

2015.06.02

#### **4.5 Senator Z.A. Cameron of the Minister for Health and Social Services regarding complaints investigated by the Primary Care Governance Team:**

Had any of the G.P.s (general practitioners) investigated by the Primary Care Governance Team raised concerns about the management of patients by the department prior to receiving a complaint made against them by an employee from the Health and Social Services Department?

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

The simple and short answer is yes, but importantly the 2 are not linked, as the Senator may be implying. The second action was not prompted by the first. Put simply, the complaint from the employee about the G.P. was not because the G.P. had raised concerns about the management of patients. Clearly I cannot go into more detail because of patients' confidentiality. But I would like to remind Members that the Primary Care Governance Team is duty bound, as one would expect, to investigate all complaints.

#### **4.5.1 Senator Z.A. Cameron:**

Disciplinary action and investigation of doctors in the U.K. recently has been reported to lead to burnout, poor mental health, even suicide, reduction in productivity, and emigration that used to work in Jersey's favour. Is the Minister concerned that the threat of subsequent investigation by the department might deter doctors from raising patients' safety concerns in the future?

#### **Senator A.K.F. Green:**

First of all, I am not the Minister responsible for disciplinary action of G.P.s in the U.K. I am the Minister for Health and Social Services for Jersey. So far no disciplinary action has been taken against any G.P. The findings of the investigations and complaints that have been investigated, the findings have resulted in agreeing action plans appropriately with the G.P. and ensuring that there is perhaps training or change in behaviour.

#### **4.5.2 Senator Z.A. Cameron:**

We can however learn from the U.K. experience, and would he plan therefore to ensure that recommendations from the findings from the U.K., such as the Hooper review, be implemented to ensure patient safety is protected in Jersey?

#### **Senator A.K.F. Green:**

The whole point of having a P.C.G.T. (Primary Care Governance Team) group is exactly that we protect patients, and patients in Jersey are generally very pleased with their G.P. service. We have generally an excellent G.P. service but they must have the right, when they have exhausted the complaints procedure through their own G.P. practice, to take it somewhere, have it properly investigated. This is about learning together. The Senator is paranoid that people seem to want to go out and discipline people. It is about learning and improving services.

#### **The Bailiff:**

Minister, G.P. I think is an abbreviation with which we are all familiar. P.C.T.G.?

#### **Senator A.K.F. Green:**

The performance list regulations health insurance for general medical practitioners.

#### **The Bailiff:**

Very well. That might come as a surprise to some. Any other questions?

#### **4.5.3 Senator Z.A. Cameron:**

There have been 46 investigations already and I just wondered how that compared to similar places elsewhere and whether he would look into this?

**Senator A.K.F. Green:**

I am advised that we compare very well with the jurisdictions elsewhere and that there was no need for concern; that 46 is on the lower side of investigations for this size of population.