GMC Update – January 2014

Darren Mercieca

Regional Liaison Adviser - Midlands
Regional Liaison Service

- Embedding Standards & Guidance
- Revalidation
- Local Engagement & Relationship Building
Snapshot of Today

- GMC Role & Update
- Guidance
- Support Available
- Your Questions
Year 1 - Perceptions Faced
GMC in a word?
GMC Purpose

‘to protect, promote and maintain the health and safety of the public’

Medical Act 1983
4 Main Functions – Medical Act 1983

- keeping up-to-date registers of qualified doctors
- fostering good medical practice
- promoting high standards of medical education and training
- dealing firmly and fairly with doctors whose fitness to practise is in doubt.
252,553 doctors on the Medical Register
8,000 total increase over past 5 years
11,378 left Register / gave up licence
278 Doctors per 100,000 patients in West Midlands (Highest London 452, Average 301)
Difficulties in attracting doctors to psychiatry, general practice and emergency medicine. Paediatrics up 35%
Changing face of the register 2007-2012

The gender balance is changing as more women enter the profession

- In 2012, 61% of doctors under 30 were female
- Over 6 years, there was a 24% increase in the number of female doctors aged 30-50
- Male doctors make up 72% of doctors aged over 50
What do complaints look like? 2012 complaints

10,305 Enquiries received
8,109 Complaints
2,673 Investigated complaints
1,408 Referred to employers
4,028 Closed immediately
877 Still being investigated
448 Closed with advice
179 Sanction or warning given
1,169 Closed with no further action

2,196 Enquiries not about a doctor's fitness to practise
Proportion of Investigated Complaints in 2012

<table>
<thead>
<tr>
<th>Source of complaint</th>
<th>Percentage of all complaints received</th>
<th>Percentage of complaints fully investigated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>62%</td>
<td>20%</td>
</tr>
<tr>
<td>Employer</td>
<td>7%</td>
<td>84%</td>
</tr>
<tr>
<td>Individual doctor</td>
<td>10%</td>
<td>48%</td>
</tr>
<tr>
<td>GMC</td>
<td>12%</td>
<td>31%</td>
</tr>
<tr>
<td>Police</td>
<td>2%</td>
<td>69%</td>
</tr>
<tr>
<td>Other bodies</td>
<td>7%</td>
<td>68%</td>
</tr>
</tbody>
</table>

Total complaints investigated: **33%**

- Though the public accounted for the majority of complaints to the GMC, only 20% met the threshold for a full investigation.
- Complaints made by an employer were over four times more likely to be investigated than complaints from the public.
- 70% of complaints from the police were about probity. These cases were likely to involve criminal convictions, and were almost always serious enough to be investigated.
What makes a good doctor?
Like this then?
No, but this isn’t the whole picture either!

Doctor admits lying in report...
The Most Trusted Profession

Veracity Index
I am going to read out some different types of people. For each, please tell me if you would generally trust them to tell the truth or not.

<table>
<thead>
<tr>
<th>Profession</th>
<th>% Not Trust</th>
<th>% Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors</td>
<td>9</td>
<td>89</td>
</tr>
<tr>
<td>Teachers</td>
<td>1</td>
<td>86</td>
</tr>
<tr>
<td>Scientists</td>
<td>1</td>
<td>83</td>
</tr>
<tr>
<td>Judges</td>
<td>13</td>
<td>82</td>
</tr>
<tr>
<td>Television news readers</td>
<td>24</td>
<td>69</td>
</tr>
<tr>
<td>Clergymen/priests</td>
<td>27</td>
<td>66</td>
</tr>
<tr>
<td>Police</td>
<td>28</td>
<td>65</td>
</tr>
<tr>
<td>The ordinary man/woman in the street</td>
<td>26</td>
<td>64</td>
</tr>
<tr>
<td>Civil Servants</td>
<td>38</td>
<td>53</td>
</tr>
<tr>
<td>Pollsters</td>
<td>34</td>
<td>50</td>
</tr>
<tr>
<td>Trade union officials</td>
<td>47</td>
<td>41</td>
</tr>
<tr>
<td>Business leaders</td>
<td>57</td>
<td>34</td>
</tr>
<tr>
<td>Estate agents</td>
<td>70</td>
<td>24</td>
</tr>
<tr>
<td>MPs in general</td>
<td>70</td>
<td>23</td>
</tr>
<tr>
<td>Journalists</td>
<td>72</td>
<td>21</td>
</tr>
<tr>
<td>Bankers</td>
<td>75</td>
<td>21</td>
</tr>
<tr>
<td>Politicians generally</td>
<td>77</td>
<td>18</td>
</tr>
</tbody>
</table>

Base: 1,018 British adults 18+, 9th - 11th February 2013

Source: Ipsos MORI Political Mori
A Familiar Face?

Good Medical Practice Updated March 2013
Setting the standard
GMC Guidance

- Broad principles of good practice that apply to all registered doctors
- Ethically based and consistent with UK law
- Represents common ground between the profession, public and service providers
- Scope for you to exercise judgement in applying the principles to individual cases
- Serious or persistent failure to follow the guidance will put registration at risk.
• The Abortion Regulations 1991
• The Access to Health Records Act 1990
• The Access to Medical Reports Act 1988
• Blood Safety and Quality Legislation
• The Census (Confidentiality) Act 1991
• The Children Act 2004
• The Civil Contingencies Act 2004
• The Civil Evidence Act 1995
• Commission Directive 2003/63/EC (brought into UK law by inclusion in the Medicines for Human Use (Fees and Miscellaneous Amendments) Regulations 2003)
• The Computer Misuse Act 1990
• The Congenital Disabilities (Civil Liability) Act 1976
• The Consumer Protection Act (CPA) 1987
• The Control of Substances Hazardous to Health (COSHH) Regulations 2002
• The Copyright, Designs and Patents Act 1990
• The Crime and Disorder Act 1998
• The Criminal Appeal Act 1995
• The Data Protection Act (DPA) 1998
• The Data Protection (Processing of Sensitive Personal Data) Order 2000
• The Disclosure of Adoption Information (Post-Commencement Adoptions) Regs 2005
• The Disclosure of Adoption Information (Post-Commencement Adoptions) Regs 2005
• The Freedom of Information (FOI) Act 2000
• The Gender Recognition Act 2004
• The Gender Recognition (Disclosure of Information) (England, Wales and Northern Ireland) (No. 2) Order 2005
• The Health and Safety at Work etc Act 1974
• The Human Fertilisation and Embryology Act 1990, as amended by the Human Fertilisation and Embryology (Disclosure of Information) Act 1992
• The Human Rights Act 1998
• The Limitation Act 1980
• The Medicines for Human Use (Clinical Trials) Amendment Regulations 2006
• The National Health Service Act 2006
• The NHS Trusts and Primary Care Trusts (Sexually Transmitted Diseases) Directions 2000
• The Police and Criminal Evidence (PACE) Act 1984
• The Privacy and Electronic Communications (EC Directive) Regulations 2003
• The Public Health (Control of Diseases) Act 1984 and the Public Health (Infectious Diseases) Regulations 1984
• The Public Interest Disclosure Act 1998
• The Public Records Act 1958
• The Radioactive Substances Act 1993
• The Regulation of Investigatory Powers Act 2000
• The Re-use of Public Sector Information Regulations 2005
• The Road Traffic Acts
• The Sexual Offences (Amendment) Act 1976, sub-section 4(1), as amended by the Criminal Justice Act 1988
• The Electronic Communications Act 2000
• The Environmental Information Regulations (EIR) 2004
Good Medical Practice in Action
Welcome to UK Practice

Regulating doctors, ensuring good medical practice

Promoting professionalism: Welcome to UK practice

Welcome to UK practice

Why should I use this tool?

• Being a successful doctor in the UK is about more than clinical competence. You also need to know and apply the principles and values set out in our core guidance Good Medical Practice.
• You will gain insight into your level of knowledge and understanding of how the standards apply to your daily practice.
• You can use your results as part of your learning and development.

Get Started

Before you get started, please watch this short video to see how the self-assessment tool works.

Login

If you are visiting this site for the first time, please enter your nationality and country of PMQ in the boxes below to
What are the barriers to raising concerns?

...but what are the consequences if you don’t?
When the culture is wrong

‘Perhaps my conscience may have made me raise concerns if I had been in a management role, but I took the path of least resistance…’

‘There were also veiled threats at the time, that I should not rock the boat at my stage in life because, for example, I needed discretionary points or to be put forward for clinical excellence awards.’

Evidence given to the Mid-Staffordshire NHS Foundation Trust Public Inquiry
As cited by Robert Francis at his speech to the King’s Fund on 27 February 2013
Duty on all doctors to raise concerns where they believe that patient safety, dignity or care is compromised by the practice of colleagues or the systems, policies and procedures in the places in which they work.

Confidential Helpline: 0161 9236399
Raising concerns toolkit...

Faced with a concern about patient safety, are you yourself in a position to put the matter right?

Yes

No

GMC Confidential Helpline - 0161 923 6399
Social Media

Doctors’ use of social media

1. In *Good medical practice* we say:
   - 36. You must treat colleagues fairly and with respect.
   - 65. You must make sure that your conduct justifies your patients’ trust in you and the public’s trust in the profession.
   - 69. When communicating publicly, including speaking to or writing in the media, you must maintain patient confidentiality. You

2. In *Confidentiality* we say:
   - 70. When advertising your services, you must make sure the information you publish is factual and can be checked, and does not exploit patients’ vulnerability or lack of medical knowledge.
   - 13. Many improper disclosures are unintentional. You should not share identifiable information about patients where you can be overheard, for example,
Sorry... to my sponsors! Westwood apologises for foul-mouthed Twitter rant at trolls after US PGA collapse

Twitter libel: Sally Bercow says she has 'learned the hard way' as she settles with Tory peer Lord McAlpine over libellous tweet
Record Keeping

- While in the emergency room, she was examined, X-rated and sent home.

- The skin was moist and dry.

- The lab test indicated abnormal lover function.

- Patient has chest pain if she lies on her left side for over a year.

- On the second day the knee was better and on the third day it had completely disappeared.

- The patient has been depressed ever since she began seeing me in 1983.
Any Questions?
Darren Mercieca
Regional Liaison Adviser

0161 250 6827
07787 005968
dmercieca@gmc-uk.org
@dmercieca1