

# Glossary

## Anonymous

Not identifiable by name.

## Appraiser

Will normally be a senior doctor with knowledge about the context in which the appraise works.

## General Medical Council (GMC)

An independent organisation responsible for regulating doctors across the UK.

## Good Medical Practice

Guidance that outlines the standards of competence, care and conduct expected of all UK doctors by the General Medical Council.

## Responsible Officer

A senior doctor from the organisation in which the doctor works.

## Supporting information

Doctors are required to include six types of supporting information or evidence in their appraisals: continuing professional development; quality improvement activities; significant events; colleague and patient feedback; and review of complaints and compliments.

# Useful contacts

## Healthwatch England

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

- Web:** [healthwatch.co.uk](http://healthwatch.co.uk)  
**Tel:** 0300 68 3000  
**Email:** [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)  
**Twitter:** @HealthwatchE  
**Facebook:** Healthwatch England

## Care Quality Commission

Independent regulator of health and social care in England

- Web:** [cqc.org.uk](http://cqc.org.uk)  
**Twitter:** @CareQualityComm  
**Facebook:** Care Quality Commission

## General Medical Council

- Web:** [gmc-uk.org](http://gmc-uk.org)  
**Tel:** 0161 923 6602  
**Twitter:** @gmcuk

## Health Service Ombudsman

- Web:** [ombudsman.org.uk](http://ombudsman.org.uk)  
**Tel:** 0345 015 4033  
**Twitter:** @PHSOmbudsman  
**Facebook:** Parliamentary and Health Service Ombudsman



**Working together to  
improve patient care**

Revalidation what it means for us all

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

### What is revalidation?

Revalidation is a regulatory process designed to ensure 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 they meet the professional standards set out in the Good Medical Practice guidance by producing a portfolio of 'supporting information'.

As part of the process, doctors must engage in annual appraisals with a specially trained colleague known as an appraiser where they discuss and reflect on the doctor's portfolio.

A Responsible Officer also reviews the information collected and, at the end of a revalidation cycle (usually every five years), will make a revalidation recommendation e.g. 'recommendation to revalidate', 'recommendation to defer' or 'doctor non-engagement' to the General Medical Council. 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 ensuring 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 identify any areas in which they could perhaps improve.

### How might I be involved?

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

Feedback is usually requested on the doctor's behalf by an impartial third party. They will conduct a survey using a standard form, to collect feedback from approximately 35 patients chosen at random.

It is important to note; 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.

## Compliments and complaints

### Value to patients:

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:

- In writing to the Chief Nurse either by letter or via the website [kims.org.uk/feedback-and-complaints/](https://kims.org.uk/feedback-and-complaints/)
- Verbally to the Senior Nurse on duty or to Quality and Governance

Further information on comments and complaints is available in leaflet form and can be requested via the hospital.

### A serious complaint e.g. a doctor may be a risk to patients, can also be made to:

- The General Medical Council, or
- The Health Service Ombudsman

## What happens to the information I share?

The information you share whether it is a formal complaint or feedback for revalidation will remain anonymous. You will not be asked to provide identifiable information such as your name or address when providing feedback.

Those involved are interested in the experiences you have to share and not who you are.