



Expert support in dealing with the medical professions

What do we deal with?

When issues arise with the medical profession, employers need rapid and practical support.

We work with employers to identify the key steps and strategy relating to staff at the start.

This ranges from:

- support to staff
- dealing with exclusion and other options/restrictions
- establishing key facts and setting the terms of reference for any investigation
- managing communications including press interest
- support through any disciplinary investigation including the complex MHPS process applicable to doctors or the Trust disciplinary process
- guiding employers through the complex world of counter grievances or whistleblowing and helping employers make robust decisions on the right options and outcomes for the organisation, its patients and staff.
- supporting employers in their dealings with stakeholders such as politicians, the press, regulatory bodies, Monitor/TDA and representatives.

Who are we?

A national team whose sole focus is the health and social care sector. This means we have the largest and most dedicated team in the NHS. We advise employers on these issues on a daily basis and are well known for our rapid, practical and commercial advice as well as our understanding of the wider political and regulatory issues that come into play.

What do our clients benefit from?

- **Successful outcomes for employers and clinicians.** We will help you to nip problems in the bud by making an early assessment and helping you to form a strategy at the outset.
- **We are the leading team on this issue.** We acted for the employer in the relevant caselaw on key issues involving doctors and MHPS issues. We have been very successful in recovering significant costs for employers as a result of litigation involving medical professionals. We also often get asked to provide a second opinion by employers who have initially instructed other firms.
- **A speedy and practical approach.** We can give you support whenever and wherever you need it, 24/7.
- **We are results driven and look at the whole solution.** Managing medical professionals in difficulty has a huge impact on staff, performance and the reputation of the Trust. Our team supports employers in developing a project plan dealing with all aspects of the case and dealing with stakeholders including press, NCAS, representatives, police and regulatory bodies.
- **We keep you ahead of the game.** Our experience means that there are very few scenarios that we have not dealt with. You get the benefit of that wisdom. We don't use junior team members – we recognise these issues need someone who can navigate you through the complex scenarios and processes with authority.
- **Costs planning and management.** This can be an expensive process given the complexity and the urgent need for advice as well as legal challenges from the professional's representatives. We will help you manage your budget and can provide a range of fee structures to ensure that you obtain best value for money.
- **Strong links with national bodies** and excellent working knowledge of standards for medical professionals and national policy. This puts us in the best position to provide advice on the relevant guidance and frameworks.
- **Support on key inter-related issues.** Due to our focus on health and social care, we can also advise on issues such as revalidation, the fit and proper person test and the statutory duty of candour.

For further information please contact our experts:



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Client quotes

“Capsticks are there when you need them with realistic and practical advice. They know the system inside out and are very creative with their advice and the options open to an employer. I would recommend them to everyone when dealing with these complex issues.”

Neil Pease, Director of OD and HR, Northern Lincolnshire and Goole NHS Trust

“The consistent dialogue and support provided by Capsticks meant that every element of the Trust’s argument was robustly tested and accurately captured.”

Don Fairley, former HR Director, North West London Hospitals NHS Trust

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