The Meaning of Professionalism

“A set of values, behaviours, and relationships that underpins the trust the public has in doctors”

“Integrity, compassion, altruism, continuous improvement, excellence and working in partnership”

Royal College of Physicians
The Meaning of Professionalism
Barriers to Professionalism

- Prioritisation of financial targets
- NHS restructuring
- Underfunding of the service
- Time pressures
- Competition between providers
- The ability of the clinician’s voice to be heard
- Social change
- Previous treatment of those raising concerns
“There are three qualities that make someone a true professional. These are the ability to work unsupervised, the ability to certify the completion of a job or task and, finally, the ability to behave with integrity at all times.”

Subroto Bagchi

IT Entrepreneur
GMC Good Medical Practice

- You must work collaboratively with colleagues, respecting their skills and contributions.
- You must treat colleagues fairly and with respect.
- You must be aware of how your behaviour may influence others within and outside the team.
- When you are on duty you must be readily accessible to patients and colleagues seeking information, advice or support.
Employer Expected Standards

• Trust values eg :
  Caring and Helpful
  Safe and Vigilant
  Clinically Excellent
  Accountable and Reliable
  Best use of time and resources
  Innovation for patients

• Trust expected standards of behaviour
Where can it go wrong?

- Individual actions or comments
- Probity issues eg private practice in NHS time
- Failing to address training needs/raise concerns
- Social media
- Alcohol / Drugs
- Failure in team dynamics
- System failures
NCAS view

NCAS 2011 Annual Conference, Disruptive behaviour – Tackling concerns about practitioners behaviour.

5 broad personality traits:

• Emotional stability – How resilient?
• Extraversion – How sociable?
• Openness – How open to new experiences and change?
• Agreeableness – How collaborative?
• Conscientiousness – How diligent and focused?
Resolutions

• Discussing issues early and at the lowest level is more likely to result in success

• Systems failure?

• Ill-Health support

• Appraisal discussion

• Training

• Coaching

• Mentorship

• Team or individual conciliation

• NCAS referral / behavioural agreement

• Disciplinary process
Raising Safety Concerns

- Duty to raise them
- Use the trust processes
- Respect colleagues rights to raise issues
- Take advice
- BMA, Defence Body, Public Concern at Work, GMC Confidential Helpline
BMA Support

- Contractual negotiations – Supporting Professional Activities
- Individual support and representation 0300 123 123 3
- Drs for Drs 08459 200 169
- Training – BMA Careers eg
  - Negotiating and influencing
  - Assertiveness
  - Communication skills
Conclusion

“the true measure of a career is to be able to be content, even proud, that you succeeded through your own endeavours without leaving a trail of casualties in your wake”

Alan Greenspan