care

- **What do you do after the investigation report is received?**
 - Sharing learning
 - Staff
 - Commissioner
 - CQC
 - Other primary care providers
- **Proactive steps in managing incidents**
 - Good internal procedures for investigating incidents
 - System of regular audits of incidents to look out for themes

Where does HR come into Incident Investigations?



- **When the root cause analysis finds it is people based (and it has happened more than once)**
- What could be behind the people issue:
 - Culture
 - Communication
 - Consortium of practices
 - Disparate workforce
 - Policy and practice
 - Training
 - Performance



Is a separate HR investigation required?

- **This will depend on whether formal action needs to be taken against an employee around conduct or performance**
- What would the investigation look like?
 - Who will investigate – internal or external?
 - Terms of reference
 - Gather relevant documentation – including the incident investigation report
 - Identify staff to interview and conduct interviews
 - Written report – findings and recommendations
 - Next steps – PIP or disciplinary hearing?



What to look out for in 2019/2020

- **Legislation**

- Post Brexit immigration rule changes
- Annual rates
- Parental bereavement leave and pay

- **Cases**

- Suspension
- Final warnings
- Communication on maternity leave
- Statement of employment particulars



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