



Royal College
of Surgeons

ADVANCING SURGICAL CARE

Managing problems in your professional practice and how the RCS can support this

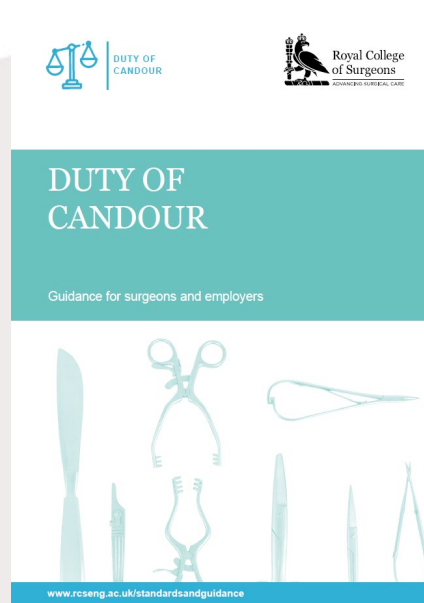
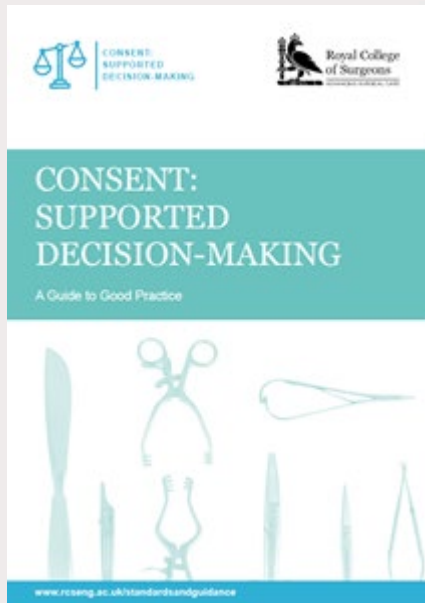
Ralph Tomlinson
Director of Quality Improvement, RCS

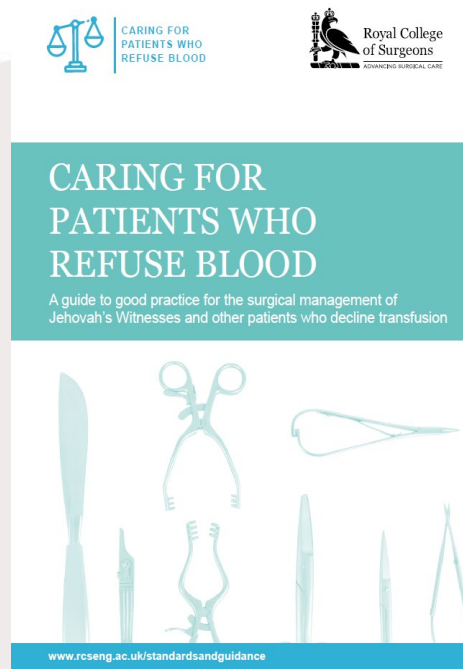
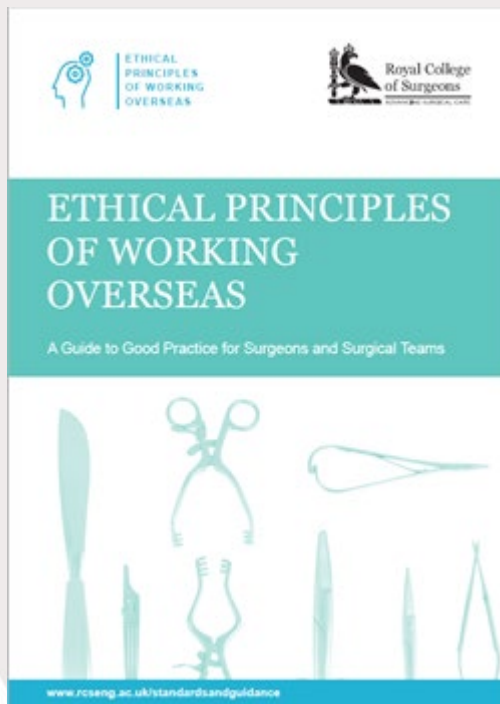
1. Being a surgeon today is a fantastic opportunity but can also be physically and psychologically exhausting.
2. Serious problems in surgical practice are generally low incidence but extremely high impact.
3. Events like today really important because we need high quality conversations about managing the surgical performance.

1. Multiple organisations that can become involved in issues with professional practice – employer, regulator, coroner, civil court, criminal court...
2. Number of complaints to GMC.
3. Prevention being better than cure.

Making the law your friend









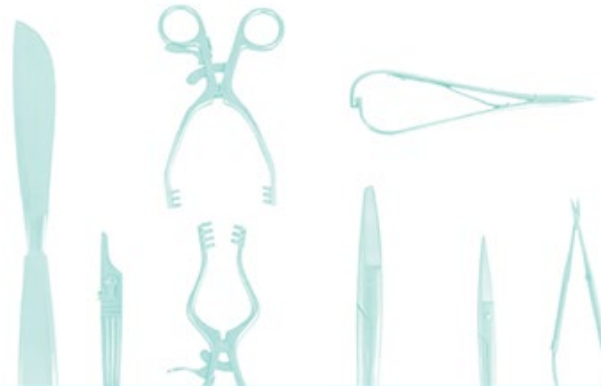
SURGICAL
INNOVATION, NEW
TECHNIQUES AND
TECHNOLOGIES



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SURGICAL INNOVATION, NEW TECHNIQUES AND TECHNOLOGIES

A Guide to Good Practice



www.rcseng.ac.uk/standardsandguidance

How we can help when problems occur

Invited Reviews



Invited by a senior manager at a Trust

Partnership between RCS, SCTS and PLG

Identifies whether or not causes for concern exist

Confidential

Independent and impartial

Peer led - expert

Recommendations made

Duty to protect patient safety

RCS commitment to highest standards of surgical practice and care



Learning from Invited Reviews

Welcome to the RCS's Learning from Invited reviews website. We have analysed 100 invited service, individual and clinical record reviews, initiated by healthcare organisations, that took place between 2008 and 2017, and drawn out some key themes.

Answer the 18 questions below to explore these key issues and consider your experience of surgical practice within your own team. This should take just a few minutes and will lead you to a personalised report including just the areas most relevant to you. You can then compare your thoughts with our findings, read our thoughts on each issue and access links to helpful resources.

Alternatively, use the menu bar above to directly access the full report and explore each issue. Either way, we hope you find it an interesting and revealing experience.



Begin your journey

What have we learnt?

In over three-quarters of our 100 reviews:



There was a need for improvement in:

- an aspect of the way that surgical care was being delivered
- team working between surgeons.

In over half of our 100 reviews:

There was a need for improvement in:

- the timely recognition and resolution of concerns
- multidisciplinary teamworking
- individual surgical behaviours
- leadership and management
- outcomes data
- facilities and resources.

In over a quarter of our 100 reviews:



There was a need for improvement in:

- audit
- relationships with surgeons in training
- morbidity and mortality meetings
- activity data
- managing change
- appraisal
- learning from patient experience
- patient consent and candour

In 17 of the 100 reviews we looked at there was some form of concern about probity that needed to be considered further.

Confidential Support and Advice Service for Surgeons (CSAS)

The RCS offers a confidential support and advice service in order to support surgeons in difficulty.

If you are experiencing problems in your work or personal life and would like to seek confidential and impartial advice, these pages can signpost you to a number of resources and organisations that provide support and advice to surgeons and their families. They also give details of services provided through the RCS's regional network of representatives and by the surgical specialist association.

Surgeon to Surgeon Helpline

You can also contact the Surgeon to Surgeon Helpline/ CSAS on **020 7869 6221**. We will listen to your concerns and put you in contact with an appropriate surgical colleague who can provide you with confidential and impartial advice.

It is our hope that talking through difficulties, especially at an early stage, may help you to clarify issues, alleviate anxiety, reduce any feelings of isolation and point the way towards a solution.

Careers in Surgery

Confidential Support and Advice Service for Surgeons (CSAS)

[Surgeon to Surgeon Helpline](#)[Mental Health Resources](#)[Useful College Contacts](#)[Alcohol Abuse Resources](#)

For confidential advice call [020 3049 4505](tel:02030494505)



NHS Practitioner Health Programme

Supporting the Health of Health Professionals

[MEET THE TEAM](#)[RESOURCES ▾](#)[RESEARCH](#)[FOR TRAINEES](#)[NEWS ▾](#)[FAQS](#)[JOBS](#)[CONTACT US](#)

Do you need help urgently? We are open Monday to Friday 8AM to 8PM and Saturday 7:30AM to 2:30PM. If you need help urgently outside these hours then go to your local A&E department, call the Samaritans on 116 123 or **contact the 24/7 crisis support line by texting NHSPH to 85258**

[Find out more](#)

The NHS Practitioner Health Programme is an award winning, free and confidential NHS service for doctors and dentists with issues relating to a mental health concern or addiction problem, in particular where these might affect their work. Where the patient suffers an associated physical health problem our team will signpost to appropriate NHS services and may be able to offer some case management.

FOR SUPPORT FOR GPs AND GP TRAINEES, VISIT GPHEALTH.NHS.UK



Surgeon as Expert Witness



1. Important and complex issues.
2. Thinking about them as part of everyday practice critical.
3. We have multiple high quality resources to help.
4. We can offer services and also signpost when problems occur.
5. We want to promote high quality conversations about surgical performance.
6. We are here to help and support.

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