

Action plans key steps

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Stages of action planning 1

Analysis of concerns through:

- Investigation
- Assessment
- Review
- 'Soft' information.

Reviewing context:

- Health
- Work environment
- Team dynamics.

Review/discuss options:

- Remediation, reskilling or rehabilitation programme
- Retirement
- Compromise agreement
- Capability/disciplinary
- Ring-fenced post.

Stages of action planning 2

- Trial of remediation agreed
- Drafting the plan:
 - SMART objectives
 - Interventions
 - Timescales
 - Setting milestones/progress points
 - Roles and responsibilities
 - Specifying evidence.
- Negotiating the plan (NCAS can help)
- Monitoring of progress (NCAS can help)
- Decision making (NCAS can help)

Interventions

- Clinical
- Educational
- Placements
- Coaching
- Counselling (therapeutic, career)
- Vocational rehabilitation
- Mentoring
- Contracts/undertakings
- Language

Stages of action planning 3

- **Start:** Implement plans:
 - Review by educational supervisor of progress against objectives according to plans
 - Report by educational supervisor to responsible director on the extent to which the plans have been successfully completed
 - Responsible director seeks view from relevant authority (Stage 2) on supervisors' reports.
- **Finish:** Sign-off by responsible director of extent of completion of individual and organisational action plans

Stages of action planning 4

- **Start:** Responsible director signs-off completion of overall return to work programme (including individual and organisational components):
 - Responsible director agrees with responsible parties detailed arrangements for practitioner to resume employment in the terms agreed in Stage 1.
- **Finish:** Responsible director agrees follow-up arrangements with practitioner

Key points for action planning

- Safeguards to ensure patient safety and public protection
- Explicit goals and objectives
- Clear roles and responsibilities
- Up-front approach to resource requirements
- Realistic timetable
- Agreed monitoring arrangements
- Recognise the possibility of failure and gain agreement to what happens if goals not achieved

Our role in NCAS cases and supporting action plans

- Ensure clarity of report and recommendations for referring body and practitioner
- Assist RB and practitioner to develop improvement plan (for practitioner) and action plan (for organisation)
- Help involve Deanery and Royal College (as appropriate)
- Assist in monitoring progress against improvement and action plans
- Co-ordinate sign-off against improvement and action plans

Challenges

- Funding
- Placements
- Health issues
- Career guidance
- Training needs in this area
- Monitoring progress
- Decision making
- Revalidation

Further reading

- *Local GP performance procedures handbook*
- *Back on Track* framework document
- NCAS publications
(www.ncas.npsa.nhs.uk/resources/publications)
- NCAS website (www.ncas.npsa.nhs.uk)
- Must knows (www.ncas.npsa.nhs.uk/mustknows)
- NCAS toolkit (www.ncas.npsa.nhs.uk/toolkit)