

### How Do I Report My Concerns?

You can telephone or write to any of the people listed below, or raise your concern with any other Officer within Oxfordshire PCT, the Local Medical Committee (LMC), Local Dental Committee (LDC), Local Pharmaceutical Committee (LPC) or Local Optometry Committee (LOC)

Contact addresses and telephone numbers

Sula Wiltshire           Tel: 01865 336723  
*(Group Co-ordinator)*  
Dr Richard Green       Tel: 01865 771313  
*Clinical Governance Lead, Donnington Health Centre, 1  
Henley Avenue, Oxford OX4 4DH  
(Clinical Lead for Group)*  
Andrea Young           Tel: 01865 336700  
*Chief Executive*  
Ineke Powell            Tel: 01865 336700  
*Non Executive Director*  
Dr Stephen Richards    Tel: 01865 336700  
*Chair, Clinical Executive*  
Mr Chris Evans         Tel: 01865 336700  
*Dental Adviser*  
Julie Dandridge         Tel: 01865 336861  
*Head of Medicine Management*

*Oxfordshire PCT, Jubilee House, 5510 John Smith Drive,  
Oxford Business Park South, Cowley, Oxford OX4 2LH*

Dr Paul Roblin           Tel: 01628 475727  
*LMC Secretary, Berks, Bucks & Oxon LMC, Mere House,  
Dedmere Park, Dedmere Road, Marlow, Bucks SL7 1PB*

Kate Wortham           Tel: 01865 865918  
*LPC Secretary*

Caroline Maile          Tel: 01993 702858  
*LOC Co-ordinator*

Roz Tritton              Tel; 01844 339348  
*LDC Secretary*

### Further advice:

National Clinical Assessment Service   020 7084 3850  
General Medical Council           0845 357 3456  
Nursing & Midwifery Council       020 7637 7181  
Institute of Healthcare Management   020 7620 1030  
Royal College of Nursing           0845 772 6100  
General Dental Council           020 7887 3800  
British Association of Dental Nurses   01253 338360  
Health Professions Council       020 7582 0866  
Royal Pharmaceutical Society of Great Britain   020 7735 9141  
General Optical Council           020 7580 3898  
Public Concern at Work           020 7404 6609  
  Email: [helpline@pcaw.co.uk](mailto:helpline@pcaw.co.uk)  
NHS Employers                   0113 306 3000  
Independent Healthcare Advisory Services   020 7379 8598

**How to Share your  
Concern About the  
Performance of an  
Oxfordshire PCT  
General Practitioner,  
Dentist,  
Community Pharmacist,  
Optometrist**

*This leaflet has advice for primary care health  
professionals with genuine and  
significant concerns about a colleague's  
performance*

Oxfordshire residents are entitled to expect their Doctors, Dentists, Community Pharmacists and Optometrists to be honest and professionally competent. They should be courteous and respectful of their views and wishes when treating them. Most of those who work within Oxfordshire PCT provide an excellent service and merit the high regard in which they are held by their patients. However, as in other professions, a small minority may fail consistently to reach the standards expected of them. For the safety of patients and the credibility of the whole local health service, it is important that these concerns are raised so that they may be investigated.

There is a responsibility on everyone working in the NHS to report concerns about significant under-performance. Health professionals are reminded that their professional regulatory bodies require them to report concerns regarding significant under-performance of colleagues and that failure to do so could be considered "serious professional misconduct", putting their own registration at risk.

Close clinical colleagues and administrative staff are often well placed to recognise sustained problems. This leaflet, written primarily for staff working within the NHS and partner agencies, tells you how to proceed if you have a concern about a GP's, Dentist's, Community Pharmacist's or Optometrist's performance.

Reporting a concern about a colleague is never easy and it is important to ensure that in raising concerns people understand what happens next.

### Local Arrangements

Clear local procedures are in place to ensure that these matters are addressed, and are available from the PCT. These have been agreed between Oxfordshire PCT, the Local Medical Committee (LMC), the Local Dental Committee (LDC), Local Pharmaceutical Committee (LPC), and the Local Optometry Committee (LOC).

Oxfordshire PCT has a "Concerns" group consisting of the Director of Planning & System Reform (Catherine Mountford), Deputy Director, Head of Governance & Clinical Standards (Sula Wiltshire), Clinical Governance Lead (Dr Richard Green), Non-Executive Director (Ineke Powell), Head of Primary Care Contracted Service (Ginny Hope), the Secretary of the LMC (Dr Paul Roblin) and a representative of the LDC, LPC and LOC.

### Confidentiality

If you contact any of these people they will usually take what you have told them back to the Group for discussion and investigation. The information will remain confidential to this Group and only disclosed to those who need to know in order to investigate the matter fully.

The PCT will typically contact the practitioner and tell them that a concern about their performance has been raised. It will not do this if the concern involves a suspected criminal or fraudulent incident, and if telling them could jeopardise an investigation.

As long as your concern is genuine, you should be protected by a local policy on whistleblowing and, where applicable, the Public Interest Disclosure Act 1998.

Your identity and that of the practitioner in question will generally remain confidential, although they may be disclosed where it is necessary to do so in order to investigate the case fully.

### Which Areas Give Cause for Concern?

The major areas of concern are:

- ⇒ Clinical Incompetence
- ⇒ Ill treatment of a patient
- ⇒ Personal health problems that lead to poor performance (including drug and alcohol abuse)
- ⇒ Unacceptable behaviour (eg sexual harassment, bullying or significant attitudinal problems) or unlawful discrimination of staff or patients.
- ⇒ Poor management or administration which adversely affects clinical care
- ⇒ Suspected NHS fraud
- ⇒ Actual or suspected criminal offence
- ⇒ Lack of compliance with employment law and good human resource practice
- ⇒ Not complying with professional codes of conduct.

This list is not exhaustive and there may be other areas of concern not listed which you should consider reporting.

### Outcomes

Following investigation, possible outcomes include:

- No case to answer
- Local support or education
- Referral to a statutory body: GMC, GDC NCAS, Royal Pharmaceutical Society (RPSGB), GOC
- Referral to the Police or NHS Counterfraud squad