

**REPLY BY THE PRESIDENT OF
THE COMMITTEE FOR HEALTH & SOCIAL CARE
TO QUESTIONS POSED BY DEPUTY GAVIN ST. PIER PURSUANT TO RULE 14 OF THE
RULES OF PROCEDURE**

Question

Please tabulate for each of the last five calendar years (2021-25) details of each independent investigation or review, whether commissioned by or behalf of the Committee, other committees, the Responsible Officer or others (distinguishing between health and social care) detailing:

- the clinical or practice area (e.g. cardiology, Adult Disability Services etc.).
- any links with other public services (e.g. education).
- the cost of each investigation or review.
- the trigger for each investigation or review (e.g. complaints pursuant to the joint MSG/HSC complaints policy, never events, incidents, whistleblowers, etc.).
- the party commissioned to undertake the review (e.g. an individual, a consultancy, a Royal College etc.).
- a summary of any key findings; and
- any *ad hoc* settlements or payments made to any person following any investigation or review.

Answer

The response refers to independent investigations or reviews commissioned by, or on behalf of, the Committee *for* Health & Social Care that fall within the Committee's mandate. The Committee *for* Health & Social Care cannot respond on behalf of any other Committee of the States of Deliberation.

For the purposes of answering this parliamentary question, independent investigations and reviews have been grouped into five broad categories:

1. Scheduled service reviews commissioned to assess the quality, effectiveness or delivery of services in accordance with the Secondary Healthcare Contract.
2. Invited service reviews commissioned by or on behalf of the Committee *for* Social Care to assess the quality, effectiveness or delivery of services.
3. Other reports and/or reviews commissioned in response to a specific event or complaint.
4. Reviews or independent investigations commissioned by the Responsible Officer in connection with their statutory duties in relation to the regulation of medical practitioners.
5. Other Reports not directly commissioned by, or on behalf of, the Committee for Health and Social Care, but relevant to HSC Services or Practice Areas.

The following response addresses each category in turn. As the costs of individual commissioned reports are commercially sensitive, total costs for the reviews and reports commissioned under each category have been provided.

1. Scheduled Service Reviews

Scheduled invited reviews are commissioned in accordance with the terms of the Secondary Healthcare Contract. Service reviews are provided for the purpose of internal discussion and policy advice and are therefore generally not routinely published. The Committee for Health & Social Care is satisfied however, that a high-level summary of the recommendations can be provided to satisfy this information request.

A summary of scheduled service reviews commissioned under the terms of the Secondary Health Contract is provided in **Table 1 in Appendix 1**.

2. Invited Service Reviews

Other invited service reviews are commissioned by or on behalf of the Committee for Health & Social Care to provide independent, external evaluation of specific clinical areas to provide objective expert advice and recommendations as part of the continual ongoing learning process to improve service quality. A summary of invited service reviews is provided in **Table 2 in Appendix 1** for the period 2021 to 2025.

Except for the Audiology review, which has a limited link to Education, none of these reviews are linked to any other public service. There were no settlements or payments.

3. Other Independent Reports / Investigations and/or Reviews

Other Independent Reports / Investigations and/or Reviews that have been commissioned in the period 2021-2025 in response to specific complaints or events are detailed in **Table 3 in Appendix 1**. There were no settlements or payments.

4. Independent Investigations or reviews commissioned by the Responsible Officer

The statutory office of Responsible Officer was established under [The Regulation of Health Professions \(Medical Practitioners\) \(Guernsey and Alderney\) Ordinance, 2015](#) Regulation of Health Professions (Medical Practitioners) (Guernsey and Alderney) Ordinance, 2015 (“the Ordinance”) as part of the framework for the regulation and revalidation of doctors practising within the Bailiwick. The Responsible Officer is responsible for considering concerns raised about doctors and, where appropriate, may appoint authorised persons to undertake an independent investigation or review.

Regulation 19 of the Ordinance contains restrictions and safeguards relating to the disclosure of information obtained under the Ordinance. In particular, Regulation 19(2)

prohibits the disclosure of information from which an individual or body may be identified without the consent of every individual or body capable of being identified.

Having regard to the limited number of investigations commissioned by the Responsible Officer, the Committee *for* Health & Social Care considers that providing information under the headings requested, including the clinical area, commissioning arrangements, findings and costs of individual reviews, could reasonably lead to the identification of one or more individuals or bodies who were under review, either directly or indirectly. The Committee *for* Health & Social Care is therefore unable to provide that level of detail.

Regulation 19(3)(c) does, however, permit disclosure of information in the form of a summary so framed as not to enable information relating to any particular individual or body to be ascertained. On that basis, a high-level summary of the reports commissioned by the Responsible Officer is provided in **Table 4 in Appendix 1**.

The Responsible Officer is also required under the Ordinance to submit an annual report to the States of Deliberation, through the Committee *for* Health & Social Care, on the discharge of their statutory functions. Those reports provide a summary of regulatory and revalidation activity relating to medical practitioners within the Bailiwick and are publicly available.

5. Other Reports not directly commissioned by, or on behalf of, the Committee for Health and Social Care, but relevant to HSC Services or Practice Areas

The Committee has also included reports not directly commissioned by or on behalf of the Committee *for* Health and Social Care, but relevant to HSC Services or Practice Areas in **Table 5 in Appendix 1**.

For clarity, independent reviews or reports that have been commissioned in relation to HSC's major capital programmes have not been included in this list, as they do not relate to specific clinical or practice areas.

Date of receipt of questions: 17 July 2026

Date of Response: 31 July 2026

APPENDIX 1

Table 1: Scheduled Service Reviews

Clinical or practice area	The party commissioned to undertake the review	Date of Review / Investigation	Comments
General Surgery, Urology, Breast Surgery	Royal College of Surgeons England	April 2022	Recommendations were across three main areas; governance, workforce and theatre access. These have been considered and implemented as appropriate as part of a Task and Finish Group.
Ophthalmology	Royal College of Ophthalmology	February 2023	Recommendations were made relating to the management of the service, equipment, patient support, estate infrastructure, training and supervision and services offered. These have been considered as part of a Task and Finish Group and actioned accordingly.
Acute Paediatrics, Community Paediatrics, Neonatology	Royal College of Paediatrics and Child Health	November 2024	Recommendations were made covering a variety of issues regarding services provided and interactions with other services, support and training for all staff, safeguarding, potential service developments, off-island referrals, pathways and processes. These have all been considered as part of a Task and Finish Group and are being actioned accordingly.
ENT (Ear, Nose and Throat)	Getting it Right First Time (GiRFT)	May 2025	Recommendations were made covering a variety of subjects such as additional consultants and locum cover, estate infrastructure, changes to pathways and processes, interaction with Audiology and potential service developments. These are being considered by a Task and Finish Group and will be actioned accordingly.

The total costs of the above scheduled service reviews commissioned in accordance with the Secondary Healthcare Contract was £104,150.

Table 2: Invited Service Reviews

Clinical or practice area	The party commissioned to undertake the review	Date of Review / Investigation	Comments
Pathology	Royal College of Pathologists (RCPATH Consulting)	Dec 2021	Recommendations were made which covered staffing, service provision, estates and IT infrastructure, quality management, improving resilience, future planning. These have all been considered and actioned as appropriate.
Mental Health and Wellbeing Services in Guernsey and Alderney	David Gedze	Feb 2022	The full report is publicly available at https://gov.gg/CHttpHandler.ashx?id=159691&p=0
Audiology	Individuals	May 2024	Recommendations were made in relation to improvements to processes and protocols, equipment, services offered, governance and HR. These have been considered as part of a Task and Finish Group.
Adults Safeguarding (occurred when Adult Safeguarding was part of Children's Services via the Safeguarding Partnership)	Sylvia Manson via Manson Consulting	2024	The Chair of the Islands Safeguarding Partnership (ISP) commissioned an independent review of Safeguarding arrangements for adults within the Bailiwick of Guernsey to examine how effectively the multi-agency partnership was responding to adults at risk of abuse or neglect and the wider systems that support practice. Recommendations covered the following areas; Strategic Context, Outcomes for Adults, Staff Capabilities and Culture, Partnership and Systems and Processes
Children's & Family Community Services – Haven (Secure Accommodation) Service Review	Secure Accommodation Network	2025	Recommendations were made regarding essential improvements to the facility as well as a need for dedicated staffing resources.

The total costs of the above invited service reviews was £46,515

Table 3: Other Independent Reports / Investigations and/or Reviews commissioned following a specific event or complaint

Clinical or practice area	The party commissioned to undertake the review	Date of Review / Investigation	Comments
Maternity	Head of Midwifery, Manx Care, Isle of Man	2021	Commissioned by Health & Social Care on recommendations of complaints appeal panel, following an appeal in relation to a complaint. Recommendations made regarding care delivered.
Children and Family Community Services	Darren Shaw, Director of Innovate CYPS	2023	Commissioned to undertake a Practice Learning Review to evaluate the effectiveness of social work practice and service delivery across the States of Guernsey. Recommendations covered leadership, management and governance, quality of practice, performance management and resources and capacity.
Review of a complaint into paediatric care	Royal College of Paediatrics & Child Health	2023/2024	A review of a complaint commissioned as part of complaints process investigation with a number of recommendations made.
Review of a complaint relating to safeguarding and paediatric processes	DWS Consultancy Ltd, UK	2025	Commissioned as part of a complaint investigation with a small number of recommendations made.
Adult Disability Services – Autism Hub	DWS Consultancy Ltd, UK	2025	Commissioned following concerns being raised by families supported by the service. An action plan was developed collaboratively with Adult Safeguarding, the Governance Team and the Police.
Children & Family Community Services, Multi-Agency Safeguarding Hub	Mary Webb of the Change Agency, UK	2025/2026	See prior Joint Rule 14 response from Committee <i>for</i> Health & Social Care and Committee <i>for</i> Education, Sport and Culture, https://parliament.gg/parliamentary-business/questions/2026-29

The total costs of the above reports and reviews was £15,425.

Table 4: Independent Investigations or Reviews commissioned by the Responsible Officer

Number of Independent Investigations of Reviews	Date Range of Review / Investigation	Comments
Five	2021-2025	• During the period 2021 to 2025 inclusive, five independent investigations or reviews were commissioned by the Responsible Officer. Each arose from concerns raised with the Responsible Officer regarding one or more medical practitioners. • The total costs of the five independent investigations or reviews commissioned by the Responsible Officer in order to fulfil their statutory duties was £21,389. • No ad hoc settlements, compensation payments or other payments were made following the above referenced investigations or reviews.

Table 5: Other Reports not directly commissioned by, or on behalf of, the Committee for Health and Social Care, but relevant to HSC Services or Practice Areas

Clinical or practice area	The party commissioned to undertake the review	Date of Review / Investigation	Comments
Learning following a local investigation into complaints from families about the use of safeguarding processes	SEW Consulting Ltd	2021	Commissioned by the Designated Nurse following complaints from local families about the use of safeguarding processes in Guernsey. This report is also referred to as the “Learning Report” and was undertaken by Sue Walters. A Task and Finish Group was established by HSC to implement the recommendations. A Code of Practice was also developed.
Report on Outcomes for Children & Young Persons	Martin Thornton	2021	Commissioned by the Chief Officer’s Group, chaired by the Chief Executive of the States of Guernsey to look at whether there were systemic issues and management of functions impeding progress to improve the welfare and safeguarding of children in Guernsey and Alderney. The full report is publicly available at https://www.gov.gg/CHttpHandler.ashx?id=156975&p=0