

6th June 2012



Devon, Plymouth and Torbay

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Dear Colleague

Policy and Procedure for the Management and Support of Individual Practitioner's Performance Concerns in Primary Care

On 2nd May 2012 the Cluster Quality Committee for Devon Plymouth and Torbay ratified and approved a new policy to address independent contractors giving cause for concern. The policy has built on the performer list regulations, the experience of all three Primary care trusts and national best practice to provide a fair and supportive framework for GPs, Pharmacists, Dentists and Optometrists whose conduct and/or performance may require investigation or remediation.

Though the policy is grounded in the performer list regulation a new group has been formally included within the process, the Performance Advisory Group (PAG) whose role is to assist me in my role as medical director and responsible officer in ensuring all investigations are conducted in such a way that fairness, appropriate rigor, consistency and support are ensured in all cases. The PAG will also oversee the development of Personal Improvement or Development Plans where remediation is required, drawing on the expertise of the Deanery, Occupational Health, Local Representative Committees, NCAS and clinical peers.

In closing I would like to add that this new policy will be a significant improvement in formalising previous support arrangements both for those undergoing investigation and those officers administering the process. The policy can be found on http://www.devonpct.nhs.uk/Policies/Practitioner_Performance_Concerns.aspx and I would urge you to read it. Thankfully few of us will ever be subject to the more formal performer list action, however many of us will either require support ourselves or work with others who do. In such circumstances it is important for us all to know what to do and this policy should be our first port of call in delivering on our duties as individuals, professionals and colleagues.

Yours sincerely

Dr Graham Lockerbie
Medical Director for the Cluster of NHS Devon, Plymouth and Torbay

Chair: David Radford

Chief Executive: Ann James

The cluster comprises NHS Devon, NHS Plymouth and NHS Torbay