



Resolution

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18 January 2021

FOI_4893

Thank you for your request for your email of 14 December 2020 in which you requested the following data from the Practitioner Performance Advice service:

“I want to know how many times Practitioner Performance Advice/PSR has responded to a request from a Trust or designated body to produce an action plan for each of the years 2014-2020. This in regard to Consultants who have had a break in clinical practice following an MHPS enquiry and require re-familiarisation reskilling or retraining or a combination of the three. On how many occasions was a formal action plan agreed with the practitioner and on how many occasions was this informal.”

We have considered your request for information and thought it would be helpful to provide you with background about our Professional Support and Remediation (PSR) service first.

Our PSR service develops action plans for individual healthcare practitioners, where requested to do so by their employer or contracting body. Action plans provide a programme of support, learning opportunities, experience and feedback based on the individual needs of the practitioner and wider service requirements. Each action plan is based on information provided by the practitioner and healthcare organisation, and the required outcome(s), with patient safety being paramount. In all cases, the final action plan is owned by the healthcare organisation – as an advisory body, our role is to offer a suggested plan which can then be adapted if necessary to meet local circumstances.

We offer two types of action plan, depending on the circumstances of the case. They are as follows:

- Remediation
- Return to work/reskilling plan.

We hope this information helps by of background to the PSR service. [You can find further information about PSR here.](#)

We have considered this request under the Freedom of Information Act and our response to your request is as follows:

“How many times Practitioner Performance Advice/PSR has responded to a request from a Trust or designated body to produce an action plan for each of the years 2014-2020...in regard to Consultants who have had a break in clinical practice following an MHPS enquiry and require re-familiarisation reskilling or retraining or a combination of the three”

Action plans are requested, drafted and issued for a variety of reasons and, as noted above, may include return to work after absence for any reason, re-familiarisation, reskilling and remediation.

With regard to the number of action plans issued in relation to Consultants in the period 1st January 2014 to 31st December 2020 our information is as follows:

Calendar Year (January – December)	No. of Action Plans Issued
2014	49
2015	34
2016	15
2017	19
2018	27
2019	27
2020	18

We are unable to provide information about how many of these related to Consultants who had a break in clinical practice following an MHPS enquiry. As there is no automated way in which this information is gathered, to collate and check this information would involve a manual exercise exceeding 18 hours of staff time, and as such surpasses the time limit set out in freedom of information legislation when responding to requests.

Therefore, we estimate that the cost of complying with the request in its entirety would exceed the 'appropriate limit'. Section 12(1) of the Freedom of Information Act 2000 is a provision which allows a public authority to refuse to comply with a request for information where the cost of compliance is estimated to exceed a set limit (known as the 'appropriate limit'). The 'appropriate limit' for NHS Resolution is £450. This equates to 18 hours of work at the rate of £25 per hour set out in the 'Fees Regulations'.

We estimate that it would take on average 10 minutes to locate, retrieve and extract the requested information from an individual file.

You also asked:

“On how many occasions was a formal action plan agreed with the practitioner and on how many occasions was this informal”

In drafting action plans we do not distinguish between 'formal' and 'informal'. The agreement to an action plan is between the Consultant and the employer and we do not obtain this information.

This concludes our response to your request.

We hope this above information is helpful.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of

decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>