

A Framework of Quality Assurance (FQA) for Responsible Officers and Revalidation Workshop

June 4th Responsible Officer Conference

Q. If you already have a robust audit process within your organisation, would it be suitable for FQA purposes?

A. “Independent” is the key word, if you feel it meets this requirement then it will be acceptable. The draft guidance and specification for an external quality assurance review may be helpful.

Q. Whose responsibility is it to hold an appraisal portfolio?

A. Responsibility of the individual Dr to hold their appraisal portfolio. If the organisation has an electronic appraisal system then this will also hold the information.

Q. What happens when the Dr moves on and takes all appraisal information with him? How can this be included in the FQA scrutiny? Do we have to obtain the permission of the Dr?

A. It is helpful to ensure that doctors are given information on any external QA of appraisal and revalidation systems and processes and any impact on their appraisal portfolios. An appraisal policy should cover details regarding the storage of appraisal records. The GMC do not QA the appraisal system.

Q. How can assurance be given to the RO regarding an appraisal summary?

A. The appraiser and Dr agree on the accuracy of the appraisal summary. The RO should have a quality assurance process in place to ensure that summaries are of a consistent standard and appraisers should receive feedback.

Q. Concerns regarding external appraisers and internal IT systems – How is this going to work?

What resource will be required?

A. These are good discussion topics to take to RO Network and appraisal leads meetings, discuss good practice and raise concerns and issues.

Q. Does an RO have access to the content of a Dr's appraisal? Aren't these confidential between the appraiser and Dr?

A. An RO would normally see the appraisal summary but should be able to access all information included in a doctor's appraisal portfolio if necessary. Appraisers may need further training in writing appraisal summaries appropriately in order to capture the key information but retain confidentiality.

Q. Who is responsible for ensuring the quality of suitable person's?

A. As this is outside of the RO Regulations it is the duty of the GMC to ensure QA. There are approximately 16 SPs at present, some of whom are SPs for certain categories of doctors. There will be more information to follow from the GMC.

Q. Why are we bothering with Quarterly Reports – everything is going well?

Please remove some of these layers

A. Figures still need to improve; there is still variation in appraisal rates and not all doctors are having annual appraisals.

Q. As DBs range in size from 1 – 1,800+ Drs the importance will be to make the process slick: “Slick is the tick” and be able to have easy access to all information in a consistent manner, how can this be done?

A. An IT system is in development for NHS England that will allow collation of information into reports and it is hoped that the system will be available in time to collect the next Quarterly Reporting data in July.

Q. Hospice/small DBs/Different organisations – attendance at networks etc. these organisations need different systems/templates, their challenges are different and need to be addressed

A. All regions are aware of this and will be arranging to discuss this with the organisations concerned in the near future.

Q. Please can there be a box on the AOA allowing for explanatory notes to be included with submission?

A. This will be fed back

Comment: There is a general lack of understanding about ROs being able to see all appraisal documentation

Comment: Can the FQA align with HFEA regulatory processes (approx. 200 organisations)

Comment: To align the DBs processes and systems with the FQA it recommends that a Dr should receive an appraisal within 3 months of joining an organisation which is not always possible, arranging a PDP in this timeframe is far more practical.

Comment: The Chair of an organisation’s Board has made the request to share appraisal summaries on the website of the organisation for public view – discuss?