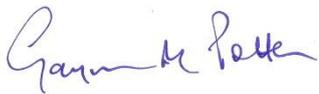


THE LEATHER LANE DENTAL PRACTICE

Gaynor Potter & Associates

Poor Performance Policy

Signed:



Dated: 02 March 2011

RAISING CONCERNS ABOUT THE PERFORMANCE OF A COLLEAGUE

All of us at one time or another have concerns about what is happening at work. Usually these concerns are easily resolved. However, when you are troubled about something that affects patient safety or professional conduct, it can be difficult to know what to do.

You may be worried about raising such an issue, perhaps feeling that it's none of your business or that it's only a suspicion. You may feel that raising the matter would be disloyal to colleagues or to the practice. You may have said something but found that you have spoken to the wrong person or raised the issue in the wrong way and are not sure what, if anything, to do next.

This policy aims to enable everyone to raise concerns safely, as early as possible and in the right way. This practice encourages you to raise your concerns and is committed to dealing with them in a responsible, open and professional way. To provide the best care for our patients, we need to protect the interests of our patients, our staff and the practice. If you are worried about something, please raise it when it is just a concern rather than waiting for proof.

Our commitment to you

Your safety

Anyone who raises a genuine concern under this policy will be supported and protected from any adverse consequences or reprisals. You will not be at risk of losing your job. If you are acting in good faith, it does not matter if you are mistaken or if there is an innocent explanation for your concern. We will not ask you to prove anything. We do not, of course, extend this assurance to someone who maliciously raises a matter they know to be untrue and we will take disciplinary action.

Anonymous concerns

It is in the interests of the practice that concerns can be raised openly and dealt with fairly and professionally. If you do not tell us who you are, it will be much more difficult for your concern to be investigated and for us to protect your position or give you feedback. Although we will consider anonymous reports, our practice policy is not suited to concerns raised anonymously.

How we will handle the matter

Once you have told us of your concern, we will investigate the matter and interview relevant individuals to assess initially what action, if any, should be taken. This may involve an informal review or a more detailed investigation. We will maintain records of every stage of the investigation and give you as much feedback as we properly can. We may not be able to tell you the precise action we take if this would infringe confidentiality.

Please let us know at the outset if you have any personal interest in the matter. If your concern falls more properly within the grievance or another procedure, we will tell you.

How to raise a concern

If you have a concern, we hope that you feel you will be able to raise it with Mrs G M Potter who will undertake the initial investigations in strict confidence. If you do not want to raise the matter with her you can raise the matter with Miss Theresa Gardiner.

Independent advice

If you are unsure about whether or not to raise a concern or you want advice at any stage, you can contact Public Concern at Work on 020 7404 6609 or www.pcaw.co.uk. Their lawyers can give you free, independent, confidential advice at any stage.