

AGREEMENT BETWEEN NCAS AND COPDEND REGARDING CONTACTS AND WAYS OF WORKING

(Roles of PCOs/Trusts/NCAS/Deaneries)

1.0 Introduction

Postgraduate Dental Deans are already involved in the provision of educational support for dentists where concerns have been raised regarding their performance. For example, following investigation by the GDC or following local performance procedures, Practitioner Advice and Support Schemes (PASS). In addition to facilitating and supporting these local actions, NCAS undertakes assessments that result in recommendations that require educational expertise and support.

This paper sets out some principles for contact between those working in local performance procedures, NCAS and deaneries to clarify expectations and the points in the process at which contact is likely to be appropriate.

The Agreement will be reviewed triennially. The next review will be December 2010.

2.0 Resources/Funding Mechanisms

NCAS funds its own involvement in the provision of advice and local support to employing/contracting organisations and dental practitioners where there is cause for concern about performance. Therefore the cost of adviser, case manager and any other NCAS involvement is borne by NCAS. In addition, the cost of an NCAS assessment is borne by NCAS.

The employing/contracting organisation will support the dental practitioner in attendance at the occupational and behavioural components of the assessment, this will include cost of travel and cost of locum employment should this be necessary.

It is normally the responsibility of the employing or contracting organisation to agree funding for remediation programmes for practitioners that have undergone an NCAS assessment or where local action plans have been facilitated by NCAS. In some circumstances the dentist may be required to fund (or partially fund) their further training programme.

3.0 Local procedures

It is the responsibility of the employing/contracting organisation to initiate and carry out local procedures where there is cause for concern about the performance of a dental practitioner although contact with NCAS for advice early in the process is to be encouraged.

The NCAS handbook and toolkit provide principles for local performance procedures. PCOs/Trusts are responsible for setting up effective local performance procedures and deaneries will expect that these will comply with NCAS principles. Neighbouring PCOs may



have a joint procedure, and it will be expected that the local group that considers performance will include a member of the deanery team.

The deanery has a role to support local referring body procedures set up to address concerns about poor performance through their local tutors, advisers and other personnel. These formal and informal procedures will include: PCT concerns groups; performance advisory groups and PASS. If they have not yet been set up deaneries will encourage PCOs to do so with NCAS support if necessary. Deaneries do not fund Tutors/Advisers to attend such meetings. PCOs would need to cover salary or loss of earnings payments by reimbursement to the Tutor/Deanery

Local procedures may include some form of initial exploration and investigation of the concerns; the deanery will want to be assured that the process used is one that will lead to appropriate educational recommendations, if required.

At any stage in local procedures the deanery may consider that referral to NCAS for assessment is necessary. If so, the deanery will request the PCO/Trust to make the referral, as the PCO/Trust is the body that remains responsible for handling the performance difficulty.

4.0 NCAS/PCO

NCAS will provide advice and support to PCOs/Trusts to help clarify concerns and formulate local action plans where there are concerns about the performance of a dental practitioner but no NCAS assessment is undertaken. NCAS support also includes specific responsibilities for advising the NHS on the use of medical and dental disciplinary procedures, in particular where suspension or exclusion of the practitioner from their work is being considered, and also where disciplinary action on the grounds of capability is being considered. In such instances there would normally be no direct relationship between NCAS and the Deanery.

NCAS does not take on the rôle of an employer, nor does it function as a regulator. It is established as an advisory body, and the employer or contracting organisation retains responsibility for handling the case throughout the process.

NCAS Advisers will provide advice and support to PCOs/Trusts to set up local performance procedures where there are none in place. They will seek to ensure that the PCT involves the deanery in local development work in order to clarify its evolving role in local procedures.

5.0 COPDEND / NCAS

General

COPDEND will appoint a lead dean for liaison with NCAS. The lead dean and the associate director of dentistry at NCAS will formally review this agreement at the end of each three year period.

The lead director and associate director of dentistry at NCAS will meet to review NCAS services to include processes, outcome, difficulties and learning not less frequently than once a year.

COPDEND will invite a representative from NCAS to occasionally attend meetings of COPEUK or English CDO-Deans, and meetings of COPDEUK normally once a year, to share information about developments in the work of NCAS and COPDEND.

NCAS will seek advice from COPDEND regarding planned developments in assessment methods and ways of working via the mechanisms of the NCAS external reference group, COPDEUK and ad hoc meetings as required.

NCAS will make its annual report available to COPDEND.

NCAS dental advisers will maintain contact with postgraduate dental deans to clarify ways of working and exchange information about the development of local procedures and the role of NCAS.

NCAS and COPDEND both have or may develop research programmes aimed at advancing the understanding of performance concerns. Both organisations agree to share information on mutually relevant research areas, and to seek to collaborate on research where appropriate.

Individual NCAS assessment cases

NCAS will notify the relevant Deanery of those cases being considered for assessment, where there is a need to undertake pre-assessment educational support, although the Deanery is not involved in the assessment process. This will be with the consent of the practitioner.

The Deanery will assign each specific case to a named Dean, Director or nominated deputy to oversee Deanery involvement with the case and notify NCAS who that person is.

At the time of setting the terms of reference for the assessment, NCAS will ask the dentist to agree to a copy of the draft report being sent, by NCAS, to the postgraduate dental dean or director, on a confidential basis, if the report includes recommendations that are likely to require educational support.

Following the assessment, a draft copy of the report will be sent to the Postgraduate Dean or Director provided that the dentist has given consent to this when he or she signed the terms of reference for the assessment. The Dean will be invited to advise on the recommendations, particularly with regard to their likely appropriateness and feasibility. The Dean will destroy the draft report on receipt of the final report.

Once the final report is released, the NCAS adviser will work with the dentist, the referring body and the nominated Postgraduate Dean/Director/nominated deputy to agree an action plan based on the recommendations in the report. This will involve all parties in a formal meeting when the action plan is agreed (normally no more than eight weeks following receipt of the final report). The action plan will include specific educational and management interventions (as appropriate) with:

- clear goals,
- review dates,
- responsibilities for review,
- indication of sanctions if the goals are not achieved,
- agreement regarding funding of interventions.

6.0 Follow up

It is the responsibility of the individual dental practitioner to put together a portfolio demonstrating their compliance with the requirements of the action plan.

NCAS will normally include the deanery in its monitoring of any action plan devised for a dentist following assessment, six to twelve months after assessment, to monitor progress. NCAS does not have powers to performance manage implementation of the action plan; that will remain the responsibility of the referring body.

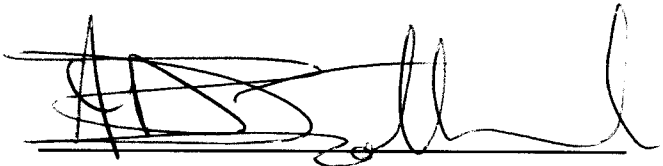
The referring body may seek a follow up report from the Deanery in relation to completion and compliance with educational requirements of the action plan.

7.0 Summary of Dean's responsibilities

- Assign named Deanery Lead representative for each case (Postgraduate Dean/Director or Associate).
- Read draft report and initial recommendations following an assessment and make comments with regard to feasibility and appropriateness of the recommendations.
- Read final assessment report and ensure attendance at formal action planning meeting
- Provide advice to the action planning meeting on how the recommendations could be met
- Provide follow up information on request from referring body or individual dental practitioner.

December 2007

Signed:




Professor Alastair Scotland FRCS FRCP FFPH
Director, National Clinical Assessment Service

Date:

30/9/08

Signed:



Professor Chris Franklin, BDS FDSRCS PHD FRCPATH
Chair, COPDEND

Date:

1 September 2008

*National Clinical
Assessment Service*



National Patient Safety Agency

NCAS

Market Towers
1 Nine Elms Lane
London SW8 5NQ
Direct Line: 020 7062 [extension]
Direct Fax: 020 7084 3851
[date]

Private & Confidential

[name]
[address of Deanery]

NCAS ref: Case [number] (Please quote in all correspondence about this case)

Re: Draft NCAS report of [name of practitioner] of [address of place of work]

Dear [name of deanery representative]

With the consent of the practitioner named above, I enclose a copy of the draft NCAS report. The practitioner undertook an NCAS assessment on [date] and this report includes recommendations from the assessors on how the difficulties identified might be addressed. The recommendations are couched in broad terms to allow local agreement about the specific details of the ensuing action plan.

As you will know, NCAS has an agreement with COPDEND (copy attached) which includes a commitment for us to send you a copy of the draft report of an assessment. The purpose of this is to invite you to comment on the likely feasibility of the draft recommendations, from the perspective of the deanery. We shall take your views into account before issuing the final report.

A copy of the draft report has been sent to the practitioner and the referring body.

We shall send a copy of the *final* report to you, the practitioner and the referring body. Following that, we shall offer to facilitate a meeting with all three parties to agree an action plan, with goals, review dates, and responsibilities, clearly set out.

If you would like to discuss the draft report further, will you please contact [name] . If you wish to comment, would you please do so within **3 weeks** of the date of this letter to assist us to produce the final report as soon as possible.

Yours sincerely

[name]
Case manager

Enclosures:
Draft NCAS report
COPDEND agreement

Principal points of contact - NCAS

Alastair Scotland, Director
020 7062 1644
Alastair.Scotland@ncas.npsa.nhs.uk

Rosemary Field, Deputy Director and Director of Professional Support and Programmes
020 7062 1684
Rosemary.Field@ncas.npsa.nhs.uk

Janine Brooks, Associate Director (Dentistry)
020 7062 1661
Janine.Brooks@ncas.npsa.nhs.uk

Casework Issues

Victoria Gardner, Advice Service Manager
020 7062 1658
Victoria.Gardner@ncas.npsa.uk

Assessment Development

Pauline McAvoy, Associate Director (Assessment Development)
020 7062 703
Pauline.McAvoy@ncas.npsa.nhs.uk

External Education

Vicky Voller, External Education Manager
020 7062 1630
Vicky.Voller@ncas.npsa.nhs.uk

Communications

Melanie Fineberg, Communications Manager
020 7927 9520
Melanie.Finberg@npsa.nhs.uk

Principal points of contact – COPDEND

Deanery	Contact	Postal Address
East of England	Mr Alex Baxter Director of Postgraduate Dental Education Tel: 01223 885896 Fax: 01223 884849 Email: alex.baxter@eoe.nhs.uk	Postgraduate Medical & Dental Education East of England Workforce Deanery Block 3, Ida Darwin Site Fulbourn Cambridge CB21 5EE
Kent / Surrey / Sussex Deanery	Prof Stephen Lambert-Humble Dean of Postgraduate Dentistry Tel: 020 7415 3421 Fax: 020 7415 0044 slamberthumble@kssdeanery.ac.uk	The KSS Deanery 7 Bermondsey Street London SE1 2DD
London Deanery	Mrs Elizabeth Jones Dean of Postgraduate Dentistry Tel: 020 7866 3188 Fax: 020 7866 3285 ejones@londondeanery.ac.uk	Dental Department LPMDE Stewart House 32 Russell Square London WC1B 5DN
Mersey Deanery	Dr Brian Grieveson Dean of Postgraduate Dental Education and Training Tel: 0151 285 4726 Fax: 0151 285 4703 brian.grieveson@merseydeanery.nhs.uk	The University of Liverpool Department of Postgraduate Dental Education & Training First Floor Regatta Place Brunswick Business Park Summers Road Liverpool L3 6BL
NHS Education North East	Mr Malcolm Smith Acting Postgraduate Dental Dean Tel: 0191 222 8536 Fax: 0191 232 3657 Malcolm.smith@cddft.nhs.uk	PIMD 10-12 Framlington Place Newcastle upon Tyne NE2 4AB
North West Deanery	Mr Nick Ward Dean of Postgraduate Dentistry Tel: 0161 234 6164 Fax: 0161 237 9427 n.ward@NWpgmd.nhs.uk	4 th Floor Barlow House Minshull Street Manchester M1 3DZ

Deanery	Contact	Postal Address
NHS Education South Central	Mrs Helen Falcon Postgraduate Dental Dean Tel: 01865 740650 Fax: 01865 740639 hfalcon@oxford-pgmde.co.uk	Oxford University Oxford Postgraduate Medical & Dental Education The Triangle Roosevelt Drive Headington Oxford OX3 7XP
NHS Education South and West	Mr Alasdair Miller Regional Postgraduate Dental Dean Tel: 0117 928 4525 Fax: 0117 928 4526 alasdair.miller@bristol.ac.uk	University of Bristol Dental Postgraduate Department The Chapter House Bristol Dental Hospital Lower Maudlin Street Bristol BS1 2LY
South Yorkshire and East Midlands	Prof Chris Franklin Regional Postgraduate Dental Dean Tel: 0114 226 4454 Fax: 0114 226 4468 c.franklin@sheffield.ac.uk	Regional Postgraduate Dental Education Office Don Valley House Savile Street East Sheffield S4 7UQ
NHS West Midlands Workforce Deanery	Mrs Karen Elley Interim Postgraduate Dental Dean Tel: 0121 237 2830/2831 Fax: 0121 237 2833 karen.elley@westmidlands.nhs.uk karen.elley@sandwell-pct.nhs.uk	University of Birmingham Postgraduate Office Dental School St Chad's Queensway Birmingham B4 6NN
Yorkshire Deanery	Mr Paul Cook Postgraduate Dental Dean Tel: 0113 343 1505 Fax: 0113 343 1531 p.cook@yorkshiredeanery.com	University of Leeds Department for NHS Postgraduate Medical & Dental Education Willow Terrace Road Leeds LS2 9JT
Defence Dental Services	Colonel Nick Young Postgraduate Dental Dean Tel: 0121 415 8168 Fax: 0121 415 8153 nichyoun@dsc.mod.uk	ICT Centre Birmingham Research Park Vincent Drive Edgbaston Birmingham B15 2SQ

Deanery	Contact	Postal Address
Northern Ireland	<p>Dr David Hussey Postgraduate Dental Dean</p> <p>Tel: 02890 400014 Fax: 02980 798312 david.hussey@nimdta.gov.uk d.hussey@qub.ac.uk</p>	<p>NIMDTA Beechill House 42 Beechill Road Belfast BT8 7RS</p>
Scotland	<p>Dr David Felix Associate Dean for Postgraduate Dental Education</p> <p>Tel: 0131 313 8017 Fax: 0131 313 8001 david.felix@nes.scot.nhs.uk</p>	<p>NHS Education for Scotland Thistle House 91 Haymarket Terrace Edinburgh EH12 5HE</p>
Wales	<p>Mr Eric Nash Director of Postgraduate Dental Education</p> <p>Tel: 029 2074 4317 Fax: 029 2074 3960 nashes@cardiff.ac.uk</p>	<p>University of Cardiff Dental Postgraduate Department Room 130 Dental School Heath Park Cardiff CF14 4XY</p>