

Glossary

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

Appraiser: normally a senior doctor with knowledge about the context in which the appraiser works

General Medical Council (GMC): an independent organisation responsible for regulating doctors across the UK

Good Medical Practice: guidance about the standards of competence, care and conduct expected of all UK doctors by the General Medical Council

Responsible Officer: usually a senior doctor from the organisation where the appraiser works

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

This leaflet has been designed by the PPI research team @CAMERA in co-production with patient research partners, a national PPI forum, Royal College service-user and carer groups and other stakeholder communities.
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Useful contacts

Healthwatch England

National and local consumer champions in health and social care. Find your local Healthwatch at:

<http://www.healthwatch.co.uk/>

Tel: 0300 68 3000

enquiries@healthwatch.co.uk

 @HealthwatchE  Healthwatch England

Care Quality Commission


Independent regulator of health and social care in England

<http://www.cqc.org.uk/>

 @CareQualityComm  Care Quality Commission

General Medical Council

<http://www.gmc-uk.org/>
Tel: 0161 923 6602

 @gmcuk

Health Service Ombudsman

<http://www.ombudsman.org.uk/>

Tel: 0345 015 4033

 @PHSOmbudsman  Parliamentary and Health Service Ombudsman

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Working together to
improve patient care

Our service



Our voice

Revalidation
what it means
for us all?

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 professional, 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.