

Disciplinary Policy			
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Impact Assessment Date		March 2019	
Summary		This document comprises the policy governing disciplinary processes and should be read in conjunction with the current supporting process documents	
Version	Date	Control Reason	Accountable Person for this Version
V10	May 2021	Updated policy following review from external EDI consultant	HR Dept
V9.1	January 2020	Update of Appendix to include examples of misconduct / gross misconduct	HR Dept
V9	March 2019	Full review in line with legislation and company practice	HR Dept
V8		Archived	Alison Hughes
Reference documents		Electronic Locations	Locations for Hard Copies

Employment Rights Act 1996 Equality Act 2010 Safeguarding Vulnerable Groups Act, 2006 Data Protection Act 2018 Working Time Regulations 1998 Disciplinary and Grievance Procedures, Code of Practice, ACAS, 2009 Disciplinary and Grievances at Work, The ACAS Guide, ACAS, 2011 Code of Conduct for NHS Manager, DH, 2002 The Human Rights Act 1998	Primary Care 24 Intranet	N/A
Consultation: Committees/Groups/Individual		Date
Quality & Workforce Committee		20 March 2019
Board		28 March 2019

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1.1 PURPOSE

Primary Care 24 expects high standards of behaviour from employees. The Disciplinary Policy establishes a clear procedure in compliance with current legislation and the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice. This ensures fair and consistent treatment of employees when disciplinary action becomes necessary because of an employee's conduct and opportunities are provided to improve where possible.

This document should be read in conjunction with the following policies;

- Grievance Policy (PC24POL15)
- Dignity at Work Policy (PC24POL118)
- Capability Procedure and Absence Management (PC24POL13)
- Equality and Diversity Policy (PC24POL11)

2.0 SCOPE OF THE POLICY

This policy applies to all employees of Primary Care 24.

Where professional misconduct is alleged, the professional head of service should be consulted for advice.

The aim of the policy is to help and encourage all employees to achieve high standards of conduct, attendance and performance at work, ensuring a fair and consistent approach to the management of issues of misconduct within the organisation.

An employee has the right to be accompanied by a workplace representative. Although the organisation does not recognise trade unions, the employee may be accompanied by an official from a trade union to which they are a member.

Confidentiality must be maintained throughout any disciplinary process by all involved. Breaches of confidentiality will be investigated and may lead to a disciplinary sanction.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

3.1 RESPONSIBILITIES

3.2 Director of Human Resources

The Director of HR is responsible for ensuring that an appropriate Disciplinary Policy and Procedure is in place, which promotes good employment relations.

They are also responsible for ensuring that managers are supported in the implementation of the policy and procedure and that it is reviewed and monitored regularly.

3.3 Line Managers

Line Managers will not take any formal disciplinary action outside of this policy. They will manage any potential issues of misconduct promptly and maintain a consistent approach with all of their direct reports

3.4 Commissioning Manager

All matters of potential misconduct will be discussed ordinarily with the commissioning manager and a member of the Human Resources team unless there is a conflict of interest. The commissioning manager will decide on the appropriate course of action and appoint the investigating officer, where necessary.

The commissioning manager will review any completed investigation report, deciding if there is a case to be progressed through the formal stages and a panel will be appointed.

3.5 Investigating Officer

The Investigating Officer is responsible for investigating a case within the terms of reference and ensures that the Commissioning Manager is updated on progress at regular intervals

The Investigating Officer will promptly advise the Commissioning Manager of additional issues that arise during the investigation that may alter the terms of reference

The Investigating Officer will write the investigation report and will attend the disciplinary or appeal hearing to support or present the management case

3.6 All Staff

All employees are required to comply with the working practices and policies within the organisation. All employees, volunteers, apprentices, agency workers and contractors are required to observe the disciplinary standards of conduct within this document.

If at any time during the disciplinary process an employee feels aggrieved by the fairness of the process, they may take recourse through the organisation's Grievance Policy

All employees who are members of a Professional Body are responsible for liaising with their representative.

All staff members have the right to be accompanied at any formal stage of the disciplinary proceedings. This can be a workplace colleague, an official employed by a trade union of which the employee is a member (consistent with scope of policy above).

Employees have an obligation to attend formal disciplinary hearings as witnesses. Therefore, at the request of the organisation, an employee should make every effort to attend.

3.7 Human Resources

The Human Resources department has an important advisory role in all disciplinary matters to both managers and employees. Their role also ensures that an equal standard of discipline applies and ensures procedures are managed fairly and consistently across the organisation.

They will be responsible for the delivery of the policy across the organisation and for auditing and reviewing the application of the policy.

4.0 DEFINITIONS

Misconduct – i.e. if they happen, may result in disciplinary action including dismissal (if repeated).

Gross misconduct – i.e. if committed even only once could result in dismissal unless there are mitigating circumstances

5.1 POLICY PROCEDURES

5.2 Assessing the Situation

When a potential disciplinary matter arises, a manager in charge needs to ascertain the facts about what has happened as quickly as possible.

An initial assessment must be promptly undertaken when an incident has occurred or a concern has been reported. The individual conducting this must:

- Act immediately
- Consider suspending any employee involved in the incident from their duties.
- Retain any physical evidence
- Record other factors that may have had an impact on the incident
- Record the names of all involved and witnesses
- Take written statements from those involved and witnesses

Where during the initial assessment the manager speaks to any employee involved in the issue, they should make clear that they are not conducting a disciplinary meeting. The employee is not entitled to representation at this stage of the procedure.

Having established the facts, the relevant manager must decide on the appropriate action to take.

5.3 Informal Action

Informal action may be the appropriate response to issues of minor misconduct. Where a concern is managed informally, the manager must:

- Meet the employee to discuss the situation this should allow the manager to explain the shortcomings in conduct and at the same time provide the employee with the opportunity to provide an explanation and to discuss and find a solution.
- Write to the employee summarising the concern
- Advise of appropriate support available to the employee
- Summarise any other remedial action that has been agreed with the employee, including timescales
- Advise the employee that further incidents of the same nature may result in formal action being taken against them.

If the matter is considered too serious to be dealt with informally then the formal stage of the policy will be followed.

5.4 Advising the Employee

The employee should be advised of the alleged misconduct without delay. They should be informed of the alleged misconduct verbally followed by a letter confirming the allegations. The employee must be provided with a copy of the Disciplinary Policy.

5.5 Suspension

Most disciplinary matters can be investigated while an employee continues in their role. Pc24 reserve the right to suspend an employee from work. Suspension is where an employee continues to be employed but does not need to attend work or do any work. Suspension is not a disciplinary sanction. There should be no assumption or guilt associated with the suspension.

Deciding to Suspend

5.5.1 Suspension should only be considered in the following circumstances:

- Where gross misconduct is suspected
- Working relationships have seriously broken down
- Where there are concerns that any investigation could be compromised by the employee(s) remaining on site
- Where any repeat of the alleged misconduct could put any individual in danger
- Where there is a danger that health, safety or the welfare of a person may be compromised by remaining in the situation.
- The employee is the subject of a criminal investigation which may affect whether they can do their job

It is important that any decision to suspend an employee from the organisation is not made without a full review of the circumstances with a member of the HR team

and should be kept confidential. Every effort must be made to prevent the necessity of formal suspension. Examples of how to avoid formal suspension include:

- Assignment in a broadly similar role in another service or location
- Restricted duties in the employee's existing role
- Assignment to a different role that is within the skills and knowledge of the employee.
- Working under supervision
- Working from home

Any alternative arrangements must not compromise service delivery

However, where alternatives have been considered and ruled out, the manager making the decision to suspend must keep a record of their decision.

5.5.2 Terms and Conditions during Suspension

Suspension from duty is always on full pay (unless they are not willing or able to attend work) and the employee must not suffer a financial detriment or any loss in their terms and conditions of service as a consequence.

The employee must not enter any premises of the organisation except for any other legitimate reason, e.g. to receive any medical treatment, as a patient or for an agreed meeting. In these situations, the member of staff should inform their manager in advance.

The employee must not contact any members of staff (other than their line manager, a named point of contact for pastoral support, the investigating officer or employee representative) to discuss the content or detail of the allegations as this may prejudice the investigation. Failure to follow this instruction may result in further disciplinary action.

The employee must not access organisation documents, email or files using their remote access.

If the employee requests access to the workplace during the suspension, the line manager or investigating officer should assess the request and decide whether or not it is reasonable. The line manager or investigating officer should also consider any requests by the employee to be allowed to contact colleagues if this is necessary in connection with preparing their response to the disciplinary case.

The employee, while not required to attend work, should remain available to participate in the disciplinary process. Further, if the suspension is lifted earlier than anticipated, the employee should return to work immediately and be provided with support through a Return to Work interview.

If the employee wishes to request annual leave via their manager during the suspension period this should be considered in the normal way.

5.5.3 Informing the Employee of Suspension

The decision to suspend the employee from work must be communicated to them

as soon as possible.

Where practicable, support may be offered to the employee via a member of the Human Resources department. Alternatively, a senior member of staff who is not involved in the incident or investigation may offer immediate support to the employee. The employee should be provided with the contact details of the confidential Employee Assistance Programme.

The employee should be informed in person where possible and this should be followed up in writing – the reasons for suspension, including the allegations of misconduct that are to be investigated, the terms of suspension and that the suspension does not in itself constitute any disciplinary action. A copy of the written notification will be retained.

5.5.4 Duration of Suspension

It is imperative that the period of suspension should be as short as possible to enable a reasonable investigation. The Commissioning Manager is responsible for ensuring that the employee is updated as to how long the suspension is likely to last.

The HR team and the Commissioning Manager should review the suspension on a regular basis to determine whether or not it is still necessary. All employees will be kept updated throughout the process.

5.6 Investigation

5.6.1 Investigation Process

The investigating officer will be independent of the issues raised. The organisation may with the agreement of the Director of HR request the services of an external investigating officer. The investigating officer will endeavour to complete the investigation in a timely manner.

Terms of reference for the investigation will be agreed prior to commencing the investigation by the Commissioning Manager.

The purpose of the investigation is to ascertain the facts, interview witnesses as needed and prepare an investigation report.

Confidentiality for those involved must be respected at all times. The Investigating Officer should limit their enquiries to witnesses to the alleged misconduct, professional advisers or others who are able to provide relevant evidence.

Where the Investigating Officer requires a meeting with the employee under investigation, they should be provided with at least 2 working days' notice of the meeting date. The organisation provides employees with the opportunity to be supported at the investigatory interview by a workplace colleague or representative. However, where this would unduly delay the investigation, the organisation reserves the right to interview the employee without representation. Representatives will not be entitled to speak on the employee's behalf during the investigatory interview.

5.6.2 Investigation Report

The investigation report must be set out, providing a set of conclusions and findings for consideration by the Commissioning Manager. The commissioning manager will decide whether there is a case to answer.

Where misconduct is upheld and the employee has been suspended, the period of suspension will continue pending the Disciplinary Hearing. The employee must be advised of this in writing.

In cases where there has been a period of suspension and the investigation finds that there is no case to answer or the matter can be progressed informally, the employee must be advised immediately that the period of suspension is ended and arrangements made for their return to duty, the employee should have a Return to Work interview.

5.7 Disciplinary Hearing

The HR team will be responsible for ensuring that the Disciplinary Hearing is organised. An HR Manager will support the disciplinary panel and ensure it is conducted in line with the policy. The HR Manager will ensure that all parties receive all relevant paperwork and will attend the hearing to provide advice to the panel and take notes.

The Disciplinary Chair will be responsible for ensuring that the employee attending the hearing fully understands the allegations against them, the consequences should the panel find that the alleged misconduct has taken place.

Witnesses may be called by either party to present their evidence at the disciplinary hearing.

The composition of the panel is set out under the Scheme of Delegation. The Disciplinary Panel may request the input of a professional adviser to assist the panel in understanding any technical or professional considerations which may inform their decision.

The letter advising the employee of the date of the disciplinary hearing must provide at least five working days' notice of the hearing date. A copy of the investigation must be attached with this letter. All evidence from the Investigation Report along with any evidence supplied to the employee no less than 5 days before the hearing.

An employee who is unable to attend the Disciplinary Hearing must inform the HR team prior to the hearing giving the reason for their non-attendance. The organisation reserves the right to continue with the Disciplinary Hearing in the employee's absence where there are reasonable grounds to do so.

If the Employee's Representative is unable to attend on the proposed date, the employee can suggest another date so long as it is reasonable and is not more than five working days after the originally proposed date. This five-day time limit may be extended by mutual agreement.

At the end of the formal disciplinary meeting, the Chair must decide whether disciplinary action is warranted and communicate the outcome to all parties verbally and then in writing.

5.8 Formal Levels of Disciplinary Sanction

In cases of misconduct it is usual to give employees at least one chance to improve before issuing a final written warning. However, in cases of repeated or gross misconduct a final written warning may be issued. Cases of gross misconduct may also result in summary dismissal even for first offences. A referral to the employee's professional body (if applicable) may be considered at any stage of the process.

5.8.1 First Written Warning

A first written warning will be issued for a breach of conduct. The warning will be confirmed in writing and should include an outline of the improvement or change in behaviour required including timescales and a review date, the support available to the employee, subsequent actions should there be no change in behaviour or improvement in conduct and the right of appeal against the decision. Such a sanction will be for 12 months.

A copy of the written warning will be kept and used for the basis of monitoring and reviewing performance and will be disregarded for disciplinary purposes after 12 months.

5.8.2 Final Written Warning

Where there is a failure to improve or change behaviour in the timescale set at the first formal stage, or where the offence is sufficiently serious, the employee should normally be issued with a final written warning. The warning will be confirmed in writing and should include the improvement or change in behaviour required including timescales and a review date, the support available to the employee, that failure to improve could result in dismissal and the right of appeal against the decision.

A formal record of the warning will be kept, but must be disregarded for disciplinary purposes after a period of 12 months. This may be extended to 18 months in exceptional circumstances, for example where gross misconduct has been upheld but the employee has not been dismissed.

5.8.3 Dismissal

If the employee's conduct or performance still fails to improve, the final stage in the disciplinary process will normally be dismissal. The employee should be notified of the decision for dismissal in writing and the letter will confirm the reason(s) for dismissal, the date of termination, the appropriate notice period and the right to appeal against the decision.

In cases of gross misconduct the employee will be summarily dismissed and will not

be entitled to any notice period.

5.8.4 Action Short of Dismissal

Certain exceptional circumstances may, in cases of gross misconduct, result in another enforced penalty short of dismissal such as demotion, transfer or loss of seniority. In such cases the employee will also be issued with a final written warning. No pay protection will apply in such circumstances.

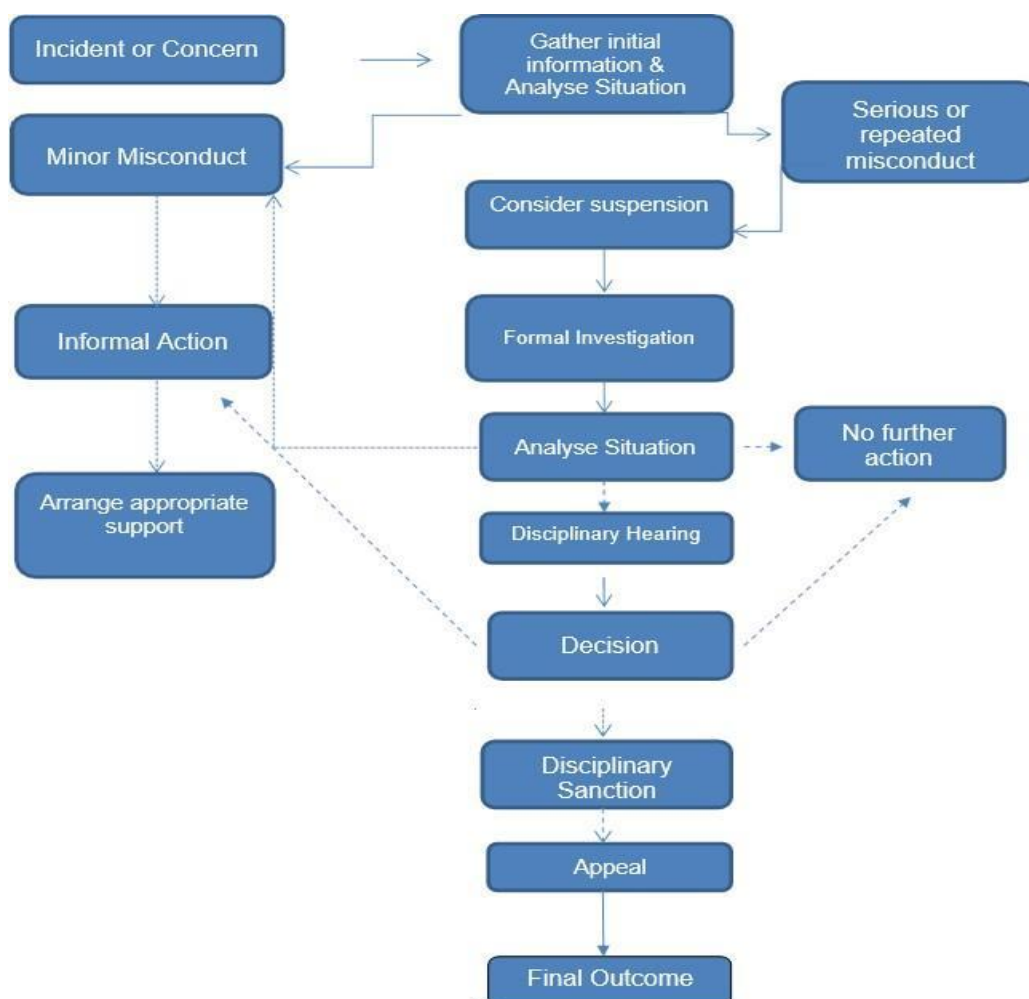
5.9 Appeals

Employees should appeal in writing to the Director of HR, stating their grounds for appeal within 5 working days of the date of the letter confirming the disciplinary sanction. Appeals should be heard within 4 weeks of receipt of the appeal. In normal circumstances new evidence will not be heard.

The appeal panel cannot increase the original sanction.

Both parties will be required to submit their statements of case, at least 5 working days before the date of the hearing, to the HR representative supporting the appeal. This should include any witnesses to be called to provide evidence.

5.10 Disciplinary Process Flowchart



5.11 Involving External Agencies or Organisations

The organisation will cooperate fully with external organisations, but not limited to, Local Safeguarding Children's Board, Local Authority Designated Officer, Police and DBS.

5.12 Sickness

The disciplinary process may continue during an employee's sickness. This action will depend on the nature of the illness and the likely length of the absence. Where appropriate, professional medical advice will be sought from Occupational Health.

5.13 Fast-Track Process (FTP)

In cases of misconduct where the employee does not wish to contest the allegation made against them, they can opt to have their case dealt via FTP. The process cannot be used if another employee is also subject to a disciplinary in connection with the same incident or if the allegations are considered to amount to gross misconduct. The FTP process cannot be used when dismissal may be a consequence.

The FTP can be suggested by any involved party. The employee completes an FTP request form.

There must be sufficient evidence already for the employee to request FTP and for the commissioning manager to make a decision on a possible sanction. If the management decision is that the FTP is not appropriate in a particular case, this decision will be final.

The commissioning manager will meet with the employee to discuss the allegations and, based on all the information available, propose an appropriate sanction. This will be confirmed in writing to the employee within 3 working days. The employee will then have 3 working days from receipt of that letter to accept, reject, or propose a lower sanction. If the employee rejects the sanction and an alternative cannot be agreed, the matter will proceed to the normal formal disciplinary investigation process.

If the sanction is agreed, this is formalised in a letter to the employee. The letter is placed on file with a synopsis of the case and any recommendations.

Under the FTP there is no right of appeal against the disciplinary sanction as this is a mutually agreeable sanction.

6.0 RELATED POLICIES

Grievance Policy (PC24POL15)
Dignity at Work Policy (PC24POL118)
Equality and Diversity Policy (PC24POL119)

Capability Policy (PC24POL37) Substance Misuse Policy (PC24POL48)
Attendance Management Policy (PC24POL38)

7.0 COMPLIANCE

An annual report will be submitted to the Quality and Workforce committee to provide assurance that this policy is being applied consistently and fairly.

8.0 TRAINING NEEDS ANALYSIS

The organisation, led by the Human Resources Department, will ensure that all staff members involved in any stage of the Disciplinary process will be appropriately trained and briefed in their role to ensure that all matters are dealt with fairly and consistently.

Version number: V1



Equalities and Health Inequalities – Screening Tool

First published: November 2016

To be read in conjunction with Equalities and Health Inequalities Analysis Guidance,
Quality & Patient Safety Team, Primary Care 24, 2016.

Prepared by: Quality & Patient Safety Team.

Introduction

The purpose of this Screening Tool is to help you decide whether or not you need to undertake an Equality and Health Inequalities Analysis (EHIA) for your project, policy or piece of work. It is your responsibility to take this decision once you have worked through the Screening Tool. Once completed, the Head of your SDU or the Quality & Patient Safety Team will need to sign off the Screening Tool and approve your decision i.e. to either undertake an EHIA or not to undertake an EHIA.

The Quality and Patient Safety Team can offer support where needed. It is advisable to contact us as early as possible so that we are aware of your project.

When completing the Screening Tool, consider the nine protected characteristics and how your work would benefit one or more of these groups. The nine protected characteristics are as follows:

Age
Disability
Gender reassignment
Marriage and civil partnership
Pregnancy and maternity
Race
Religion and belief
Sex
Sexual orientation

A number of groups of people who are not usually provided for by healthcare services and includes people who are homeless, rough sleepers, vulnerable migrants, sex workers, Gypsies and Travellers, Female Genital Mutilation (FGM), human trafficking and people in recovery. Primary Care 24 will also consider these groups when completing the Screening Tool:

The **guidance** which accompanies this tool will support you to ensure you are completing this document properly. It can be found at:

<http://extranet.urgentcare24.co.uk/>

Equality and Health Inequalities: Screening Tool

A	General information
A1	Title: Disciplinary Policy
A2	What are the intended outcomes of this work? Please outline why this work is being undertaken and the objectives. To provide advice and a formal procedure for all conduct issues within the organisation
A3	Who will be affected by this project, programme or work? Please identify whether the project will affect staff, patients,

.	service users, partner organisations or others.		
	All staff members		
B	The Public Sector Equality Duty		
B1	Could the initiative help to reduce unlawful discrimination or prevent any other conduct prohibited by the Equality Act 2010? If yes, for which of the nine protected characteristics (see above)?		
	Yes		
	Summary response and your reasons: The policy will ensure fair and equal treatment, in accordance with employment legislation, for all affected staff members, regardless of protected characteristics		
B2	Could the initiative undermine steps to reduce unlawful discrimination or prevent any other conduct prohibited by the Equality Act 2010? If yes, for which of the nine protected characteristics? If yes, for which of the nine protected characteristics?		
		No	
	Summary response and your reasons: See above		
B3	Could the initiative help to advance equality of opportunity? If yes, for which of the nine protected characteristics?		
	Yes		
	Summary response and your reasons: The policy will ensure fair and equal treatment, in accordance with employment legislation, for all affected staff members, regardless of protected characteristics		
B4	Could the initiative undermine the advancement of equality of opportunity? If yes, for which of the nine protected characteristics?		
		No	
	Summary response and your reasons: See above		
B5	Could the initiative help to foster good relations between groups who share protected characteristics? If yes, for which of the nine protected characteristics?		
	Yes		
	Summary reasons: The policy will ensure fair and equal treatment, in accordance with employment legislation, for all affected staff members, regardless of protected characteristics		
B6	Could the initiative undermine the fostering of good relations between groups who share protected characteristics? If yes, for which of the nine protected characteristics?		

		No	
	Summary response and your reasons: See above		
C	The duty to have regard to reduce health inequalities		
C1	Will the initiative contribute to the duties to reduce health inequalities? No		
	Could the initiative reduce inequalities in access to health care for any groups which face health inequalities? If yes for which groups?		
		No	
	Summary response and your reasons: This policy is regarding staff performance and is not relevant to inequalities in health care		
C2	Could the initiative reduce inequalities in health outcomes for any groups which face health inequalities? If yes, for which groups?		
		No	
	Summary response and your reasons: This policy is regarding staff performance and is not relevant to inequalities in health care		
D	Will a full Equality and Health Inequalities Analysis (EHIA) be completed?		
D1	Will a full EHIA be completed? Bearing in mind your previous responses, have you decided that an EHIA should be completed? Please see notes. ¹ Please place an X below in the correct box below. Please then complete part E of this form.		
			No
E	Action required and next steps		
E1	If a full EHIA is planned: Please state when the EHIA will be completed and by whom. Name: Date:		
E2	If no decision is possible at this stage: If it is not possible to state whether an EHIA will be completed, please summarise your reasons below and clearly state what additional information or work is required, when that work will be undertaken and		

Yes: If the answers to the previous questions show the PSED or the duties to reduce health inequalities are engaged/in play a full EHIA will normally be produced. No: If the PSED and/or the duties to reduce health inequalities are not engaged/in play then you normally will not need to produce a full EHIA.

	<p>when a decision about whether an EHIA will be completed will be made.</p> <p>Summary reasons:</p> <p>Additional information required:</p> <p>When will it be possible to make a decision about an EHIA?</p>
E3	<p>If no EHIA is recommended:</p> <p>If your recommendation or decision is that an EHIA is not required then please summarise the rationale for this decision below.</p> <p>Summary reasons:</p>

F	<i>Record Keeping</i>		
Lead originator:	Phillip Mullen	Date:	20.03.2019
Director signing off screening:		Date:	
Directorate:		Date:	
Screening published:		Date:	

Appendix 2 – Examples of Misconduct and Gross Misconduct

MISCONDUCT

General misconduct includes but is not limited to:

- a) Failure to carry out reasonable and lawful instructions or other acts of insubordination (which are not sufficiently severe to constitute gross misconduct - see below)
- b) Causing damage through carelessness to PC24 or staff property
- c) Failure to comply with safety, hygiene and security rules.
- d) Failure to work in a co-operative manner with colleagues
- e) Unauthorised absence.
- f) Smoking in unauthorised areas or PC24 vehicles.
- g) Using abusive or offensive language or other offensive behaviour.
- h) Failure to observe PC24 policies, procedures or professional Codes of Conduct
- i) Persistent lateness or poor time keeping
- j) Inappropriate or unprofessional communication, either verbal or written

In addition, all staff members have certain standards of conduct relating to the work being carried out and managers are responsible for ensuring that staff are aware of the standards expected of them. A failure to observe these standards may be regarded as misconduct.

GROSS MISCONDUCT

The following offences are among those regarded as serious enough to warrant summary dismissal (i.e. dismissal without notice) without any prior warnings, as constituting gross misconduct (the list is not exhaustive):

- a) **Theft** - any instances of theft or attempted theft from PC24 or from patients, visitors or staff. This includes unauthorised personal use of company property or facilities.
- b) **Fraud** - This includes any deliberate falsification of official records or documents, such as the misrepresentation of entitlement to expenses. This may also include falsely claiming sick pay or engaging in outside employment during the hours when contracted to work for PC24.
- c) **Bribery & Corruption** - The deliberate acceptance or offer of gifts, loans, money, goods, favours or excessive hospitality which may influence the improper action of a person. The corrupt person may not benefit directly from their deeds but may be using their position to give an advantage to another person.
- d) **Assault** - any assault (verbal e.g. use of abusive or offensive language, physical or threatened) upon a member of the public or employee.
- e) **Negligence** - any action or failure to act which could result in serious loss, damage or injury to staff, visitors or patients.
- f) **Reckless Behaviour** - an act of recklessness or incompetence sufficiently severe to break down trust and confidence in the employee's ability to undertake their job.
- g) **Malicious Damage** - to health service property or equipment, or the property of members of the public or staff.
- h) **Misuse of Equipment** – including serious misuse of telephones, computer databases, e-mails and the internet (e.g. viewing inappropriate or offensive websites).
- i) **Bringing the Organisation into Disrepute** - grossly unprofessional or unbecoming behaviour or other serious action likely to bring PC24 into disrepute. This includes making statements on social networking sites regarding the organisation, its staff,

patients, visitors or contractors or making statements that bring the individual's profession into disrepute.

- j) **Being Unfit for Duty** - through the effects of drink, non-prescribed drugs or other substances, or by being asleep on duty. (Involvement of Occupational Health is likely in this scenario to rule out any ill health issues).
- k) **Wilful Failure or Flagrant Refusal to Carry Out Reasonable Instructions or Rules** – or other major acts of insubordination.
- l) **Breaches of Trust Policies, Procedures and Protocols, Professional Codes of Conduct or the Trust's Values and Behaviours** - serious malpractice in any of the above.
- m) **Illegal or Criminal Activity in the Workplace** – including selling and/or distribution of illegal goods, such as cigarettes, DVD's, CD's.
- n) **Bullying, Harassment or Discrimination** - including harassment and bullying of staff, contractors, volunteers or other non-directly employed members of the Primary Care 24 workforce, patients and visitors. This includes bullying or harassment conducted through electronic means such as e-mail, social media sites etc.
- o) **Breaches of Confidentiality** - disclosure or misuse of confidential information or data about the organisation, contractors, patients, visitors or members of staff, volunteers or staff from contractor organisations (except for any protected disclosure brought under Primary Care 24's Whistleblowing Policy).
- p) **Being Convicted** - of actions (even if outside of work) which in the opinion of the organisation renders the employee unsuitable to continue their duties or unlikely to retain the confidence of other stakeholders.
- q) **Contravention of Corporate Compliance** - this includes failing to follow financial procedures and instructions or failing to act impartially or to declare an interest in a contract or business in which the organisation is engaged or considering.
- r) **Wilfully omitting information from clinical records or entering false or misleading information into a clinical record.**
- s) **Distributing or Displaying Offensive Material in the Workplace** – this includes the passing on to others any offensive material via electronic or other forms of communication, it also includes the displaying of offensive material in the workplace.