

Responding to Concerns

Data collection

This leaflet is designed to be read alongside *Supporting Doctors to Provide Safer Healthcare* (RST, 2012), in particular page 19: 'Information and data collection'.

Responsible officers would benefit from the development of systems to monitor data collected about a doctor's practice on an ongoing basis, so that any trends causing concern can be identified at an early stage. This will enable responsible officers and designated bodies to understand the overall pattern of local concerns.

The responsible officer may also find it helpful to compare levels of concerns with other organisations, to allow consideration of the handling of concerns within their own designated bodies and consideration of whether organisational factors are impacting on the performance of the doctors who work for them.

Information should be stored confidentially with reference to *Information Management for Medical Revalidation in England* (RST, 2012).

The following dataset gives an indication of the basic parameter to support these requirements.

Demographic data about the doctor:
Name
Age
Gender
Specialty
Year of qualification
Place of qualification
Place of specialty training
Career grade
Years in post
Data about the concern and management:
Date of concern
Date investigation completed
Date assessment of required intervention completed

Date intervention completed
Escalation
Date concern closed
Categories of concern (health, capability, conduct)
Level of concern (low, moderate, high)
Appraiser
Line manager/first point of contact
Responding to concerns co-ordinator (person overseeing the remediation and progress with action plan)
Interventions
Outcome of intervention
Cost of intervention