



MEMBER'S COMPENDIUM

Version 1.3
(Amended 01.06.2022)

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1. Definitions and Descriptions

WJ HEALTHCARE GROUP (WJHG)

GMC registered Designated Body to which doctors apply for membership status or connection. Membership application are reviewed by the Responsible Officer and WJHG Board.

Company Name: WJ Healthcare Group Ltd

Company Number: 12482802

Incorporated: 25/02/2020

DESIGNATED BODY (DB)

WJHG is a registered Designated Body and recognised by the G.M.C and NHS England. This is an organization that a U.K Licensed doctor has a professional, educational or employment connection with. The D.B (WJHG) will provide the individual doctor with support for appraisal and revalidation, in addition to clinical governance oversight.

RESPONSIBLE OFFICER (RO)

A Responsible Officer is a senior clinician, formally appointed by The Board of a Designated Body (WJHG) that is responsible for ensuring that the doctor members whom they act for in this nominated capacity continue to practice safely and are properly supported and managed in maintain their professional standards.

The Responsible Officer has the important statutory role of medical regulation for WJHG (Designated Body). The RO is accountable for the local clinical governance processes at WJHG and focuses on the conduct and performance of connected member doctors.

The duties of the RO are clearly defined in 'Guidance on the role of the Responsible Officer' produced and review by The Department of Health (a).

The Responsible Officer for WJHG is Dr Santiago Giavedoni (GMC: 7056742).

More... 



DOCTORS APPRAISAL SERVICE (D.A.S)

D.A.S is an independent appraisal provider that is responsible for arranging, organizing and providing outcomes for the appraisals of WJHG Members. Contact details below.

Email: admin@doctorsappraisalservice.com

Website: www.doctorsappraisalservice.com

WJHG MEMBERS

This refers to doctors who have successfully completed our membership process and confirmed their agreement to comply with on going membership requirements. Members will be connected to WJHG via the GMC Connect portal and be given access to The WJHG Clinical Governance framework, which includes the appraisal and revalidation process.

THE MEDICAL APPRAISAL

All doctors wishing to maintain a license to practice in the U.K are required to complete an annual appraisal provided by a trained and approved appraiser. WJHG group use an approved provider Doctors Appraisal Service (section 11).

A member doctor will meet annually with his or her appraiser for on average 2-3 hours to carry out process of facilitated self-review and reflection of a their entire scope of practice, using gathered supportive information.

REVALIDATION

is the process for Doctors to confirm to the GMC that they are fit to practice and a license to practice is renewed by the GMC in a 5 year cycle. The Responsible Officer. The RO will submit a recommendation to The GMC largely based on 5 years worth of appraisals.

It applies to all licensed doctors in the U.K working either in the N.H.S or private sector. Doctors need to meet this standard set by the GMC to maintain their license to practice.



2. WJ Healthcare Group Team

2.1 Responsible Officer: Dr Santiago Giavedoni (GMC 7056742)

Dr Giavedoni is an experienced Respiratory Physician with a specialist interest in medical licensing and revalidation. He is a fully trained Responsible Officer and adheres to all legislative recommendations outlined by the GMC and NHS England.

2.2 Appraisal and Revalidation Lead: Mr Thomas Watcyn-Jones. MBChB, MSc, MRCS ed FRCS Urol (GMC 6144683)

Mr Watcyn-Jones is a Urologist and Responsible officer with a specialist interest in medical licensing and revalidation. He has been an Appraiser since the inception of revalidation and is a Responsible Officer for a number of Designated Bodies. Tom oversees the appraisal process for WJ Healthcare.

2.3 General Manager: Jacques Horn Bcom Hons, Acc

Jacques is an experienced General Manager with a background in accounting and service delivery. He oversees the HR department at WJ Healthcare Group and is always on hand to answer general or specific enquiries.

CONTACT DETAILS

If you wish to contact either of these Doctors please use the following:

Email: wjhealthcaregroup@gmail.com

Tel: 07966546865

2.4 Doctors Appraisal Service Manager: Aline Munro

Aline is the managing director of Doctors Appraisal service, which is one of the countries leading appraisal providers and is quality assured using the ASPA Tool to ensure that appraisals are of the highest standard. Aline and her team are always on hand to support our member doctors through their appraisal, from both a licensing and practical point of view.

Contact: admin@doctorsappraisalservice.com

Tel: 07725 184 991



3. Introduction

3.1 WJHG is members organization established to aid Doctors seeking to engage in a structured clinical governance framework with direct oversight.

3.2 Education, support, appraisal and reflection is at the core of WJHG commitment to its member Doctors.

3.3 WJHG is a GMC and NHS England recognised with an appointed Responsible Officer - Dr S Giavedoni (GMC: 7056742).

3.4 WJHG has registered central offices at 7 The Precinct, Cheadle Hulme, Manchester, SK8 5BB. Contact: wjhealthcaregroup@gmail.com

3.5 WJHG offers a clinical governance framework to all connected members, who work both in the private and National Health Service sectors. This includes, but is not limited to, annual medical appraisals and support as well as a centralized complaints pathway.

3.6 WJHG has appointed Mr T Watcyn-Jones (GMC: 6144683) as the Appraisal and revalidation lead.

4. Equality and Diversity Statement

4.1 WJHG is committed to encouraging equality, diversity and inclusion among our workforce and members, with the essential purpose of eliminating unlawful discrimination. The aim is for our workforce and member to be truly representative of all sections of society and to feel respected and able to give their best.

All members of WJHG have the right to equal opportunities, that include but are not limited to, access to appraisal and revalidation pathways, sitting on executive boards and committees, utilizing support packages and involvement in education programs.

4.2 WJHG Member are mandated to complete equality and diversity training at least twice per 5 year revalidation cycle.

5. Membership Requirements

5.1 All Doctors seeking membership to WJHG are required to meet both the entry specifications as well as the ongoing requirements, which are audited and reviewed by the WJHG Human Resources and Compliance team.

5.2 Entry Specifications for Membership to WJHG

- ❑ Hold Full GMC Registration with License to practice
- ❑ Hold full and appropriate medical indemnity
- ❑ Have no undisclosed GMC Sanctions or Fitness to practice issues
- ❑ Hold Two current and appropriate Medical References
- ❑ Hold U.K Working status eligibility
- ❑ Not breach WJHG Disqualification criteria
- ❑ Have a written complaints process in place
- ❑ Return a signed WJHG Complaints declaration document

5.3 Ongoing Requirements for Membership to WJHG

- ❑ Engage in the annual appraisal process
- ❑ Hold full and appropriate medical indemnity
- ❑ Inform ROAN immediately of any new complaint or GMC investigations
- ❑ Inform ROAN immediately of any new criminal Convictions
- ❑ Complete safeguarding, BLS and Diversity and equality training twice within a 5 year revalidation cycle
- ❑ Update WJHG of any change Disqualification criteria status
- ❑ Complete an independent patient and colleague MSF exercise every 5 year revalidation cycle
- ❑ Keep up to date with membership subscriptions
- ❑ Return a signed WJHG Complaints declaration document annually
- ❑ Permit WJHG, in confidence, to contact the GMC or any other statutory body responsible for ensuring patient safety and doctorconduct, without the permission of that Member. However, permission will always be sought where possible.

5.4 Applications for membership to WJHG will be reviewed in a non discriminatory manner by the WJHG Responsible Officer and Revalidation Team and are not open to appeal.

5.5 WJHG Members agree to the on going membership requirements outlined in section 5.3.

6. Codes of Conduct

6.1 All members of the WJHG are mandated to practice in accordance with guidance outlined in the GMC's 'Good Medical Practice' guidance document (1).

6.2 All WJHG Members must act with integrity and treat colleagues, patients and staff politely. All WJHG Members and staff have a right to work in an environment free from abuse and threatening, abusive or offensive behaviour will no be tolerated.

7. Complaints Process

NB: This section should be read in conjunction with the 'WJHG Complaints and Responding to Concerns' Policy

7.1 All members of WJHG are required to have an active and robust local written complaints process in place. This must outline the process clearly including timelines.

7.2 All members must review their complaints process regularly.

7.3 All WJHG Members must sign and return The WJHG Complaints declaration document.

7.4 If a WJHG member is obligated to use an alternative complaint mechanism, as part of practicing privileges for example, then details of this processes must be provided to The WJHG HR team for review, within 28 days of successful membership.

7.5 WJHG has a structured centralized 3 stage complaints process that can be accessed by any WJHG member (see Complaints Policy Document) who do not have access to an appropriate mechanism.

7.6 WJHG may seek to use the Independent Sector Complaints Adjudication service (ISCAS), and any and all fees for this will be the responsibility of the connected member to meet (2).

8. Raising Concerns

8.1 WJHG has a responding to concerns policy that is available to all members. The aim of this policy is to provide a lawful, non discriminatory and fair approach to responding to concerns surrounding doctors conduct, with the view to ensure patient safety at all times. It is rooted in NCAS and Revalidation support guidance (3,4).

8.2 WJHG will actively encourage a culture of honesty, learning and improvement and have put in place processes to support Members in reporting adverse incidents, and near misses, and in being open and honest with patients if something goes wrong with their care. These include:

8.3 Access to the WJHG Central Complaints process (see complaints policy).

8.4 Access to patient feedback tools and opportunity to reflect on these.

8.5 Access to the annual appraisal process including significant event and complaints review.

8.6 WJHG encourages a culture of honesty and will support Members in giving sincere and open feedback of colleagues, and there are systems and processes in place to make sure that any workplace issues raised are addressed fairly. Whistle blowers will be protected by the provisions of The Public Interest Disclosure Act 1998 (5).

8.7 WJHG will ensure that following outcomes of any complaint or concern that has been raised, a meeting will be arranged to offer opportunities for learning and improvement. In addition to this we will ensure that ongoing support is offered.

8.8 Members should read, in conjunction with The Responding to Concerns Policy, the WJHG Medical Appraisal and revalidation policy and the Complaints Policy.



9. Complaints Regarding WJHG Employees

9.1 Complaints regarding any and all members of the WJHG should be provided in writing to the Complaints Manager and sent or emailed to the addresses provided in section 2.3. This will trigger the complaints process in keeping with the WJHG complaints process (see WJHG Complaints policy).

10. Data Security

10.1 WJHG stores and handles personal data of Member Doctors and as such is mandated to comply with regulations outlined in The Data Protection Act 2018 (DPA).

10.2 This section should be read in conjunction with WJHG GDPR Privacy Policy Statement.

10.3 Support is provided to all WJHG Members in particular promoting good online privacy health.

10.4 WJHG has Mr Jacques Horn as its controller and he can be contacted at [**wjhealthcaregroup@gmail.com**](mailto:wjhealthcaregroup@gmail.com)

11. The Appraisal Process

NB: This section should be read in conjunction with the 'WJHG Appraisal and Revalidation' Policy.

11.1 WJ Healthcare outsource the appraisal service to an independent provider Doctors Appraisal Service (D.A.S). This establishment quality assures it's appraisal process through view with support from the the ASPA Tool (6,7). This ensures that appraisals are of the highest standard.

11.2 If members have issues specifically with their appraisal then D.A.S can be contacted directly. Contact details for D.A.S are found in (Definitions and Descriptions) section on The WJHG Members Compendium.

11.3 D.A.S ensures that; all appraisers meet the role specifications and are appropriately trained; individual appraiser feedback is completed; all appraisers complete annual refresher training courses; appraisals are reviewed and independently assessed.

11.4 To deliver its appraisals, D.A.S the License to Practice software, which is simple to use, moderated and confidential. This is provided to WJHG members free of charge.

11.5 This software is provided to you by License to Practice, found at L2p.co.uk and full support and training is offered to all WJHG Members.

12. Revalidation

NB: This section should be read in conjunction with the 'WJHG Appraisal and Revalidation' Policy.

12.1 All WJHG Members will hold a license to practice and by definition engage in the appraisal and revalidation process.

12.2 WJHG will ensure the process is reflective and positive and adds value to a members practice. WJHG will strive to reduce unnecessary and burdensome bureaucracy where possible.

12.3 WJHG Members are required to engage in an annual Medical Appraisal which is centered around the GMC core Guidance on Good Medical Practice.

12.4 To revalidate WJHG members must consistently demonstrate and reflect on their engagement in the four Domain outlined for successful revalidation, which are Knowledge; Skills and Performance; Safety and Quality; Communication, Partnership and Team Work; Maintaining Trust. A detailed description of these can be found in 'The Good Medical Practice framework for appraisal and revalidation' (7).

12.5 The WJHG Board will ensure an appropriately qualified Responsible Officer is in post and ensure that they discharge their duties in line with The Department of Health and Social Care's guidance on The Medical Profession (Responsible Officer) Regulations 2010 and updated guidance in 2015 (8).

12.6 WJHG Members will complete a two yearly mandatory training and BLS as previously specified in the relevant section of The WJHG Members Compendium.

13. Education and Training

13.1 It is the responsibility of all member doctors to maintain and improve their knowledge and skills and this makes up one of the 4 Domains required for successful revalidation, and the majority of this will be made up of personally organised CPD activities.

13.2 WJHG actively supports members their on-going learning and encourages dialogue with one of our educational advisors if there is a need for assistance in identifying appropriate courses for continuous improvement.

13.3 All our members are required to complete a Basic Life Support at a minimum frequency of twice per revalidation cycle. Some specialties will require this more frequently and this is specified in individuals local practice policies.

13.4 WJHG recommends the following courses, but doctors are entitled to identify their own approved courses.

Link: www.mandatorytraining.co.uk/products/basic-life-support-online-training-course-level-2-cpd-certified

13.5 All our Members are required to complete a recognised Safe Guarding Training at a minimum frequency of every two years. Some specialties will require this more frequently and this is specified in individuals local practice policies.

WJ Healthcare recommend the following courses, but doctors are entitled to identify their own approved courses.

Link: www.mandatorytraining.co.uk/collections/safeguarding-courses-training-safeguarding-adults-and-children/products/safeguarding-adults-at-risk-level-3-e-learning-cpduk-accredited

13.6 One of the Domains required by the GMC for successful revalidation is communication. Poor communication is sited as the main single reason break down in patient doctor relationships. As such WJHG strongly recommend that all doctors complete a communication course in each revalidation cycle. WJHG recommends the following courses, but doctors are entitled to identify their own approved courses.

Link: www.mandatorytraining.co.uk/products/communication-skills-for-clinical-care-online-course-cpd-certified



14. Resignation of Membership

14.1 Members can resign their terminate their membership with WJHG by submitting in writing and serve a one month notice period.

15. Duty of Candour

15.1 We support you in your Duty of Candour (9) and bring your attention to the following GMC guidance:

WJHG Members must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress.

This means that healthcare professionals must:

- ❑ Tell the patient (or, where appropriate, the patient's advocate, carer or family) when something has gone wrong
- ❑ Apologise to the patient (or, where appropriate, the patient's advocate, carer or family)
- ❑ Offer an appropriate remedy or support to put matters right (if possible)
- ❑ Explain fully to the patient (or, where appropriate, the patient's advocate, carer or family) the short and long term effects of what has happened.

15.2 WJHG Members must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

15.3 Our systems or processes are in place so that:

- ❑ Lessons are learnt from analysing adverse incidents and near misses
- ❑ Lessons are shared with the healthcare team
- ❑ Concrete action follows on from learning
- ❑ Practice is changed where needed

References / Useful Links

1. www.gmc-uk.org/-/media/documents/good-medical-practice---english-20200128_pdf-51527435.pdf
2. iscas.cedr.com
3. Supporting Doctors to Provide Safer Healthcare, (March 2013) – Revalidation support team publication
4. National Clinical Assessment Service (NCAS) document How to Conduct a Local Performance Investigation (January 2010).
5. The Public Interest Disclosure Act 1998
6. <https://www.england.nhs.uk/revalidation/wp-content/uploads/sites/10/2017/01/aspat-guidance-notes.pdf>
7. <https://www.england.nhs.uk/professional-standards/medical-revalidation/appraisers/app-pol/>
8. gmc-uk.org/-/media/documents/The_Good_Medical_Practice_framework_for_appraisal_and_revalidation___DC5707.pdf_56235089.pdf
9. www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/candour---openness-and-honesty-when-things-go-wrong/the-professional-duty-of-candour