Revalidation

Our service

Healthwatch England

Ph: 0345 015 4033
Tel: 0300 68 3000
Email: enquiries@healthwatch.co.uk
Healthwatch England

Useful contacts

Glossary

Our voice

Improve patient care

Working together.

Ourservice

Our service

What it means

for us all

Care Quality Commission

General Medical Council

Good Medical Practice: consult with your local
responsible officer.

Revalidation: normally a senior doctor with
knowledge about the context in which the
appraisee works.

Anonymous: not identifiable; your name
and other personal details are taken out.

Supporting information: six types of
information: including continuing professional
development; quality improvement activities;
significant events; colleague & patient
feedback; and review of complaints and
compliments.

That leaflet has been designed by the PPI research team.

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College service user and carer groups and other
research partners, a national PPI forum, Royal
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Author: Dr. Emma Grey-Webb

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### What is medical revalidation and how does it work?

**What is revalidation?**

Revalidation is a process designed to make sure all doctors licensed to practise in the UK and registered with the General Medical Council are both up to date and fit to practise.

**How does it work?**

Doctors must show how their practice meets the professional standards set out in the *Good Medical Practice* guidance by collecting six types of evidence called 'supporting information'.

Doctors must also have meetings every year (appraisals) with a specially trained colleague known as an appraiser. They talk through the doctor’s documents and think about things that are going well, or things that could be improved.

A Responsible Officer also looks through this information and then makes a revalidation recommendation e.g. ‘recommendation to revalidate’, ‘recommendation to defer’ or ‘doctor non-engagement’ to the General Medical Council at the end of a revalidation cycle, usually every five years. The General Medical Council then makes the final revalidation decision.

### What does revalidation mean for us all?

**Value to patients:**

Revalidation aims to improve patient safety, and quality of care, by making sure doctors are both up to date and fit to practise.

**Value to doctors:**

Revalidation is designed to help encourage doctors to reflect on their practice, identify things they are doing well, and things they could perhaps improve.

**How might I be involved?**

Patients and their feedback are an important part of revalidation. It is collected at least once every five years and forms one part of a doctor’s supporting information portfolio.

Patient feedback for revalidation is about the care provided by an individual doctor. It is not about any other profession, or the organisation the doctor works in.

You may be asked to provide honest feedback about your experience with the doctor. Providing examples of things the doctor does well, suggesting ways they could improve, and explaining the scores you give can really help doctors to learn from your experience.

### Compliments and complaints

Although complaints form part of the ‘supporting information’ portfolio, patient feedback and complaints are two separate processes.

If you have a concern, complaints can be made to:
- the hospital/practice/complaints or service manager that you visited, or
- the Patient Advice and Liaison Service (PALS)

A serious complaint e.g. a doctor who may be a risk to patients, can also be made to:
- The General Medical Council

### What happens to the information I share?

Your feedback will remain anonymous. You will not be asked to provide information such as your name or address. Giving feedback will not affect your future care. It will not be included in any of your medical notes. Your feedback is used to improve the way your care is provided.

Those involved are interested in the experiences you have to share and not who you are. It is your chance to comment.