

# Case investigator: Secondary care

## Delegate programme



This series of workshops draws on a credible evidence base of learning derived from nearly 20 years of working to supporting the resolution of performance concerns. You can be confident that you'll have access to invaluable expert advice derived from current thinking and case work when you attend this series of linked, interactive workshops specially designed for delivery in a virtual learning environment.

### Content includes:

Session one	Session two	Session three
<ul style="list-style-type: none"> <li>Resolving concerns about performance concerns: an overview</li> <li>Investigation roles and responsibilities</li> <li>Starting the investigation</li> <li>Introduction to work necessary for session two</li> </ul>	<ul style="list-style-type: none"> <li>Critiquing terms of reference</li> <li>Gathering evidence</li> <li>Gathering evidence from interviews</li> <li>Introduction to work necessary for session three</li> </ul>	<ul style="list-style-type: none"> <li>Practice interview sessions</li> <li>Report writing</li> <li>Proof reading and our top tips</li> <li>What happens next?</li> <li>Support for CIs and quality assurance</li> <li>Questions, reflections and learning into action</li> </ul>

### What this means for you

By the end of this training you will be able to:

- Describe the context in which concerns arise, the contributing factors and key regulations related to their management

- Outline the individual key roles and responsibilities of the investigation team and associated stakeholders
- Critique comprehensive Terms of Reference for any investigation you undertake
- Gather evidence including preparing for and conducting efficient and effective witness interviews
- Structure a self-contained report, including an effective summary and analysis of evidence for onward dissemination to the Case Manager
- Produce an action plan, for self and organisation, on what support is needed following training attendance

## Learning activities

All learning activities are grounded in anonymised compilations of casework based on the types of issues you may well be dealing with as a case investigator.

## NHS Resolution confidentiality principles

Prior to attending any of our workshops we ask that you make time to familiarise yourself with our [statement of principles](#).

## Facilitators

Our facilitators are experienced advisers working in the Practitioner Performance Advice service. The team comprises of senior staff from a variety of backgrounds in the clinical, managerial and legal professions. Biographies can be found on our website [here](#).

## Pre learning:

There is no formal pre-reading requirement for attendance at this workshop, however we would suggest you make time to read and answer the questions below ahead of joining this training.

1. Does your local policy in relation to managing performance concerns differentiate between doctors and other staff members?	Yes/No
2. Do your policies actively promote a fair and just culture?	Yes/No
3. Does your policy match MHPS?	Yes/No
4. Does your policy clearly state the timeframe within which the investigation will be conducted?	Yes/No
5. Do you have a decision making group or performance panel in respect of investigations undertaken?	Yes/No

If the answer to any of these questions is a 'no' or a 'don't know' we would invite you to read the document **before** attending our training.

[https://webarchive.nationalarchives.gov.uk/ukgwa/20130123204228/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4103586](https://webarchive.nationalarchives.gov.uk/ukgwa/20130123204228/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4103586)

**Timings:** All timings are approximate

## Programme

Time	Session One
	<b>Welcome and introductions</b>
09.15	Outline of the day, who we are, getting to know each other, and ground rules for virtual training
	<b>Resolving performance concerns: an overview</b>
09.30	Understand what comes before the investigation, key definitions, references and practicalities <b>Workshop A:</b> Exploring the issues (on slide deck)
10.30	<b>Refreshment break</b>
	<b>Investigation roles and responsibilities</b>
10.40	Defining clear tasks and accountabilities to enable an effective and efficient investigation
	<b>Starting the investigation</b>
11.05	The case investigator's role in term of reference, setting up your plan, managing conflict of interest and bias
	<b>Critiquing Terms of Reference</b>
12.15	<b>Workshop B:</b> Critiquing Terms of Reference – Dr Violet and Dr Purple
13.15	<b>Lunch</b>
Time	Session Two
	<b>Gathering evidence</b>
14.00	Identifying potential sources of documentary evidence; indexing, patient consent, benchmarking <b>Workshop C:</b> Reviewing documentary evidence
15.30	<b>Refreshment break</b>
	<b>Gathering evidence from interviews</b>
15.45	Preparing to interview, structure and top tips <b>Workshop D:</b> Observing and critiquing interviews
	<b>Close and homework</b>
16.45	Preparing for workshop E

Time	Session Three
09.15	<p><b>Welcome and preparing for interview skills practice</b></p> <p><b>Workshop E:</b> Planning your interview with the witnesses and practitioner</p>
11.00	<p><b>Interview skills practice</b></p> <p>Group work practising interviews</p> <p><b>Workshop E:</b> Interview skills practice followed by a self-reflection note</p>
<b>Self-managed refreshment break</b>	
11.15	<p><b>Top tips and shared reflections</b></p> <p><b>Workshop E</b></p>
11.30	<p><b>Reading witness statements and report writing</b></p> <p>Group work practicing drafting the 'summary and analysis' section of a report and plenary of learning points after</p> <p><b>Workshop F:</b> Drafting an investigation report (NB: you will be working independently for this section but may choose to share your screen for the critique etc)</p>
12.30	<p><b>What happens next?</b></p> <p>Possible outcomes and challenges</p>
13.00	<p><b>Questions, reflections, learning into action</b></p> <p>Identifying and setting up support for yourself, action plans</p>
13.25	<b>Close of programme</b>