

How it works ...

For their Annual Appraisal, every doctor collects a 'folder of evidence' to show how they are meeting the GMC's medical standards. The information includes feedback from patients and colleagues, and proof of continuing medical training.

The doctor will meet annually with a specially trained medical colleague – the Appraiser – to discuss their 'folder of evidence' and to reflect upon how they can improve their treatment of patients.

The information from the Annual Appraisal is given to the doctor's 'Responsible Officer' – a senior doctor who will then make a recommendation to the GMC. Once the new system is operational, all doctors will be Revalidated (re-licensed) every five years.

Contributing to your Doctor's Annual Appraisal

All patients are encouraged to contribute to their doctor's Annual Appraisal. This can be done by writing to your doctor with comments, or by taking part in surveys organised by GP practices and hospitals. The purpose of patients' comments is to provide doctors with information that will assist them to provide better care. Whenever possible, read the GMC publication 'Good Medical Practice' before making comments, as this will remind you of the standards that doctors are expected to achieve.

Complaints ... *Patients and the public can complain about any concerns that they have about a doctor. This is completely separate from Revalidation, although the Dr will be asked to consider all complaints as part of their Annual Appraisal.*

Complaint can be made directly to the Practice Manager in a GP practice, or to the Complaints Manager or PALS in a hospital. Serious complaints can go directly to the GMC or to the Health Service Ombudsman. You can also contact Local Healthwatch for advice.

*You can also share your experiences with CQC to help them decide which GP surgeries they will inspect and when. Care Quality Commission (CQC)
03000616161 or enquiries@cqc.org.uk*

GENERAL MEDICAL COUNCIL

Regent's Place, 350 Euston Road
LONDON, NW1 3JN

GMC information can be made available in alternative formats or languages. Call: 0161 923 6602 or email: publications@gmc-uk.org.

HEALTH SERVICE OMBUDSMAN

Tel: 0345 025 4033

NHS ENGLAND

P.O.Box 16738
Tel: 0300 311 22 23

Healthwatch Central West London

Can help put you in touch with your local complaints team

info@healthwatchcwl.co.uk

Telephone: 0800 008 7455

**WORKING WITH
YOUR DOCTOR
TO IMPROVE
MEDICAL CARE**

A Guide for Patients

REVALIDATION



**Hammersmith
and Fulham**

Your Doctor will ...

- Work in partnership with you to ensure you get the best possible care
- Put patients' safety first
- Make sure that the care provided is safe and effective
- Treat patients as individuals
- Be honest and trustworthy
- Participate in a new licensing system called 'Revalidation' to improve medical practice

These are standards set out by the General Medical Council (GMC) in guidance called 'Good Medical Practice'. The GMC regulates all doctors in the UK, to ensure that they provide the best possible care.

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healthwatch
Central West London

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Licensing of our Doctors - Revalidation

All doctors in the UK are participating in a new scheme to check their skills.

The revalidation scheme requires all doctors to review the way that they treat and care for patients. Each year, your doctor will discuss with a specially trained medical colleague, whether there is any way his or her medical practice can be improved. This is called an Annual Appraisal.

Doctors' revalidation also includes an important role for patients. Your feedback is an essential part of your doctors' Annual Appraisal. All relevant patient care issues are considered at these Appraisal meetings, including positive comments, complaints or incidents that may have occurred and need to be reviewed.

The purpose of the exercise is to make sure that every doctor reflects on positive comments received from patients, and on any concerns raised by patients and colleagues.

Every five years, all doctors are reviewed to assess whether they are up-to-date, fit to practise, and complying with professional standards of good medical practice. The doctor's 'fitness to practise' is then signed off by the GMC (General Medical Council).

Revalidation and Annual Appraisals are designed to boost the quality of medical care delivered to patients in the UK. It aims to help doctors maintain and improve their practice and encourage patient feedback about the medical care they receive.

The new scheme applies to all doctors wishing to practice in the UK, whether they work in the NHS or privately.

All doctors must take part in Annual Appraisals

Revalidation at a glance ...

Revalidation is a new system that builds on the regulation and performance of doctors –not about making complaints

Annual Appraisals are a collaborative means for a doctor to work with patients and other doctors, to continuously improve their practice.

Doctors must produce a 'folder of evidence' each year, to demonstrate that they are working to the highest medical standards.

As part of this 'folder of evidence', doctors must ask patients about their experiences of how well the doctor has practiced.

Patients should now be more able to feed back about their doctor, both positively and negatively.

A 'revalidated' doctor is one who has been monitored by a senior doctor in a healthcare organisation and who has proven good medical practice.