BAPIO - Symposium on Protecting Patients & Supporting Clinicians

Feedback - July 2015

www.doctorsacademy.org
BAPIO - Symposium on Protecting Patients & Supporting Clinicians

On 11th February 2015, Sir Robert Francis QC published his final report following the Freedom to Speak Up review which looked at the raising concerns culture in the NHS.

This report is the result of a landmark inquiry into perhaps the greatest NHS scandal – the failure of the health service to take heed when its own doctors and nurses warn that patient safety is at risk.

Sir Robert was appointed by the Health Secretary to lead the review last June. His review took two months longer than expected, after he was deluged with more than 18,000 submissions. Senior doctors and nurses told how their careers were left on the scrapheap, after they tried to alert NHS managers of unsafe practices and cost-cutting that risks lives.

The report makes a number of key recommendations under five overarching themes. With actions for NHS organisations, as well as professional and system regulators to help foster a culture of safety and learning in which all staff feel safe to raise a concern.

Sir Robert’s report, however, is only one of the recent reports, the others being the GMC review into suicides by doctors and the ‘Hooper’ review apart from the seminal inquiries into the ‘Mid-Staffs’ and ‘other hospital failures. The Clinical Leaders Network also undertook an in depth analysis of support for second victims (http://www.cln.nhs.uk/ourwork/supp/).

This event organised by the BAPIO Patient Safety Forum with support from the Clinical Leaders Network will take stock of the issues and explore how to organise a system for protecting patients and supporting clinicians.

The keynote address was given by Sir Anthony Hooper - of whom authored the Hooper review for the GMC on whistleblowing. The meeting itself being the first solution themed programme since the publication of the Francis and Hooper reviews.

Course Information

Course date: 3rd July 2015
Venue: Education Centre, Christie Hospital, Manchester, UK
Attendance: 42 Delegates
Aimed at: All clinicians (including trainee doctors & nurses), NHS managers.
Course fee: £70.00
(Includes lunch and refreshments)

At the conclusion of this CME activity, the attendee will have learnt about:

- The lessons from raising concerns about patient safety.
- The findings of various reports.
- Support available for those wanting to raise concerns.
- What arrangements are proposed to support clinicians in the northwest?
# Course Programme

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0900 - 0930</td>
<td>Registration &amp; Coffee</td>
<td></td>
</tr>
<tr>
<td>0930</td>
<td>Welcome</td>
<td>Mr Shyam Kumar  &lt;br&gt;Consultant Orthopaedic Surgeon, UHMBFT  &lt;br&gt;Secretary, BAPIO Patient Safety Forum</td>
</tr>
<tr>
<td></td>
<td>Introduction</td>
<td>Dr JS Bamrah  &lt;br&gt;Medical Director, Manchester Mental Health Trust  &lt;br&gt;Chairman, BAPIO</td>
</tr>
<tr>
<td>0945</td>
<td>Session 1</td>
<td>Taking Stock:  &lt;br&gt;Chairs - Dr Ramesh Mehta  &lt;br&gt;Dr Nareswar Sinha  &lt;br&gt;President, BAPIO</td>
</tr>
<tr>
<td></td>
<td>Trials &amp; Tribulations of a whistle blower - A solution themed approach</td>
<td>- A doctor Dr Raj Mattu / Prof Narinder Kapur  &lt;br&gt;- A nurse Ms Jennie Fecitt  &lt;br&gt;- A patient advocate Ms Fiona Bell  &lt;br&gt;- A parent Mr James Titcombe  &lt;br&gt;Patient Safety Advisor, GMC</td>
</tr>
<tr>
<td>1100</td>
<td>Responsibility &amp; Accountability of Management:</td>
<td>Chairs - Dr Kailash Chand  &lt;br&gt;Deputy Chair, BMA  &lt;br&gt;Dr Keyur Buch  &lt;br&gt;Deputy Chair, BMA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• BMA Dr Kailash Chand  &lt;br&gt;Deputy Chair, BMA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• BAPIO Dr JS Bamrah  &lt;br&gt;Medical Director, Manchester Mental Health Trust  &lt;br&gt;Chairman, BAPIO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• NCAS Ms Vicky Voller</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medical Director Dr Umesh Prabhu  &lt;br&gt;Medical Director, WWL NHS Foundation Trust</td>
</tr>
<tr>
<td>1215 - 1300</td>
<td>Lunch</td>
<td></td>
</tr>
</tbody>
</table>
Sir Anthony Hooper recently published the Hooper review for the GMC on whistleblowing. This meeting is the first solution themed programme since the publication of the Francis and Hooper reviews.

1400    Session 2   Moving Forward - North West Setting the Trend:

Chair -  Dr Rajan Madhok
          Rtd. Prof. of Public Health
          Ex Chair, BAPIO

• GMC    Mr Blake Dobson
          Employer Liaison Advisor, GMC

• NMC    Ms Sarah Page
          Director, Fitness to Practice, Nursing and Midwifery Council

• CQC    Mr James Titcombe
          Patient Safety Advisor, GMC

• CLN    Dr Raj Kumar
          General Practitioner
          Founder, Clinical Leaders Network

• Connecting with people Dr Alys Cole-King
          Consultant Psychiatrist

1500 - 1515 Coffee

1515    Global view on improving patient safety - Roger Kline

Chairs -  Mr Chelliah Selvasekar        Dr Jaspal Dua
          Consultant Colorectal Surgeon
          Christie Hospital

1600    Interactive Session - ‘A Culture of Safety & Learning without fear of blame or reprisal’

Chairs -  Dr Satheesh Mathew            Dr Suresh Rao
          Vice President, BAPIO

www.doctorsacademy.org
Course Programme

Dr Minh Alexander
Former Consultant Psychiatrist

Dr Umesh Prabhu
Medical Director, WWL NHS Foundation Trust

Dr Kailash Chand
Deputy Chair, BMA

1645    Concluding remarks  Dr Ramesh Mehta
        President, BAPIO

1700    Vote of Thanks
Faculty

Mr Shyam Kumar
Consultant Orthopaedic Surgeon, UHMBFT
Secretary, BAPIO Patient Safety Forum

Dr JS Bamrah
Medical Director, Manchester Mental Health Trust
Chairman, BAPIO

Dr Ramesh Mehta
President, BAPIO

Mr Chelliah Selvasekar
Consultant Colorectal Surgeon, Christie Hospital
BAPIO

Mr James Titcombe
Patient Safety Advisor, GMC

Dr Kailash Chand
Deputy Chair, BMA

Dr Krishna Kasaraneni
Chair, BMA Equality and Inclusion Committee

Dr Umesh Prabhu
Medical Director, WWL NHS Foundation Trust

Sir Anthony Hooper
Medical Director, The Christie NHS Foundation Trust

Professor Rajan Madhok
Rtd. Prof. of Public Health
Ex Chair, BAPIO

Mr Blake Dobson
Employer Liaison Advisor, GMC

Dr Raj Kumar
General Practitioner
Founder, Clinical Leaders Network
Faculty

Dr Alys Cole-King
Consultant Liaison Psychiatrist
Director and Co-Founder of Connecting with People

Dr Minh Alexander
Former Consultant Psychiatrist

Dr Satheesh Mathew
Vice President, BAPIO

Ms Sarah Page
Director, Fitness to Practice, Nursing and Midwifery Council

Mr Anthony Blower
Medical Director, The Christie

Dr Raj Mattu

Dr Suresh Rao

Dr Jaspal Dua

Mr Keyur Buch

Dr Nareswar Sinha

Ms Vicky Voller

Ms Jennie Fecitt

Ms Fiona Bell
Overall Teaching Feedback

How was the overall content of the event?

- Excellent: 50%
- Very good: 37%
- Good: 13%
- Fair: 7%
- Poor: 3%

How was the clarity of presentations and discussions?

- Excellent: 47%
- Very good: 43%
- Good: 7%
- Fair: 3%
- Poor: 2%

How would you rate the general standard and knowledge of the speakers?

- Excellent: 50%
- Very good: 40%
- Good: 10%
- Fair: 7%
- Poor: 3%

Do you feel that you benefited from the information/knowledge you gained by attending the day?

- Most certainly: 70%
- Certainly: 23%
- Probably: 7%
- A small amount: 2%
- Not at all: 0%

Do you feel that you enhanced your understanding of Whistle Blowing, Responsibility & Accountability of Management, Learning without Fear of Blame or Reprisal?

- Most certainly: 30%
- Certainly: 63%
- Probably: 7%

Trials and Tribulations of a Whistle Blower: A Solution Themed Approach

- Excellent: 60%
- Very good: 37%
- Good: 7%
Overall Teaching Feedback

**Management of Elderly Patients in A&E**
- Excellent: 66%
- Very good: 27%
- Good: 7%

**Keynote Address by Sir Anthony Hooper**
- Excellent: 60%
- Very good: 37%
- Good: 3%

**Moving Forward – North West Setting the Trend**
- Excellent: 50%
- Very good: 37%
- Good: 13%

**Global View on Improving Patient Safety**
- Excellent: 50%
- Very good: 30%
- Good: 10%

**A Culture of Safety and Learning without Fear of Blame or Reprisal**
- Excellent: 53%
- Very good: 40%
- Good: 7%

**Would you recommend this event to a friend?**
- Most certainly: 43%
- Certainly: 54%
- Probably: 3%

Overall Teaching Feedback

Would you attend a similar event again in the future?

- Most certainly: 64%
- Certainly: 23%
- Probably: 13%

Other options:
- Most certainly
- Certainly
- Probably
- Maybe
- No way
Individual Comments

I found the course useful and relevant to the exam preparation. Good course.

GP

As a specialist lawyer in Whistleblowing and Employment Law very useful indeed with great chance to liaise with informed participants - would have paid double for the chance to come.

MC

Other Professional Solicitor Leigh Day

The course was excellent and provided good value for money. I will definitely recommend it to my friends.

MF

Very good. Being a clinician all the discussed topics are very much relevant.

KM

Royal Lancaster Infirmary, Lancaster

Well done. Excellent Course.

SM

Cumberland Infirmary, Carlisle

Inspirational!!!! Extremely informative, kept me gripped throughout the day. I have not attended a study day like this in years. Loved the interaction, haven’t stopped talking about this day!!

TA

Nurse, Nursing student

Excellent course and faculty. Good quality presentations. Relevant for exam preparation.

AS

Lynfield Mount Hospital, Heights Lane, Bradford, Bd9 6dp

Please advertise the meeting widely for all doctors irrespective of their origin (Indian or not).

ST

Queen’s Medical Centre, Nottingham

I found the course useful and relevant to the exam preparation. Good course.

SA

Calderstones Partnership NHS Foundation Trust
Individual Comments

It has been one of best event I have attended. I would take an opportunity here to suggest that from BAPIO platform the victim of whistleblower and subject of harassment and bulling should have a legal support at reasonable payment.

SA
*Whiston Hospital, Prescot*

High standard of faculty. Relevant for exam preparation. Content of the course was good.

VM
*King's Mill Hospital, Sutton in Ashfield*

Very relevant for anyone working in NHS. Information about networking and get support rather than suffering in silence. How to fight against bullying, discrimination and support for whistleblower in best interest of patients.

SG
*Royal Lancaster Infirmary, Lancaster*

Very relevant as we are experiencing similar problems at our trust.

GM
*Royal Lancaster Infirmary, Lancaster*

Urgent need for concrete steps to protect whistleblowers and reinstate those who have suffered detriment. This can happen only if the suggestions that have been put forward in the meeting are crystallised in the form of legislation and GMC guidance.

SJ
*Bedford Hospital, Bedford*
BAPIO - Symposium on Protecting Patients & Supporting Clinicians