NHS LA wins Training Journal’s bronze award for Best Public Sector Training Programme

The NHS Litigation Authority’s Case Investigator Workshop has won bronze in the ‘Best Public Sector Programme’ category of the Training Journal Awards 2014.

At finals held at the prestigious Brewery in London, the NHS LA received a bronze TJ award for Best Public Sector Programme. The organisation won the 2014 TJ Best Public Sector Programme bronze award as an example of an organisation whose training has had significant impact on workshop attendees and their work in the wider NHS or public sector. Since January 2013, National Clinical Assessment Service (NCAS) have trained over 3500 delegates on the Case Investigator Workshop.

The NHS LA resolves concerns about the performance of doctors, dentists and pharmacist in the UK via our National Clinical Assessment Service (NCAS). This includes advising on concerns which arise from revalidation - the process through which, every five years, the General Medical Council (GMC) assures patients, the public and employers that licensed doctors are fit to practise in the UK.

To support the healthcare sector, NCAS offers training to healthcare staff investigating performance concerns about doctors working for the NHS. Training workshop attendees use interactive and fictional case studies to explore and develop the key skills and knowledge required by case investigators, as indicated by NHS England.

Chief Executive of the NHS Litigation Authority Catherine Dixon said:

“We are delighted that our Case Investigator Workshop won bronze in the Best Public Sector Training Programme’ category of the 2014 TJ Awards. The NHS LA winning a bronze TJ award is recognition of the best practice approach that underpins our NCAS training programmes and our commitment to supporting the NHS to learn from things that go wrong to reduce harm and improve patient safety. If you deal with performance concerns about doctors, dentists or pharmacists within healthcare visit and want to find out more about our award-winning training workshop visit ncas.nhs.uk”

The TJ awards are open to all publically funded organisations including government departments, NHS organisations and local authorities. The NHS LA was the only shortlisted NHS organisation amongst a competitive field of public sector organisations.
Notes to Editors:

Did you know that after attending NHS LA training programmes run by NCAS:

- Over 61% of participants in NCAS’ Case Investigator workshops said they believe that attending this training has improved patient safety
- Over 66% believe that attending NCAS training has improved quality of care
- Over a third (72%) believe this training has improved effectiveness and efficiency in their health organisation’s working practices.
- Over 66% believe that attending this training has improved public confidence and trust in the medical systems for investigation

1. The NHS Litigation Authority (NHS LA) is a Special Health Authority and is an arm’s length body of the Department of Health established in 1995. Visit nhsla.com for a copy of the Annual Report and Accounts.

2. The NHS LA is a not-for-profit part of the NHS which provides: indemnity cover for clinical and non-clinical liabilities, learning from claims, legal and professional services, dispute resolution between commissioners and contractors, help for healthcare providers in the performance management of clinicians through advice, training and other support.

3. The NHS LA provides legal and professional advice to the NHS and to the Department of Health on a range of issues including human rights, equal pay and age discrimination.

4. The NHS LA includes the Family Health Services Appeal Unit (FHSAU) and the National Clinical Assessment Service (NCAS).

5. The NHS LA helps resolve disputes arising from dentists, GPs, pharmacists and opticians about decisions made by commissioners of healthcare which affect their contracts with the NHS via the Family Health Services Appeal Unit (FHSAU).

6. The NHS LA helps resolve concerns about the professional practice of doctors, dentists and pharmacists in the UK via the National Clinical Assessment Service (NCAS).

For further information please contact communications@nhsla.com or call the NHS LA Communications team on 020 7811 2890.