

Handling Concerns about Fitness to Practise in Midwifery

Managing Complaints and Concerns about Midwives & supporting Midwives in Difficulty

10% card payments discount*
15% Group booking discount**

Monday 18 March 2019

De Vere W1 Conference Centre, London



Chair and Speakers include:

Jacqui Williams

*Senior Midwifery Education Advisor
Nursing and Midwifery Council*

Prof Jacqueline Dunkley-Bent OBE

*Head of Maternity, Children and Young People
National Maternity Champion
NHS England*

Supporting Organisations



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This conference will support you to improve processes and practice with regard to handling complaints and concerns about midwives in light of the NMC new approach to fitness to practise which was launched in September 2018.

Chaired by **Jacqui Williams**, Senior Midwifery Education Advisor Education and Standards Directorate, and with an opening address from **Professor Jacqueline Dunkley-Bent OBE**, Head of Maternity Children & Young People & National Maternity Safety Champion, this conference will include national developments and case studies from experienced Directors of Nursing at NHS Trusts on how to effectively manage complaints or concerns about midwifery practice whilst supporting the nurse involved and ensuring patient safety. The conference will update delegates on the revised NMC fitness to practise procedures which put more emphasis on local resolution.

“We’re at a turning point for fitness to practise...The changes we’re making are about putting people at the centre of fitness to practise... We’re committed to pushing forward these improvements and shaping a new future for fitness to practise.”
Philip Graf Council Chair Nursing and Midwifery Council 2018

“Our new approach puts people at the heart of what we do and encourages a culture of openness and honesty. This is the best way for nurses, midwives and the wider health and care system to learn from mistakes and prevent them from happening again....If we can get to a culture where people are willing to be open about what’s gone wrong that helps patient safety.”
Matthew McClelland, director of fitness to practise at the NMC, September 2018, Nursing Times

“We’ll work more closely with employers so that as many issues as possible can be resolved quickly and effectively at a local level. We’ll give greater consideration to the context in which incidents occur, because we know that nurses and midwives face complex issues and pressures every day.” NMC 2018

This conference will enable you to:

- Network with colleagues who are working to improve the management of concerns regarding midwifery practise
- Reflect on national developments including understanding the implications of the new NMC fitness to practise process
- Learn from outstanding practice in supporting midwives in difficulty
- Improve the way you identify and investigate complaints and concerns about midwives
- Understanding what can be managed at a local level and what needs to go to the NMC
- Develop your skills in investigating concerns whilst ensuring patient safety and adherence to disciplinary and legal aspects of any investigation
- Understand how it feels to be a subject of a performance or fitness to practise concern
- Explore contextual factors surrounding mistakes at each stage of decision-making process
- Develop your skills in supporting midwives who have a physical or mental health issue including work related stress
- Identify key strategies for remedial action
- Self-assess and reflect on your own practice

10.00 Chair's Introduction

Jacqui Williams

Senior Midwifery Education Advisor Nursing and Midwifery Council

10.10 EXTENDED SESSION: Fitness to Practise NMC Update

Ensuring patient safety, enabling professionalism: a new strategic direction for fitness to practise

Lucy Dennett OBE

Assistant Director, Fitness to Practise
Nursing and Midwifery Council

- dealing with complaints about midwives: a new approach to fitness to practice
- helping employers to deal with complaints
- supporting local resolution
- giving midwives the opportunity to remediate
- the results of the consultation
- referring to the NMC: when to refer and factors to consider

10.45 Safe and personal maternity care

Prof Jacqueline Dunkley-Bent

Head of Maternity, Children & Young People
National Maternity Safety Champion
NHS England

- Safe and personal maternity care 'Policy into practice'

11.15 Question and answers, followed by coffee and exhibition at 11.20

11.40 A personal journey through a fitness to practice investigation

Cathryn Watters

Founder NMCWatch: Registrant Care

- a personal journey through FtP
- the mental health impact
- supporting others through the process
- implications for those managing performance concerns

12.00 The journey of a family in search of the truth

Lesley Bennett

12.20 EXTENDED SESSION: Handling Concerns about the performance of Midwives

Paul Golden

Lecturer, Mediator, Midwife, Expert Witness RN NICU, Professional
Supervision, Legal Advisor, Advocate &
Investigator, Mandala Law and Mandala Mediation

- handling concerns about fitness to practise – including the implications for those managing performance concerns
- investigating and understanding the nature of the concern – the importance of evidence
- concerns regarding the referrals process and understanding when the NMC should be involved
- supporting midwives whilst ensuring patient safety – the impact of systemic problems and failures
- setting up systems and processes to ensure that midwives learn from mistakes

13.00 Question and answers, followed by lunch and exhibition at 13.10

14.00 Identifying concerns: Encouraging midwives to raise concerns about the performance of others or factors affecting their own performance

Clare Fitzpatrick

Head of Midwifery
Liverpool Women's NHS Foundation Trust

- encouraging midwives to raise concerns impacting on performance
- duty of candour and the role of the freedom to speak up guardian
- managing complaints against midwives
- ensuring concerns raised are heard and acted on

14.45 EXTENDED SESSION: Investigation and the disciplinary process

Mike O'Connell

Legal Services Practitioner

- understanding your options during the investigation phase
- investigating poor performance, collecting the evidence and preparing witness statements
- the disciplinary process and the disciplinary interview: key issues from a legal perspective
- ensuring the approach is fair, equitable and consistent
- legal issues: record keeping, when to report, conduct and competence

15.30 Question and answers, followed by tea at 15.40

15.50 EXTENDED SESSION: Supporting midwives in difficulty

Prof Helen Young

Executive Director of Patient Care & Service Transformation
South Central Ambulance NHS Foundation Trust

- poor performance: is it what it seems?
- supporting midwives through physical and mental health concerns
- working through performance issues at a local level: practical steps
- how to diagnose the nature of the issue
- behavior and conduct: setting the ground rules
- developing an approach based on values based leadership
- our experience

16.30 The role of the RCM supporting members individually & collectively in relation to the NMC and Fitness to Practice

Suzanne Miller

Regional Officer
East Midlands & Yorkshire and Humber
The Royal College of Midwives

17.00 Question and answers, followed by close

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For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date

Monday 18th March 2019

Conference Fee

- £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
 £300 + VAT (£360.00) for voluntary sector / charities.
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The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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