

Chloe Williams

From: Grainne Lynn
Sent: 07 November 2018 11:11
To: CST-B
Subject: CONFIDENTIAL: Personal QA of Case 18665

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Letter - Edyta

Ready for issue, please send. thanks g

<https://eks2.resolution.nhs.uk/AdviceReportDetails/Index/>

Irrelevant information redacted by the USI

Chloe Williams

From: Edyta Kazior on behalf of CST-B
Sent: 26 November 2018 15:38
To: Simon Gibson's email address
Subject: Case 18665 - resending the first advice letter
Attachments: LETO_160913_Advice letter_18665.pdf

Dear Mr Gibson,

Please find attached the first advice letter issued on 13 September 2016, following your discussion with our Adviser, Dr Colin Fitzpatrick.

I am resending it password protected, following receiving a receipt of non-collection of our encrypted email sent on 22 October 2018. Password will follow in a separate email.

Please note that Practitioner Performance Advice does not issue hard copies of advice letters.

Please do not hesitate to contact our office should you have any further queries.

Kind regards,

Edyta Kazior
Case Officer
Practitioner Performance Advice (formerly NCAS)

Personal Information redacted by the USI / Advice Line: 020 7811 2600

NHS Resolution
2nd Floor, 151 Buckingham Palace Road, London, SW1W 9SZ

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From: clearswiftmx@ Irrelevant information redacted by the USI
Sent: 22 November 2018 03:06
To: CST-B
Subject: NHS Resolution Secure Encryption Portal Message to Simon Gibson's email address Was Not Collected

NHS Resolution Secure Encryption Portal

The encrypted message you sent Simon Gibson's email address on October 22, 2018 3:48:08 PM, BST BST(+0100) (Subject:CONFIDENTIAL – Resending first advice letter – case 18665) was not collected within the 30 day holding period.

Expired messages are permanently deleted from the server.

13 September 2016

PRIVATE AND CONFIDENTIAL

Mr Simon Gibson
Assistant Director
Southern Health And Social Care Trust
Craigavon Area Hospital
68 Lurgan Road
Portadown
Craigavon
BT63 5QQ

NCAS ref: 18665 (Please quote in all correspondence)

Dear Mr Gibson,

I am writing following our telephone discussion on 7 September. Please let me know if I have misunderstood anything as it may affect my advice.

You call to discuss a consultant urologist who has been in post for a number of years. You described a number of problems. He has a backlog of about 700 review patients. This is different to his consultant colleagues who have largely managed to clear their backlog.

You said that he is very slow to triage referrals. It can take him up to 18 weeks to triage a referral, whereas the standard required is less than two days.

You told me that he often takes patient charts home and does not return them promptly. This often leads to patients arriving for outpatient appointments with no records available.

You told me that his notetaking has been reported as very poor and on occasions there are no records of consultations.

To date you are not aware of any actual patient harm from this behaviour, but there are anecdotal reports of delayed referral to oncology.

The doctor has been spoken to on a number of occasions about this behaviour, but unfortunately no records were kept of these discussions. He was written to in March of this year seeking an action plan to remedy these deficiencies, but to date there has been no obvious improvement.

We discussed possible options open to you. The trust has a policy on removing charts from the premises and it would appear that this doctor is in breach of this policy. This could lead to disciplinary action. He was warned about this behaviour in the letter sent to him on March so it would be open to you to take immediate disciplinary action. However, I would suggest that he is asked to comply immediately with the policy.

With regard to the poor notetaking it would be useful to conduct an audit. If there is evidence of a substantial number of consultations for either inpatients or outpatients with no record in the notes this is a serious matter which may merit disciplinary action and possible referral to the GMC. If after the audit, it appears that the concern is more about the quality of the notes rather than whether there are any notes at all, a notes review by NCAS may be appropriate. If you wish us to consider that please get back to me.

The problems with the review patients and the triage could best be addressed by meeting with the doctor and agreeing a way forward. We discussed the possibility of relieving him of theatre duties in order to allow him the time to clear this backlog. Such a significant backlog will be difficult to clear and he will require significant support. I would be happy to attend such a meeting if this was considered helpful.

Relevant regulations/guidance:

- Local procedures
- General Medical Council Guide to Good Medical Practice
- Maintaining High Professional Standards in the Modern HPSS (MHPS)

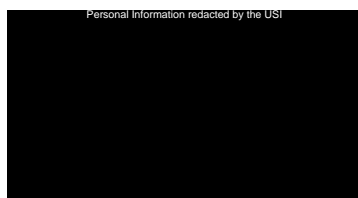
Review date: 7/10/2016

As it seems likely that further NCAS input will be required we will keep this case file open and review the situation in about one month. If you require further advice in the meantime, please do not hesitate to contact me.

If you have any further issues to discuss, or any difficulties with these arrangements, please contact the Northern Ireland office on the direct line above.

I hope the process has been helpful to you.

Yours sincerely,



Colin Fitzpatrick
NCAS Adviser

Cc: Jill Devenney, Case Officer (N I)

Chloe Williams

From: Edyta Kazior on behalf of CST-B
Sent: 26 November 2018 15:39
To: Simon Gibson's email address
Subject: First letter 18665 - password

Dear Mr Gibson,

Case ref.: 18665

Password to access the advice letter dated 16/09/13 is: Personal Information redacted by the USI

Kind regards

Edyta Kazior
Case Officer
Practitioner Performance Advice (formerly NCAS)
Personal Information redacted by the USI / Advice Line: 020 7811 2600

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Chloe Williams

From: Grainne Lynn
Sent: 02 January 2019 11:22
To: Khan, Ahmed
Cc: CST-B
Subject: case 18665 confidential

Categories: UPLOADS NO ACTION - Edyta

Morning Ahmed,

Happy New Year to you.

I am just checking if this case has come to a conclusion and if so whether you are happy for Practitioner Performance Advice (formerly NCAS) to close its file on it.

Kind regards,
Grainne

Chloe Williams

From: Grainne Lynn
Sent: 02 January 2019 12:15
To: CST-B
Subject: FW: RE: case 18665 confidential

Categories: UPLOADS NO ACTION - Edyta

For the file
Thanks,
G

From: Grainne Lynn
Sent: 02 January 2019 12:14
To: Ahmed Khan's email address
Subject: RE: RE: case 18665 confidential

Ahmed,
Thanks for the clarification. Talk soon
Grainne

From: Ahmed Khan's email address via Secure Encryption Portal Irrelevant information redacted by the USI
Sent: 02 January 2019 12:13
To: Grainne Lynn
Subject: Re: RE: case 18665 confidential

Grainne, thanks. Hearing didn't happen as formal grievance issue has to be dealt first now.

As case manager I am happy to discuss this case, Maria as Medical director has overall responsibility. I will update her regarding our communication.

Regards,

Ahmed

From: Grainne Lynn's email address **Wed, Jan 2 2019 11:52:12 GMT**
To: Ahmed Khan's email address

Dear Ahmed

Thank you for this and for letting me know of Maria's appointment.

Did the hearing go ahead or was it postponed? Should I continue to follow up with you?

Thanks,

Grainne

From: [redacted] Ahmed Khan's email address [redacted] via Secure Encryption Portal [redacted] Irrelevant information redacted by the USI [redacted]

Sent: 02 January 2019 11:37

To: Grainne Lynn

Subject: Re: case 18665 confidential

Dear Grainne,

Happy new year to you.

The case is still open as the practitioner has lodged formal grievance request.

Please note Dr Maria O'Kane, newly appointed Medical director started in December.

Talk soon. Regards,

Ahmed

From: [redacted] Grainne Lynn's email address [redacted] **Wed, Jan 2 2019 11:22:21 GMT**
To: "Khan, Ahmed" [redacted] Personal Information redacted by the USI [redacted]
Cc: CST-B <CST-B@resolution.nhs.uk>

Morning Ahmed,

Happy New Year to you.

I am just checking if this case has come to a conclusion and if so whether you are happy for Practitioner Performance Advice (formerly NCAS) to close its file on it.

Kind regards,

Grainne

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Chloe Williams

From: Grainne Lynn
Sent: 12 February 2019 17:15
To: Ahmed Khan's email address
Cc: CST-B
Subject: RE: case 18665 confidential

Categories: UPLOADS NO ACTION - Edyta

Dear Ahmed,
Thank you for this. I will certainly do that in future
Can you send me Maria's email address (I don't think I got it)

Kind regards,
Grainne

From: Ahmed Khan's email address via Secure Encryption Portal Irrelevant information redacted by the USI
Sent: 12 February 2019 17:01
To: Grainne Lynn <Personal Information redacted by the USI>
Subject: Re: case 18665 confidential

Dear Grainne, We are currently addressing formal grievance of this case. As you know Dr. O'Kane has started therefore please cc her into all communications regarding this case.

Regards,

Ahmed

From: Grainne Lynn's email address **Tue, Feb 12 2019 14:37:40 GMT**
To: Ahmed Khan's email address
Cc: CST-B <CST-B@resolution.nhs.uk>

Good afternoon Ahmed,

I am just checking if there has been any update on this case. When we last spoke a formal grievance was being dealt with. I am happy to be updated by email, but if there is anything you wish to discuss, I am available on Personal Information redacted by the USI

Kind regards,

Grainne

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Chloe Williams

From: Aidan O'Brien Aidan O'Brien's email address
Sent: 28 February 2019 15:35
To: CST-B
Subject: Ref: Case No. 18665

Categories: FOR ACTION - Edyta

Dear Edyta,

I would like to know if there has been any added documentation to my file since the 9th November 2018.

Yours sincerely

Aidan O'Brien.

Chloe Williams

From: Edyta Kazior on behalf of CST-B
Sent: 28 February 2019 15:41
To: Aidan O'Brien
Subject: RE: Case No. 18665

Dear Aidan,

Thank you for your email.

I have forwarded your request to our Information Governance team at FOI@resolution.nhs.uk

They will deal with your request further on.

Kind regards,

Personal Information
redacted by the
USI

Edyta Kazior
Case Officer
Practitioner Performance Advice (formerly NCAS)

Personal Information
redacted by the USI

/ Advice Line: 020 7811 2600

NHS Resolution

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From: Aidan O'Brien Aidan O'Brien's email address

Sent: 28 February 2019 15:35

To: CST-B <CST-B@resolution.nhs.uk>

Subject: Ref: Case No. 18665

Dear Edyta,

I would like to know if there has been any added documentation to my file since the 9th November 2018.

Yours sincerely

Aidan O'Brien.

Chloe Williams

From: Edyta Kazior on behalf of CST-B
Sent: 28 February 2019 15:38
To: FOI
Subject: FW: Case No. 18665 confidential SAR

Hello Team,

Please see the request below from Dr 18665.

Kind regards,

Personal Information
redacted by the
USI

Edyta Kazior
Case Officer
Practitioner Performance Advice (formerly NCAS)

Personal Information
redacted by the USI

/ Advice Line: 020 7811 2600

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From: Aidan O'Brien Aidan O'Brien's email address

Sent: 28 February 2019 15:35

To: CST-B <CST-B@resolution.nhs.uk>

Subject: Ref: Case No. 18665

Dear Edyta,

I would like to know if there has been any added documentation to my file since the 9th November 2018.

Yours sincerely

Aidan O'Brien.

Chloe Williams

From: Grainne Lynn
Sent: 04 March 2019 14:38
To: CST-B
Subject: FW: CONFIDENTIAL: Personal QA of Case 18665

Categories: UPLOADS NO ACTION - Edyta

For the file
Thanks,
G

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no [Personal Information redacted by the USI]
[Grainne Lynn's email address]
CST-B@resolution.nhs.uk

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From: Grainne Lynn
Sent: 07 November 2018 11:11
To: Steve Boyle [Personal Information redacted by the USI]
Subject: RE: CONFIDENTIAL: Personal QA of Case 18665

Thanks Steve,
G

From: Steve Boyle
Sent: 07 November 2018 10:53
To: Grainne Lynn
Subject: CONFIDENTIAL: Personal QA of Case 18665

Hi Grainne

QA Complete. Good to go
<https://eks2.resolution.nhs.uk/AdviceReportDetails/Index/>

[Irrelevant information redacted by the USI]


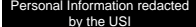

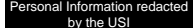

Diolch yn fawr




Steve

Dr. Steve Boyle
Senior Adviser /Uwch Ymgynghorydd
Practitioner Performance Advice/ Cyngor Perfformiad Ymarferwyr

In the first instance please try to contact me via email/mobile phone



  **(Mobile)**
  **(Desk)**
 **0207 811 2600 (NHS Resolution)**

 **Practitioner Performance Advice (formerly NCAS)**
Cyngor Perfformiad Ymarferwyr (NCAS gynt)
[NHS Resolution, 2nd Floor, 151 Buckingham Palace Road, London, SW1W 9SZ](#)

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Chloe Williams

From: Grainne Lynn
Sent: 04 March 2019 14:38
To: CST-B
Subject: FW: CONFIDENTIAL: Personal QA of Case 18665

Categories: UPLOADS NO ACTION - Edyta

For the file
Thanks,
G

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no [Personal Information redacted by the USI]
[Grainne Lynn's email address]
CST-B@resolution.nhs.uk

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From: Grainne Lynn
Sent: 07 November 2018 11:11
To: Steve Boyle <[Personal Information redacted by the USI]>
Subject: RE: CONFIDENTIAL: Personal QA of Case 18665

Thanks Steve,
G

From: Steve Boyle
Sent: 07 November 2018 10:53
To: Grainne Lynn
Subject: CONFIDENTIAL: Personal QA of Case 18665

Hi Grainne

QA Complete. Good to go
<https://eks2.resolution.nhs.uk/AdviceReportDetails/Index/>

[Irrelevant information redacted by the USI]


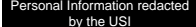

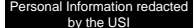

Diolch yn fawr




Steve

Dr. Steve Boyle
Senior Adviser /Uwch Ymgynghorydd
Practitioner Performance Advice/ Cyngor Perfformiad Ymarferwyr

In the first instance please try to contact me via email/mobile phone



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  **(Desk)**
 **0207 811 2600 (NHS Resolution)**

 **Practitioner Performance Advice (formerly NCAS)**
Cyngor Perfformiad Ymarferwyr (NCAS gynt)
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 <http://resolution.nhs.uk/services/practitioner-performance-advice/>

Chloe Williams

From: Grainne Lynn
Sent: 19 March 2019 09:04
To: CST-B
Subject: RE: Re; MHPS case 18665 - new contact added

Categories: FOR ACTION - Edyta

Hi Edyta,
That is all that I have so if you would email her that would be great

Kind regards,
G

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no [Personal Information redacted by the USI]
Grainne Lynn's email address [Redacted]

CST-B@resolution.nhs.uk

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From: Edyta Kazior **On Behalf Of** CST-B
Sent: 15 March 2019 14:55
To: Grainne Lynn <[Personal Information redacted by the USI]>
Subject: RE: Re; MHPS case 18665 - new contact added

Hi Grainne,

I have added Dr O'Kane to central contacts and to case contacts, however there were very few details – no phone number or address.

I could email Dr O'Kane requesting the information or, if you have it, please send it and I will update the contact.

Kind regards,

[Personal Information redacted by the USI]

Edyta Kazior
Case Officer

Practitioner Performance Advice (formerly NCAS)

Personal Information
redacted by the USI

/ Advice Line: 020 7811 2600

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From: Grainne Lynn

Sent: 15 March 2019 10:35

To: CST-B <CST-B@resolution.nhs.uk>

Subject: FW: Re; MHPS case 18665

Hi,

Please can Maria be added to the file as the case contact

She is the new MD of Southern Trust

Thanks,

G

Grainne Lynn

Adviser

Practitioner Performance Advice Service

NHS Resolution

151 Buckingham Palace Road

London

SW1W 9SZ

Advice Line 0207 811 2600

Mobile no Personal Information
redacted by the USI

Grainne Lynn's email address

CST-B@resolution.nhs.uk

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From: Khan, Ahmed

Personal Information redacted by the USI

Sent: 15 March 2019 10:26

To: Grainne Lynn <

Personal Information redacted by the USI

Subject: Re; MHPS case

Dear Grainne,

Apologies for delay in replying, was on study leave for couple of days. Have Informed Dr O'Kane your message regarding MHPS case. She was thinking of talking to you as well. Her email address is

Personal Information redacted by the USI

Regards,

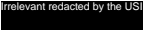
Ahmed

*Dr Ahmed Khan
Consultant Paediatrician
Associate Medical Director
Children & young people Directorate
SHSCT*

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Southern Health & Social Care Trust IT Department 

Chloe Williams

From: OKane, Maria [Personal Information redacted by the USI]
Sent: 21 March 2019 15:15
To: CST-B
Cc: McCausland, Maire
Subject: ** Hyperlinks Disabled ** RE: Case 18665 - contact details required

Categories: FOR ACTION - Edyta

This is my email address. What else do you need and MT can provide thanks

Dr Maria O'Kane
Medical Director
Tel: [Personal Information redacted by the USI]

From: Edyta Kazior [Personal Information redacted by the USI] **On Behalf Of** CST-B
Sent: 21 March 2019 15:13
To: OKane, Maria
Cc: CST-B
Subject: Case 18665 - contact details required

Dear Dr O'Kane,

I have been asked by our Adviser, Dr Grainne Lynn, to obtain your contact details for our file.

This relates to case 18665.

Details I need are a phone number and address.

I would be grateful if you could kindly provide these, so I can update our record.

Kind regards,

[Personal Information redacted by the USI]

Edyta Kazior
Case Officer
Practitioner Performance Advice (formerly NCAS)
[Personal Information redacted by the USI] / Advice Line: 020 7811 2600

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Southern Health & Social Care Trust IT Department irrelevant redacted by the USI

Chloe Williams

From: Grainne Lynn
Sent: 05 June 2019 11:30
To: Khan, Ahmed
Cc: [Redacted] Maria O'Kane's email address CST-A
Subject: case 18665 confidential

Categories: UPLOAD NO ACTION - Edyta

Hello Ahmed,

I was wondering if there has been any progress on this case or if you or Maria have any queries you think Practitioner Performance Advice (formerly NCAS) could assist with. When we last spoke the hearing had been postponed to allow a grievance to be brought to a conclusion.

I am happy to be updated by email, but if there is anything you wish to discuss, I am available on [Redacted] Personal Information redacted by the USI

Kind regards,
Grainne

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no [Redacted] Personal Information redacted by the USI
[Redacted] Grainne Lynn's email address
CST-A@resolution.nhs.uk

Please note I work part time and am not usually available on Thursdays or Fridays

We have reviewed our assessment services to ensure that we continue to provide an effective service. If you would like to know more about our services, including the changes to our assessments, then please visit [Advice](#) or [Assessment](#) or contact us on 020 7811 2600 or advice@resolution.nhs.uk

Chloe Williams

From: Grainne Lynn
Sent: 10 June 2019 15:16
To: Khan, Ahmed
Cc: CST-A
Subject: RE: case 18665 confidential

Categories: UPLOAD NO ACTION - Edyta

Thanks Ahmed,
Grainne

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no [Personal Information redacted by the USI]
[Personal Information redacted by the USI]
[Personal Information redacted by the USI]

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From: Khan, Ahmed [Personal Information redacted by the USI]
Sent: 10 June 2019 15:03
To: Grainne Lynn [Personal Information redacted by the USI]
Cc: OKane, Maria [Personal Information redacted by the USI]
Subject: ** Hyperlinks Disabled ** FW: case 18665 confidential

From: Montgomery, Ruth
Sent: 10 June 2019 11:32
To: Montgomery, Ruth
Subject: FW: case 18665 confidential

Dear Grainne, Yes the hearing has been postponed pending formal grievance process to complete first.
Regards,
Ahmed

Hello Ahmed,

I was wondering if there has been any progress on this case or if you or Maria have any queries you think Practitioner Performance Advice (formerly NCAS) could assist with. When we last spoke the hearing had been postponed to allow a grievance to be brought to a conclusion.

I am happy to be updated by email, but if there is anything you wish to discuss, I am available on Personal Information redacted by the USI

Kind regards,

Grainne

Grainne Lynn

Adviser

Practitioner Performance Advice Service

NHS Resolution

151 Buckingham Palace Road

London

SW1W 9SZ

Advice Line 0207 811 2600

Mobile no Personal Information redacted by the USI

Grainne Lynn's email address

CST-A@resolution.nhs.uk

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Southern Health & Social Care Trust archive all Email (sent & received) for the purpose of ensuring compliance with the Trust 'IT Security Policy', Corporate Governance and to facilitate FOI requests.

Southern Health & Social Care Trust IT Department [relevant redacted by the USI]

Chloe Williams

From: Aidan O'Brien's email address [redacted] via Secure Encryption Portal [redacted] Irrelevant information redacted by the USI
Sent: 13 June 2019 16:02
To: CST-B
Subject: Ref:Case 18665 Confidential

Follow Up Flag: Follow up
Flag Status: Completed

Categories: UPLOAD NO ACTION - Edyta

Dear Sir/Madam

I wish to request any added documentation that may have been added to the file number above since 1st April 2019.

Kind regards

Aidan O'Brien.

Chloe Williams

From: Racquel Ordonio on behalf of FOI
Sent: 13 June 2019 17:03
To: CST-A
Subject: RE: Ref:Case 18665 Confidential

Categories: UPLOAD NO ACTION - Edyta

Thanks Edyta

I'll contact the practitioner directly.

Racquel

From: CST-A
Sent: 13 June 2019 16:32
To: FOI
Cc: CST-A
Subject: FW: Ref:Case 18665 Confidential

Dear Team,

Please find SAR from Dr 18665.

Regards,

Personal
Information
redacted by the USI

Edyta Kazior
Case Officer
Practitioner Performance Advice (formerly NCAS)

Personal Information
redacted by the USI / Advice Line: 020 7811 2600

NHS Resolution

2nd Floor, 151 Buckingham Palace Road, London, SW1W 9SZ

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Please Save Trees

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From: Aidan O'Brien's email address via Secure Encryption Portal Irrelevant information redacted by the USI
Sent: 13 June 2019 16:02
To: CST-B <CST-B@resolution.nhs.uk>
Subject: Ref:Case 18665 Confidential

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I wish to request any added documentation that may have been added to the file number above since 1st April 2019.

Kind regards

Aidan O'Brien.

Chloe Williams

From: Grainne Lynn
Sent: 09 September 2019 09:22
To: Khan, Ahmed
Cc: [Redacted] Maria O Kane's email address CST-A
Subject: case 18665 confidential

Categories: UPLOAD NO ACTION - Edyta

Morning Ahmed,

I am reviewing progress on this case. In June 2019 you indicated that there was a grievance procedure to be concluded before any hearing was to be held.

Do you still want Practitioner Performance Advice to keep this case open?

Kind regards,
Grainne

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no [Redacted] Personal Information redacted by the USI
[Redacted] Grainne Lynn's email address
CST-A@resolution.nhs.uk

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Chloe Williams

From: Grainne Lynn
Sent: 26 February 2020 11:14
To: CST-C
Subject: case 18665

Categories: Case closure

Hi,
Please can this case be prepped to close. I have tried unsuccessfully to follow up

Thanks.
G

Grainne Lynn
Adviser
Practitioner Performance Advice Service
NHS Resolution
151 Buckingham Palace Road
London
SW1W 9SZ
Advice Line 0207 811 2600
Mobile no Personal Information
redacted by the USI
Grainne Lynn's email address
CST-C@resolution.nhs.uk

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Chloe Williams

From: Alfred Lear
Sent: 07 July 2020 15:27
To: CST-C
Subject: Advice Call Update

Categories: Uploads with no action

Hi Colette,

Just a received a call from Emma Campbell, she would like to update the contact number for Dr Maria O’Kane.

The new number is: Personal Information redacted by the USI

Kind Regards,

Alfred Lear
Case Administrator
Practitioner Performance Advice
Direct line: Personal Information redacted by the USI / Advice Line: 020 7811 2600

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Chloe Williams

From: Colin Fitzpatrick
Sent: 07 July 2020 17:06
To: CST-C
Cc: Case Support Team
Subject: RE: Confidential: Personal Advice Call

Hi

Call done – can you reopen 18665?

Thanks,

Colin

Dr Colin Fitzpatrick FRCGP, FRACGP
Senior Advisor (Northern Ireland)
Practitioner Performance Advice Service (formerly NCAS)

Mobile telephone number Personal Information redacted by USI

NHS Resolution

EMAIL: Colin Fitzpatrick's email address

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Save Lives - Clean Your Hands
Hand hygiene (wash/rub) is the simplest and most effective way of preventing infections.



From: CST-C
Sent: 07 July 2020 15:06
To: Colin Fitzpatrick
Cc: Case Support Team
Subject: FW: Confidential: Personal Advice Call

Hi Colin

The details we have are in the email below. Thanks for agreeing to do the call this afternoon.

Bw
Colette

Colette Cadd
Case Officer
Practitioner Performance Advice service
Direct line: Personal Information redacted by USI / Advice Line: 020 7811 2600

Please note that I work part-time. My usual working days are Monday – Wednesday.

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From: Alfred Lear**Sent:** 07 July 2020 14:45**To:** CST-C <CST-C@resolution.nhs.uk>**Subject:** Confidential: Personal Advice Call

Hi Colette,

Received an advice call 14:34 – 14:39

Full name of caller (highlight if caller is a practitioner)	Emma Campbell
Job title	PA to the medical director
Full name of organisation	"Southern Trust" (I believe this is Southern Health and Social Care Trust)
Contact number	Personal Information redacted by USI Dr Maria O'Kane, Personal Information redacted by USI Emma Campbell
Email Address	<div> <div> <div>Maria O'Kane's email address</div> <div>Emma Campbell's email address</div> </div> <div>(PA email best for organising time for call)</div> </div>
New or existing case (i.e. have they contacted us about this practitioner before)	Existing? Though wasn't sure
Case number (if existing)	Didn't have this info to hand
Practitioner name	Didn't have this info to hand
GMC number	Didn't have this info to hand
GP, Hospital doctor, Dentist (if not clear from previous details)	
Link Adviser for ECO	Colin/Grainne
ECO availability for call-back (date and time)	Any time after 4 today
Adviser available at requested date/time? (check calendar/working days)	Grainne and Colin available today (Grainne is On Call adviser today)
Is the caller able to wait until the Link Adviser is next available?	Has to be today

Kind Regards,

Alfred Lear

Case Administrator**Practitioner Performance Advice**Direct line:

Personal Information redacted by USI

 / Advice Line: 020 7811 2600

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Chloe Williams

From: Colin Fitzpatrick
Sent: 15 July 2020 17:38
To: Colette Cadd
Cc: CST-C
Subject: RE: Confidential: Personal Advice Call

Categories: Advice call pending

Its case number 18665

Colin

Dr Colin Fitzpatrick FRCGP, FRACGP
Senior Advisor (Northern Ireland)
Practitioner Performance Advice Service (formerly NCAS)

Mobile telephone number Personal Information redacted by the USI

NHS Resolution

EMAIL: Colin Fitzpatrick's email address

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Save Lives - Clean Your Hands
Hand hygiene (wash/rub) is the simplest and most effective way of preventing infections.



From: Colette Cadd
Sent: 15 July 2020 17:29
To: Colin Fitzpatrick
Cc: CST-C
Subject: FW: Confidential: Personal Advice Call

Hi Colin

Can you remember if the ECO were able to give you the case details for this case?

Thanks
Colette

Colette Cadd
Case Officer
Practitioner Performance Advice service
Direct line: Personal Information redacted by the USI / Advice Line: 020 7811 2600

Please note that I work part-time. My usual working days are Monday – Wednesday.

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From: CST-C

Sent: 07 July 2020 15:06

To: Colin Fitzpatrick <[Redacted]>

Cc: Case Support Team <[Redacted]>

Subject: FW: Confidential: Personal Advice Call

Hi Colin

The details we have are in the email below. Thanks for agreeing to do the call this afternoon.

Bw
Colette

Colette Cadd

Case Officer

Practitioner Performance Advice service

Direct line: [Redacted] / Advice Line: 020 7811 2600

Please note that I work part-time. My usual working days are Monday – Wednesday.

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From: Alfred Lear

Sent: 07 July 2020 14:45

To: CST-C <CST-C@resolution.nhs.uk>

Subject: Confidential: Personal Advice Call

Hi Colette,

Received an advice call 14:34 – 14:39

Full name of caller (highlight if caller is a practitioner)	Emma Campbell
--------------------------------------------------------------------	---------------

Job title	PA to the medical director
Full name of organisation	"Southern Trust" (I believe this is Southern Health and Social Care Trust)
Contact number	Personal Information redacted by the USI Dr Maria O'Kane, Personal Information redacted by the USI Emma Campbell
Email Address	Maria O'Kane's email address Emma Campbell's email address (PA email best for organising time for call)
New or existing case (i.e. have they contacted us about this practitioner before)	Existing? Though wasn't sure
Case number (if existing)	Didn't have this info to hand
Practitioner name	Didn't have this info to hand
GMC number	Didn't have this info to hand
GP, Hospital doctor, Dentist (if not clear from previous details)	
Link Adviser for ECO	Colin/Grainne
ECO availability for call-back (date and time)	Any time after 4 today
Adviser available at requested date/time? (check calendar/working days)	Grainne and Colin available today (Grainne is On Call adviser today)
Is the caller able to wait until the Link Adviser is next available?	Has to be today

Kind Regards,

Alfred Lear

Case Administrator

Practitioner Performance Advice

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Chloe Williams

From: Karen Wadman
Sent: 08 July 2020 12:23
To: Colin Fitzpatrick
Cc: CST-A
Subject: RE: CONFIDENTIAL: Personal QA of Case 18665

Categories: Letters

Hi Colin we have discussed and this can now be issued. Thanks. Karen

From: Colin Fitzpatrick [Personal Information redacted by USI]
Sent: 07 July 2020 20:40
To: Karen Wadman [Personal Information redacted by the USI]
Subject: CONFIDENTIAL: Personal QA of Case 18665

Please QA.

This has the potential to be a high profile case.

<https://eks2.resolution.nhs.uk/AdviceReportDetails/Index/> [Irrelevant information redacted by the USI]

Colin

Chloe Williams

From: Karen Wadman
Sent: 08 July 2020 12:23
To: Colin Fitzpatrick
Cc: CST-A
Subject: RE: CONFIDENTIAL: Personal QA of Case 18665

Categories: Letters

Hi Colin we have discussed and this can now be issued. Thanks. Karen

From: Colin Fitzpatrick [Personal Information redacted by the USI]
Sent: 07 July 2020 20:40
To: Karen Wadman [Personal Information redacted by the USI]
Subject: CONFIDENTIAL: Personal QA of Case 18665

Please QA.

This has the potential to be a high profile case.

<https://eks2.resolution.nhs.uk/AdviceReportDetails/Index/> [Irrelevant information redacted by the USI]

Colin

Chloe Williams

From: CST-A
Sent: 09 July 2020 15:43
To: Maria O'Kane's email address
Cc: Colin Fitzpatrick
Subject: Confidential: Personal – Case 18665
Attachments: LETO 200709 Follow Up Advice Letter 18665.pdf

Dear Dr O'Kane,

Please find attached the advice letter following your discussion with Dr Colin Fitzpatrick (Adviser).

Please note that Practitioner Performance Advice does not issue hard copies of advice letters.

Please do not hesitate to contact our office should you have any further queries.

Kind Regards,

Alfred Lear

Case Administrator

Practitioner Performance Advice

Direct line: Personal Information redacted by the USI / Advice Line: 020 7811 2600

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Practitioner Performance Advice (formerly NCAS)

2nd Floor, 151 Buckingham Palace Road

London

SW1W 9SZ

Advice line: 020 7811 2600

Fax: 020 7931 7571

www.resolution.nhs.uk

CST-A@resolution.nhs.uk

9 July 2020

PRIVATE AND CONFIDENTIAL

Dr Maria O'Kane
Medical Director
Southern Health and Social Care Trust
Craigavon Area Hospital
68 Lurgan Road
Portadown
BT63 5QQ

Ref: 18665 (Please quote in all correspondence)

Dear Dr O'Kane,

Further to our telephone conversation of 7 July 2020, I am writing to summarise the issues and action-points we discussed for both of our records. My advice is based upon the information that you shared with me. Please let me know if you feel I have misunderstood the position in any way. Please note that our service is advisory only and responsibility for any management decision rests with employers.

We discussed a consultant in urology where previously we had discussed serious concerns from 2016 onwards which in summary appear to have been related to slowness in triaging patients, poor record keeping, information governance matters, patient case handling and private practice issues as set out in earlier correspondence. At the time the Trust were proposing to convene a disciplinary hearing but this appeared to have stalled pending a grievance raised by the practitioner and with no further update the case was closed in February this year. Since taking over as medical director you had reviewed his case and become concerned at his apparent lack of insight. In particular you were concerned about the interface of his health service and private practice. You had referred these concerns to the GMC.

The doctor has taken further grievance action against the trust. He had recently emailed his AMD complaining about difficulties in booking patients. Following this the AMD

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examined a number of patient records and found some matters of concern. The trust has now reviewed over 300 records of elective and emergency patients treated by this doctor and identified matters of concern in 46% of the records reviewed. The concerns included scan results which had not been acted on in a timely manner. You quoted timescales ranging from 2 to 41 weeks. There have also been two SAls reported by the MDM involving delays in the treatment of cancer patients. The trust has a system of MDM trackers and it appears that this system has somehow been bypassed.

You have conducted a preliminary enquiry with regard to elective and emergency patients and found matters of concern. You are now minded to conduct a similar exercise in respect of cancer patients and will commission this. This sits within MHPS as preliminary enquiries as defined in MHPS section I, paragraph 15. If the concerns are substantiated you may need to follow the guidance in section I, paragraph 28 – 30.

In the meantime it is important to ensure patient safety and if the concerns were substantiated they would pose a significant risk to patient safety. The doctor is not currently seeing patients because of COVID-19 precautions. I therefore suggest that he is told that he must contact you before returning to treating patients with a view to determining whether restrictions should be put in place. You were concerned about his private patients and I suggested that he be instructed to voluntarily refrain from seeing private patients which you believe he has previously done at home. If it appears that he may leave your employment before these processes are complete, I suggest that you discuss the matter with the GMC ELA as the GMC are the only organisation who will have jurisdiction once he leaves your employment. Equally if he is reluctant to stop seeing private patients, you should inform the ELA.

If the patient numbers indicated by your initial survey of 300 cases are supported by further investigation, this has the potential to cause significant public concern. I therefore suggest that you alert the Department of Health.

It should be noted that we encourage transparency in the management of concerns relating to the performance of individual medical practitioners, and advise that they be informed of contact with us, and of their right to discuss their situation directly and in confidence with an adviser, should they so wish. Please also share this letter with the doctor, unless you think it inappropriate to do so.

The doctor should be encouraged to seek support at what is likely to be a very difficult time from the BMA, his medical defence organisation or your occupational health service. If your organisation has a staff counselling service, the doctor should be advised of this.

Relevant regulations/guidance:

- Local procedures
- General Medical Council Guide to Good Medical Practice
- Maintaining High Professional Standards in the Modern HPSS (MHPS)

Review date:

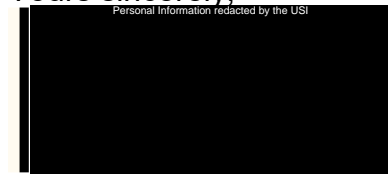
7 August 2020

We can review this case in August or earlier if you request.

If you have any further issues to discuss, or any difficulty with these arrangements, please contact Case Support on the line above.

I hope the process so far has been helpful to you.

Yours sincerely,



Dr Colin Fitzpatrick
Case Adviser
Practitioner Performance Advice

Chloe Williams

From: CST-A
Sent: 09 July 2020 15:43
To: Maria O'Kane's email address
Cc: Colin Fitzpatrick
Subject: Confidential: Personal – Case 18665
Attachments: LETO 200709 Follow Up Advice Letter 18665.pdf

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Kind Regards,

Alfred Lear

Case Administrator

Practitioner Performance Advice

Direct line: Personal Information redacted by the USI / Advice Line: 020 7811 2600

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CST-A@resolution.nhs.uk

9 July 2020

PRIVATE AND CONFIDENTIAL

Dr Maria O'Kane
Medical Director
Southern Health and Social Care Trust
Craigavon Area Hospital
68 Lurgan Road
Portadown
BT63 5QQ

Ref: 18665 (Please quote in all correspondence)

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In the meantime it is important to ensure patient safety and if the concerns were substantiated they would pose a significant risk to patient safety. The doctor is not currently seeing patients because of COVID-19 precautions. I therefore suggest that he is told that he must contact you before returning to treating patients with a view to determining whether restrictions should be put in place. You were concerned about his private patients and I suggested that he be instructed to voluntarily refrain from seeing private patients which you believe he has previously done at home. If it appears that he may leave your employment before these processes are complete, I suggest that you discuss the matter with the GMC ELA as the GMC are the only organisation who will have jurisdiction once he leaves your employment. Equally if he is reluctant to stop seeing private patients, you should inform the ELA.

If the patient numbers indicated by your initial survey of 300 cases are supported by further investigation, this has the potential to cause significant public concern. I therefore suggest that you alert the Department of Health.

It should be noted that we encourage transparency in the management of concerns relating to the performance of individual medical practitioners, and advise that they be informed of contact with us, and of their right to discuss their situation directly and in confidence with an adviser, should they so wish. Please also share this letter with the doctor, unless you think it inappropriate to do so.

The doctor should be encouraged to seek support at what is likely to be a very difficult time from the BMA, his medical defence organisation or your occupational health service. If your organisation has a staff counselling service, the doctor should be advised of this.

Relevant regulations/guidance:

- Local procedures
- General Medical Council Guide to Good Medical Practice
- Maintaining High Professional Standards in the Modern HPSS (MHPS)

Review date:

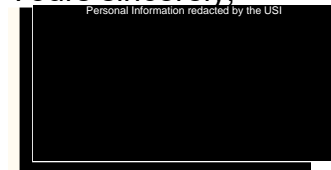
7 August 2020

We can review this case in August or earlier if you request.

If you have any further issues to discuss, or any difficulty with these arrangements, please contact Case Support on the line above.

I hope the process so far has been helpful to you.

Yours sincerely,



Dr Colin Fitzpatrick
Case Adviser
Practitioner Performance Advice