



# Managing Poor Performance

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Optometric Adviser for: -

Wirral PCT

Western Cheshire PCT

Cheshire Health Agency



# Identifying Poor Performance

- Reactive
  - Concerns
  - Complaints
- Proactive
  - Practice Inspection
  - PPV
- Self-referral



# Initial Investigation – Sifting

- Criminal
  - Police
  - NHS Counter Fraud
- Performance
  - Formal
    - GOC, NHS Disciplinary
  - Informal
- No Concerns
  - No Action Necessary



# Informal Process

- Performance Advisory Group (PAG)
  - Two Optometrists
- Informal Meeting with Practitioner
  - Optometric Adviser
  - PCT representative
  - LOC representative
- Anonymised report at PAG



# Actions

- Refer to Formal Process
- “Slapped Wrist”
- Advise & Review
- PDP & Review
- Feed-Back Loop
- No Cover-ups



# Summary

- Performance Management should be
  - Fair and Equitable to
    - Practitioner
    - Service Provided
    - Primary Care Trust
    - Colleagues
    - And **THE PATIENT**
  - **Positive**