

2015.05.12

3.5 Senator Z.A. Cameron of the Minister for Health and Social Services regarding complaints about General Practitioners:

How many complaints about G.P.s (general practitioners) have been investigated by the Primary Care Governance Team and Wessex since it was set up and how many of these investigations were as a result of complaints from other professionals or management and how many were from patients?

Senator A.K.F. Green (The Minister for Health and Social Services):

I would like to start by saying I think we are blessed in Jersey to have an excellent G.P. service, but to answer the question the Senator asked me is that since the Primary Care Governance Team was established in July 2012 48 complaints against general practitioners have been investigated. Of these, 31 were from the public and 17 were from healthcare professionals. None of the complaints that were investigated were from a manager working in healthcare management. Forty-six of the investigations carried out were by the Primary Care Governance Team and 2 were carried out by N.H.S. (National Health Service) England, Wessex area team.

3.5.1 Senator Z.A. Cameron:

Is the Minister for Health aware of the Hooper Review and Francis Report into Mid-Staffs Hospital, both of which have found evidence that staff employed in the N.H.S. felt unable to raise concerns about patient safety where a blame culture exists? Does he share my concerns that the threat of an investigation by the Primary Care Governance Team in Jersey could deter G.P.s from offering any challenge to the management of their patients by the Health and Social Services Department and prevent diversity in its practice occurring here in the future?

Senator A.K.F. Green:

That covers a wide area and covers areas way outside the question, but I am aware of both reports, and I am aware of what went on in North Staffs. That is why we must have a robust system of people being able to raise their concerns and they will be appropriately investigated if necessary. The Senator knows very well the culture that I am trying to establish in my department is one very similar to that of Seattle, where it is safe to raise concerns. The Senator cannot have it both ways. If concerns are to be raised they need to be investigated.