

County Durham Local Involvement Network (LINK)

Response to the consultation – The Revised Performance Review Process and Standards

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Oak Leaf Sports Complex, Newton Aycliffe

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Responses to consultation questions:

1. Are the standards measuring the right issues and concerns?

- What checks are in place to measure quality of service and care?
- Problems with feeding information upwards to CHRE – things might get overlooked/lost in the process before it gets to CHRE
- Locums
- Recruitment process
- Cross inspection between different professions
- Transparency of information
- International boundaries – how are checks done and are they comparable?
- Public perception
- Access to regulatory bodies
- Trust
- What about an International Standard for healthcare professionals?
- External audit
- Middle management barriers – information not flowing through them
- Correct standards

- Quality is free – a way of life.

2. Are the standards measurable and achievable?

➤ **Standards for professionals**

- Peer assessment
- 'Brownie points' for courses attended
- Competence based assessment
- Fit for practice – is this still happening?
- How are EU and international standards disseminated?

➤ **Education & training**

- Has difficulties
- Practice and experience equally as important as theory
- Lack of available candidates in some areas may reduce quality markers
- Job hopping rather than specialising in a specific area
- How does the selection process for University work? Are they looking for the best candidates or just to fill spaces?
- Record keeping
- Vocational training should be of a certain quality standard.

➤ **Register of professionals**

- Why aren't employers checking if professionals are on the register during the recruitment process? Is it because of time, cost? This needs addressing as a priority.
- Checks should be Mandatory.
- HR departments are failing – who is held accountable?
- There should be a central database.

➤ **Fitness to practice**

- Protection and support for whistleblowers
- Need for advocacy – a truly independent 3rd party.
- Complaints need quantifying
- There should be a clear, defined accessible process to complain to higher bodies.
- Anyone can complain – but only if you know how! And have the stamina!
- Independent
- Quality of service
- LINK's do checks on services – could they be involved?
- And other bodies.

3. Are we requesting the right evidence from the regulators?

- **Standards for professionals**
 - Provide and gather evidence
 - Instant response
 - ‘More teeth’ to put this in place and make it effective
 - Publish the standards
 - Timescales for corrective action should be made public
 - International database of competency
 - Long term sick issues to be looked at – possible retraining

- **Education & Training**
 - Transfer from being a student to a professional – support needed
 - Good tutors and mentors are needed both as a student and as a newly qualified professional

- **Register of professionals**
 - Transparency of register
 - Continuous assessment needed

- **Fit to practice**
 - Performance figures should be widely available
 - Standards for management too as many professionals are working within set boundaries
 - Community excellence

4. Will the process enable CHRE to meet our corporate values and principles of good regulation?

No comment made

5. Will the process and standards enable CHRE to robustly review the performance of the regulators?

- Public representatives on CHRE Board
- Willingness to consistently review
- Things can get hidden in process by Management
- Advertising on Website
- Opportunity for LINK's to help
- Quality of process needs to be reviewed

6. Are there other evidence sources or review methods we could use?

- LINK's
- Provide evidence that they are doing something
- Outcomes
- CHRE could use local groups to disseminate

- Liaise with Audit Commission
- Timetable of objectives – annual audits
- Action sheets – for progress between audits
- Specific actions and questions to be used.

7. How can we ensure that the report was useful from members of the public and the regulators?

- Plain English
- Keep it simple
- Use local and national press
- Provide opportunities to feed into the report
- More readable and provide a summary if it gets too long
- No jargon or abbreviations
- Different formats – Audio, Braille, large print, languages etc.
- Remember not everyone has access to the Internet