

HET - Case Management

Holly McClymont
Operations Manager

Developing people
for health and
healthcare

www.hee.nhs.uk



Function of Case Management

- Management of complex trainee doctors and dentists requiring additional support
- Supporting Responsible Officer Function
- Manage ARCP Appeals and NTN removal processes (includes supporting the dental and pharmacist equivalents)
- Managing the exceptional funding process
- Support Workforce team in the revalidation of training doctors

Responsible Officer Function

- Revalidation (Statutory)
- Fitness to Practise
- Support/Remediation
- Clinical Governance

- **Case Management – support and advisory role**

Principles

Patient
Safety

Trainee
safety &
wellbeing

Public &
wider
context

Legal &
Regulatory

Thresholds of management and escalation

Thresholds for managing trainees in difficulty – HEE (London)

Issue	Local Education Provider / Local Educators	School / Operations Workforce	Responsible Officer / Trainee Development & Resolution team
Knowledge, Skills and Performance	<ul style="list-style-type: none"> Failure to demonstrate sufficient WBAs Time management & basic organisational skills Basic craft development issues Diagnostic Skills 	<ul style="list-style-type: none"> Any issue which is likely to lead to an unfavourable outcome at ARCP 	<ul style="list-style-type: none"> Patient safety concerns that requires adjustments to work or training Patient safety concerns that call into question a trainee's fitness to practise GMC/MPTS proceedings
Safety & Quality	<ul style="list-style-type: none"> Low-level/Non-investigated clinical incidents 	<ul style="list-style-type: none"> Any issue which is likely to lead to an unfavourable outcome at ARCP 	<ul style="list-style-type: none"> Investigated Serious Incidents/Never Events* Coroner's inquests GMC/MPTS proceedings
Communication, Partnership and Teamwork	<ul style="list-style-type: none"> Mismatches between trainer and trainee Issues with acting effectively in a team or rapport with colleagues & patients 	<ul style="list-style-type: none"> Any issue which is likely to lead to an unfavourable outcome at ARCP. Relationship breakdown between trainee and trainer 	<ul style="list-style-type: none"> Investigated Complaints Specific concerns which may need external assessment or remediation GMC/MPTS proceedings
Maintaining Trust/ Professionalism	<ul style="list-style-type: none"> Minor issues e.g. punctuality, documentation etc 		<ul style="list-style-type: none"> LEP probity/conduct investigations Substance Abuse (which include probity concerns) Police investigations, cautions or conviction GMC/MPTS proceedings
Progression in Training		<ul style="list-style-type: none"> Exam Failure which may affect progression Any issue which is likely to lead to an unfavourable outcome at ARCP 	<ul style="list-style-type: none"> Outcome 4/removals from training Non-Engagement with Revalidation (i.e. not engaging with WBAs, ARCP etc) Prolonged absence without consent (AWOL) ARCP appeals
Health	<ul style="list-style-type: none"> Low-level health issues which are unlikely to affect progression 	<ul style="list-style-type: none"> Any absence longer than 14 days Health Issues which may require some short-term adjustments to a post. 	<ul style="list-style-type: none"> Health issues where there is a concern that the trainee is not appropriately managing their health Health issues that may result in removal from training Health issues which may require long-term adjustments to training Addition/Substance abuse
Other	<ul style="list-style-type: none"> Trainee uncertain about career options Low level personal issues 	<ul style="list-style-type: none"> Personal issues which may impact on progression or require a change in post 	<ul style="list-style-type: none"> Trainee allegations or undermining, bullying or harassment* Personal issues which may impact on a trainee's ability to continue on the programme. Revalidation "Cause for Concern"

* - to feed into quality management mechanisms

Cause for
Concern &
Fitness to
Practice

Long Term
Health
(including
adjustments)

al

Alcohol and
Substance
Abuse

Serious
Incidents

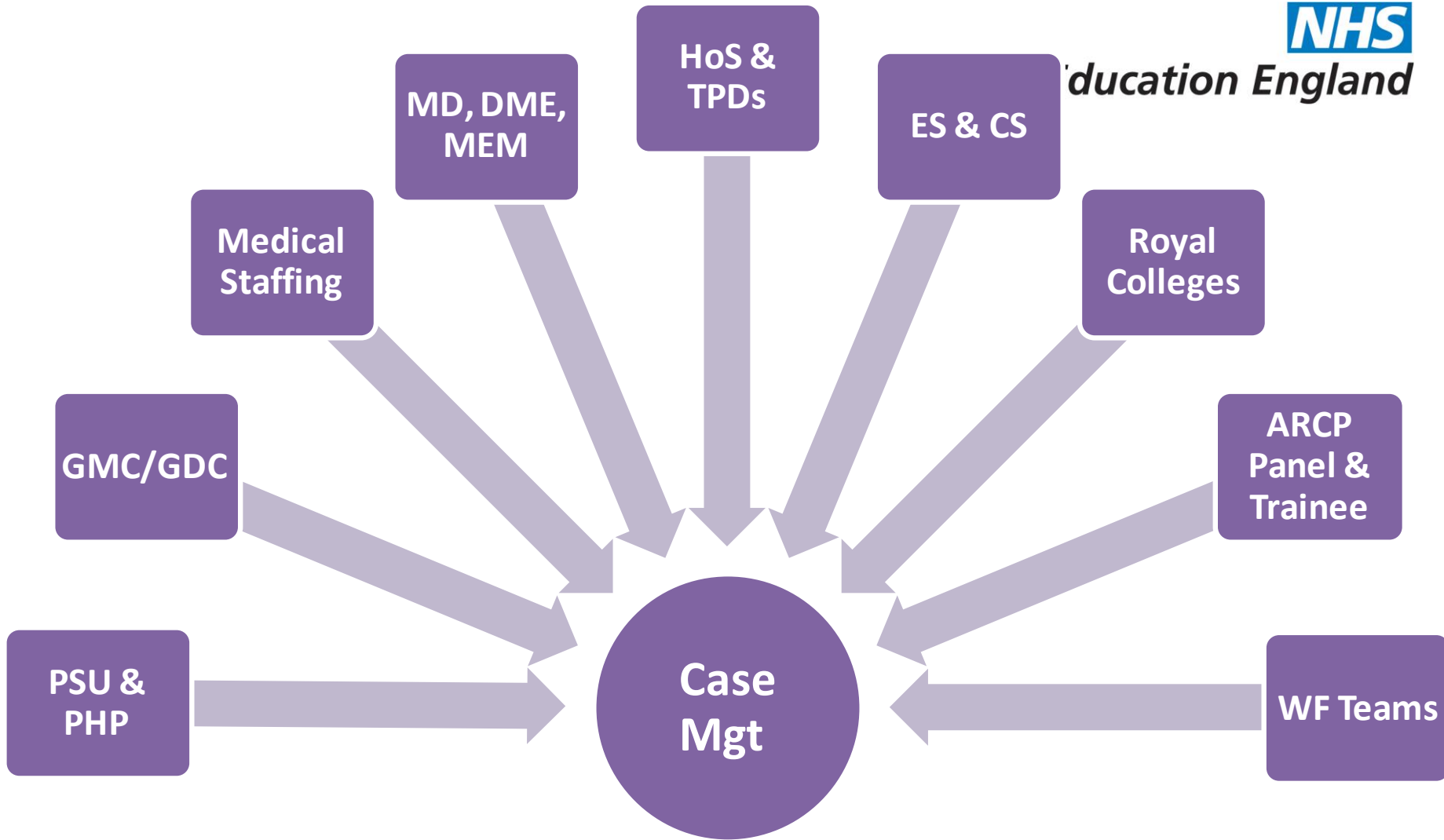
Removal
from
Training

ARCP
Appeals

Non-
engagement
& AWOL

Legal
issues

Disciplinary
/Capability



The Team

Jemma Thompson – Service Delivery Manager

Nicholas Millan – Operations Manager (HENCEL & HENWL)

Holly McClymont – Operations Manager (SL)

Danielle Stewart – Operations Manager (KSS)

Shirelee Rebeiro - Administrator

Professional Support Unit *Health Education England*

The Professional Support Unit (PSU) is a free service primarily dedicated to supporting the progression of postgraduate training for NHS healthcare professionals.

PSU support during COVID-19 pandemic

We have increased and adapted the range of our services to support you as you face unprecedented circumstances during the COVID-19 pandemic. Our COVID-19 Wellbeing hub has further information regarding:

- Online Wellbeing Resources (podcasts, webinars, self-support advice, links to HEE & external resources available for trainees)
- 1:1 Support (free, confidential & independent 1:1 conversation with a senior PSU lead via telephone or on-line teleconferencing platforms)
- Virtual Group Support (free, confidential trainee peer support groups facilitated by a trained group facilitator)
- Online Courses (a range of e-learning and wellbeing/support courses we will be delivering via teleconferencing platforms)

Case Study

You are told that an Emergency Medicine trainee in ST2 placed at your Host Trust has recently been diagnosed with a significant medical condition that affects his ability to stand and concentrate. It also gives the trainee headaches and leaves him fatigued from time-to-time. The trainee is employed by the Lead Trust.

The trainee has provided you with a short GP report detailing the adjustments needed to the trainee's work. These included shortened hours of work, placements in which the trainee does not spend lengthy periods standing and regular breaks.

The trainee insists that your Trust makes these adjustments and creates a training plan for the rest of the year to accommodate his medical condition. He says that the GP report should be sufficient to do this.

The trainee's Educational Supervisor at your Trust contacts you to discuss taking this matter forward. She is concerned that Host Trust's A&E is at breaking point. It's one of the busiest in the country. She considers that the trainee would be better off at another placement.

Questions

How would you advise the Educational Supervisor?

Is the trainee disabled for the purposes of the Equality Act?

Who is responsible for what?

QUESTIONS?

CaseManagement.lase@hee.nhs.uk