**GP Appraisal Interview Guide**

The questions in this guide are examples only- and there are far too many to cover in one appraisal – some are different only slightly in emphasis but may elicit a different answer. You should select and adapt these questions according to the portfolio and forms presented to you. For example if you are presented with a significant event ask searching questions about it. If you are not presented with a significant event – ask more general questions about this and the dr’s involvement in significant event audit, then focussing on whether he/ she has had any significant events in the year – with examples.

**General Points**

* Listen and look carefully, then reflect
* Paired questions are useful - 'best' and 'worst', "easy' and 'difficult'
* Remember some questions are potentially challenging – be supportive
* Try to reduce the gap between the GP and you - 'I've had problems with this as well...'
* Questions like 'How would I have known?' and 'How would people describe you?' often yield useful information
* Questions around difficult decisions and stressful events yield much information about decision making, personal values, how people behave when stressed, and resilience. Get as much detail as you can - it is the detail that provides rich data
* Remember you are not trying to be critical or blame people -simply to establish facts and help people gain insight into their strengths and development areas

**HOUSEKEEPING/ GROUND RULES**

* N.B. ALWAYS start with housekeeping and ground rules.

**LAST YEARS PDP**

**(**Look at each individual objective)

In relation to last year’s PDP how well have you done? (Or) Have you had a chance to go through the objectives set in your last appraisal?

Do you feel pleased with what you have done?

What did you manage to achieve?

What things didn't you manage to achieve? Why was that? Do you have any follow on actions?

What have you learnt about yourself doing this exercise?

How will you modify the objectives that you set for yourself this time?

***Knowledge Skills and Performance***

What in particular at work makes you least SATISFIED?

How would you like to see it change?

How do you feel about the division of your time? (e.g. between different jobs you undertake)

How do you manage the boundaries? Would you like to change it?

How do resources limit the patient care you can offer? Which parts of your job do you enjoy the most? Why?

Which the least? Why?

Give examples of difficult challenges / decisions?

What about stressful events? What are your coping strategies?

What areas of your job have not gone well or you have found difficult in the last 12 months?

What has contributed to this? (Internal and external factors)

Give examples of any areas you have not enjoyed? Why not?

What’s your biggest time-waster?

What self-developmental processes might improve this/these?

How would I know (and indeed you know) that you are competent in…………….?

Have you ever had any feedback about your clinical performance? What was highlighted?

Which of your strengths were best used in the last year?

What help do you need to make this coming year a good one?

What do you see as your particular weaknesses?

What self-developmental processes might improve these?

(identifying gaps -at any of a number of levels -and inconsistencies)

 *Personal organisation, decision making, and resilience*

If I were to shadow you around for a day what would I notice about how you organise your work?

How do you handle conflicting demands on your time? Can you give an example? What puts you under pressure? How does it affect you?

Can you describe a recent situation that was stressful for you? How did you handle it?

How would I have known you were under pressure?

What has been the best decision you have made at work recently? Can you give an example?

What has been the most difficult decision or dilemma you have faced at work recently? Can you describe what happened?

We have all made decisions that turned out to be wrong. Can you think of an instance when you made a wrong decision? What happened?

*Clinical Audit/ Reflection on audit/ learning from audit/ change in practice*

Can you tell me more about the audit in your folder about……………………..?

Or… What has been your involvement in clinical audit in the past year ? (follow up probe/ challenge questions)

e.g. Have you personally been involved in any audits in the last year? If so what? What did it show?

Have you discussed other audits? What did they show?

How has your practice changed?

How has this improved patient care?

What does you practice QOF scores show?

*Prescribing Review/ Reflection/ learning/ change in practice*

How do you think your prescribing compares to other doctors?

What do you know of any review of your own or your practice prescribing patterns (prompt PACT data, PCT/PBC prescribing audits/ targets) – follow on questions about what the results showed? Have the results been discussed? Has it led to any individual or practice change in approach to prescribing X drugs?

**Methods of learning and PUNS and DENS**

(Pick up on anything of interest in logged learning and commentary about learning)

What methods of learning do you enjoy most?

What methods of learning suit you best – do you learn most from?

How near are you to meeting your 50 hours/ credits requirements?

What did you learn from the recent educational meetings you have been to? Why?

To what extent do you keep a record of your learning activity other than the certificates of attendance? (challenge question about learning logs/ reflection on learning)

Do you ever have chance to record some brief reflections on your learning?

What other things would help enhance your learning?

What do you usually do if you come across a situation with a patient where you don’t know the answer to something (Doctors Educational Need)? – follow up answer and focus – ask for specific example with patient.

Have you logged any PUNs and DENs (give explanation – what and how to do this)?

Can you give me an example of recent PUNs and DENS that have led to a change in how you practice?

What did you learn?

Can you remember an example of where something you have learned in the last year has lead to a change in the way you treated or managed a patient? – follow on questions – what happened? what are you doing differently?

Do you think that there are areas of training that you need to have regular update training in? (prompt Basic Adult and Child Life Support, Safeguarding Children)? When and how did you last access training in these areas?

**Out of Hours /extended hours/ other roles**

What is your involvement in extended hours/ out of hours? (number of hours per week, type of sessions, time – night time/ weekend/ evening)

What do you think about the number of hours that you are doing out of normal hours?

What impact has your out of hours work/extended hours work had on yourself/ the practice?

What is different about your out of hours work? (what are the potential problems that differ)?

What evidence have you provided about your extended roles?

***Safety and Quality***

**Health?**

What do you do to stay healthy?

Have you had a blood test for Measles Immunity/ Hepatitis B immunity?

Are you registered with a GP outside the practice?

Have you attended your GP in the past year?

Have you self-prescribed in the past year, or asked a colleague to prescribe?

Have you bypassed the normal NHS referral process in the past year?

What are your coping strategies for stress?

Do you actively self-care and consider work-life balance?

Do you have adequate holiday and study leave (and do you actually take this entitlement?)

What is your network of support at work and outside work? (Consider friends, colleagues, mentors, support groups)

Are you involved in a complaint?

Are you sleep-deprived?

***Significant Event Audit***

(If SEA template has been completed – look at issues and identify key questions to ask)

Tell me more about what happened…..? (Open)

Follow on focused questions – ‘What was your involvement in this case?’, ‘What did you learn?’, ‘What changes have you made?’, ‘How will you approach things differently in the future?’ etc.

If no significant event template:

To what extent have you been involved in discussing significant events in the practice in the last year? Or Can you give me an example of a case discussion you have had within the practice that has led you to work in a different way? (e.g. in house SEA meeting)

(If cant think of anything): Are there are memorable patients where something good or unexpected happened? – then explore further – challenge question How do you think this case could be recorded as a significant event?

***Case Review***

(Particularly if doctor has completed a case review template).

Tell me more about the case you have described here…..?

(and pick up on any particular areas you find interesting – supportive challenge)

Or – (if no reflective case template) – tell me about an interesting patient you have seen recently?

Or – Tell me about the last patient you have seen?

Mandatory training – BLS, child/adult safeguarding

Other training depending on role

***Communication, Partnership and Teamwork***

**Management Activity (If appropriate)**

* Do you have a management role in your practice? Which parts do you enjoy? Why? What do find most frustrating/challenging? Why? Which parts are you good at? Why?
* How would you like to improve?
* Have you had any particular problems in your management role?
* What were they?

**Working with colleagues**

(pick up on key issues from pre-appraisal form and review of MSF.)

How would you describe the team in which you work?

How do you relate to colleagues and staff in the practice?

Describe to me the communication channels within the practice team?

(If any team meetings are mentioned) What do you learn from team meetings?

How would your medical colleagues describe you? What would they like about you?

Is there anything they might criticise about you?

How would the other professionals and staff describe you?

What has been the most difficult professional relationship you have had?

What happened?

How was it resolved? How did you cope?

(if 360 feedback presented) – tell me what the 360 feedback results showed? What have you learned? How you implemented any changes as a result of the feedback?

**Teaching? (if appropriate)**

* What do you think are your strengths as a teacher?
* What feedback have you had about your teaching?
* How would you most like to improve your teaching? Do you have any specific plans to do this? If so, how?
* How do you ensure that your teaching is effective and that learners achieve their objectives?

**Appraiser (if appropriate)**

* What do you think are your strengths as an appraiser?
* What feedback have you had about your appraiser role?
* How would you most like to improve your appraiser role? Do you have any specific plans to do this? If so, how?
* How do you ensure that your appraisals are effective and that GPs achieve maximum benefit from their appraisal?

**Research (if appropriate)**

* Have you done any recent research?
* What was it?
* What was your role in it?
* Who else was involved?
* What went well?
* How could it have been improved?

***Maintaining Trust***

**Probity**

If probity template filled out ask about specific case and probe.

If no template: Have you had any ethical dilemmas or probity concerns in the last year? (follow on **prompts** - Ethics of working with drug reps

Ethics of referring to alternative practitioners

How/whether to tell patients which local pharmacy to visit

Doctors receiving gifts from patients

Treating yourself and your family?

Teaching issues e.g. having school children doing work experience, how much responsibility to give medical students

Conflicts when interests of the PCT/Trust (or wider NHS) conflict with what is best for individual patient care

Partnership issues e.g. cheque signing, salaried versus profit sharing

Sickness certification.

Applying for research funding

Colleagues who are ill, underperforming or negligent

Patients who divulge information challenging principles of confidentiality (e.g. epileptic who is driving,)

What are the learning points from this?

How has your practice changed as a result?

**Relationships with patients**

What are your personal strengths in this area?

 Can you tell me how this affects/ helps your relationship?

How do you think your patients would describe their experience under your care?

What do you think patients would say about you?

What would they thank you for?

Have you have also had positive feedback from patients?

What did you learn from reviewing the results of your patient satisfaction survey/ MSF?

***Patient care and consultation skills***

(particularly if doctor has said they have good communication skills, or has described some other element of their consulting style)

You have listed as a strength that you are a good… (communicator), tell me about how you are a good ….(communicator)? How can you demonstrate this within your portfolio? (i.e. what is the evidence to back this up)

What disease areas do you lead on within the practices? Tell me more about your involvement? Have you developed any practice guidelines in any clinical areas? (follow on questions – tell me more about your involvement, what has changed, how things are managed differently, etc.

What do you think your average consultation length is?

How do you feel about that?

**OTHER JOBS/ WORK EXPERIENCE**

What have been the highlights of your medical career so far?

What stage of your career do you feel you are in?

Why did you choose medicine as a career?

Why did you choose general practice?

Who or what have been the key influences on your career?

What have been the main things you have learned about yourself as time has gone by?

Have you taken any career breaks or sabbaticals?

**OUTSIDE INTERESTS/ WORK - LIFE BALANCE**

Is the balance right?

Do you have hobbies, sports, ways to unwind?

How do you 'switch off at the end of the day?

How do you manage the balance between work and home/family? Who is there to support you?

What pure “me time” do you have?

**ASPIRATIONS FOR THE FUTURE**

How do you see your career developing?

What are your career plans? Directions?

What do you see yourself doing in five years time?

What changes in your working environment/team might help you be more effective/happier?

What are your long term career plans and how are you going to achieve these goals?

What do you want to have achieved by next year's appraisal?

**CONCLUSION**

* Is there anything you would like to mention that has not been covered?
* Do you feel confident that you have all the things in your folder to achieve revalidation?