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Private and confidential

Mr John Thompson
Clerk to H M Coroner
Southwark Coroner's Court
1 Tennis Street
London
SE1 1YD

6 January 2016
Case reference:054002/2016
Scr/InitialAckCon/Ref
Screening Administrator: Chloe Hawkridge
Direct line: 020 7681 5338
Ftp-ScreeningTeam@nmc-uk.org

First class post

*Lawrence Byers
PRD*

Dear Mr Thompson

Fitness to practise referral – Sunita Arjune

Thank you for your recent referral to the Nursing and Midwifery Council (NMC) dated 9 December 2015 which we received from the Office of the Fitness to Practise Director on 5 January 2016.

All new cases go through an initial assessment process. This includes looking at the nature of the referral and deciding whether we require any further information. We will then determine how to proceed. After the initial assessment we will write to you with our decision.

We are committed to improving our customer service and I enclose the standards we aim to meet.

If you have any questions or need to contact us, please use the contact details shown at the top of this letter. Should you contact us by telephone, in accordance with our policies on information security, you will be asked a series of questions to verify your identity.

Yours sincerely

Chloe

Chloe Hawkridge
Screening Administrator
Fitness to Practise

Enclosures

- FtP customer service standards.

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FtP customer service standards

This document sets out the customer service standards we aim to meet. We hope that whatever the outcome of your contact with us, whether you are a nurse, midwife, employer, member of the public or any other individual or organisation, that you will be satisfied with our service.

What you can expect from us in Fitness to Practise

Our customer service promise

To demonstrate our commitment, we have set out our customer service promise – behaviours which our staff will apply in their dealings with internal and external customers. We will:

- Be welcoming and courteous.
- Be respectful.
- Be helpful and responsive.
- Communicate clearly.
- Treat all people fairly.
- Provide information suited to the customer's needs to the best of our ability.
- Be clear and realistic about what we can provide and when.

Using our services

We want our service to be accessible to everyone and can:

- Provide all our printed materials in different formats and different languages.
- Use the typetalk service.
- Talk to you on the phone in different languages (using an interpreter).

Please let your case officer or contact person know if you have any specific needs that you would like us to take account of.

Our contact with you

- We want you to understand what is happening with your case.
- We will provide you with details of who you can contact in respect of your case.
- We will deal with you in plain English by explaining any complicated terms and avoiding jargon.

- We will give you details about the way we work and what you can expect.

Dealing with cases as quickly as possible

When we contact you we will always try to meet the following timescales:

- Telephone messages and voicemails will be returned within 24 hours.
- Emails will be acknowledged by the next working day, stating a date by which a substantive response will be sent.
- Letters and faxes will be acknowledged within five working days, stating the date by which the person can expect to receive a substantive response.
- If a later date is not agreed then a substantive response will be provided within 20 working days.

The time it takes us to conclude our consideration of your case will vary depending on what it is about, the availability of witnesses and what information or further investigation is required. We aim to conclude our enquiries as soon as we can and will indicate at the start of the process how long we expect them to take, ensuring that we provide you with updates if timings change.

Please be assured that we will deal with matters as quickly as we can, as we understand that an investigation is a difficult situation for all concerned.

Confidentiality

If you refer a matter to us, to help us deal with a case effectively we need to send a copy of your letter or referral form and any supporting information you provide directly to the nurse or midwife concerned. That is why we ask you to sign the referral form or complete a separate consent form to say you agree to this, as it is the quickest way to get started.

Similarly, if you are a nurse or midwife and respond to a complaint, we may copy that response to the person or organisation that referred the complaint to us. Please be assured that we comply at all times with data protection and confidentiality rules. We are aware that the facts in some cases can contain very sensitive or personal information, which we will never inappropriately share with other parties.

For more information about this area of our work, please speak to our freedom of information officer or email foirequest@nmc-uk.org

Feedback about our service

We welcome feedback at any stage in a case, so please do contact us if you have feedback to provide.

When we close a case, we will ask the person or organisation that referred it to us to give feedback on how well they think we handled the case, based on our customer service promise (see above). We will also ask the nurse or midwife and any witnesses for their feedback. A questionnaire is available on our website and can be accessed via this link –

<http://www.nmc.org.uk/concerns-nurses-midwives/what-we-do/our-customer-service/ftp-feedback-form>

The completed comments provide us with valuable feedback to enable us to continue to improve our service for the future. We hope that you will complete the questionnaire, as your comments are very important to us.

Most people have a good experience of the service that we provide, but sometimes things do go wrong. Our aim is to work with you to find the best solution to any issues that arise and to learn from them for the future.

If you have any concerns about the time taken to progress a case or how it is being handled, please contact us. Complaints should be sent to our Safeguarding and Complaints Manager who will arrange for the relevant staff member to respond to you. They can be contacted at complaints@nmc-uk.org or at the address details included below.

On receipt of your concern(s), we will respond within the following timescales:

- They will acknowledge your concerns within five working days of receiving them.
- They will send you a full response within 20 working days of the acknowledgement.

If you still feel that your concerns have not been answered adequately, you can contact the relevant head of department to express your concerns. Correspondence for their attention should also be sent to our Safeguarding and Complaints Manager quoting the case reference number and the correspondence will be sent to the relevant staff member for response.

What we expect from you

We expect you to treat our staff politely. If we find that you are not treating our staff politely, we may decide to restrict how we communicate with you in the future or, in extreme circumstances, we may decide to stop dealing with you in a certain way (for example only in writing and not over the telephone, or through a representative only).

We also expect you to send us, as quickly as possible, any documents we ask for and let us know if you change your address during a case.

Contact us

As indicated, we will provide you with contact details for your case officer and you should contact them directly with general queries relating to the case. If you have a complaint about our service, you should contact us at the following:

Nursing and Midwifery Council
1st Floor, 1 Kemble Street
London WC2B 4AN

Phone: 020 7462 5800

Fax: 020 7580 3410

www.nmc.org.uk