

Appraisal Matters

Feb-Mar 2023

WESSEX 
Appraisal Service

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Welcoming in Spring

The team at Wessex Appraisal Service are keen to get outdoors and enjoy the Spring flowers and warmer weather. Getting into nature can be so good for our wellbeing – we hope you are making opportunities to get out

Contact Emma

Emma is on hand to answer any FourteenFish inquiries and help with the administration of the appraisal process. Remember, if you are struggling to contact your appraisee, you should get in touch with Emma who can investigate and even involve the RO if the appraisee is unresponsive. Please also share Emma's contact details with your appraisees. No-one should struggle alone!

Emma: 07538 369444

Emma.pierce@wessexappraisal.org

Support group success

Thank you to everyone who has come to our appraiser support group meetings across the year, we really value your attendance and input. It's your useful contributions and collaborations that allow us to bring essential content to our newsletters. If you have found it difficult to make it to the support groups this year don't worry, we are considering how the days and times fit in with your working week.

Please let us know if you have anything you would like us to cover in future sessions by [emailing Emma](#).

CPD and annual PDRs

As you may know we are currently collecting information for the end of year Performance Development Reviews (PDRs).

You will have received an email asking for details of your CPD/Appraiser Support Group attendance and asking for more details about any external CPD relating to appraisal you may have participated in throughout the year. We would really appreciate you checking our records as they may not be accurate, particularly at the beginning of the year. Providing more information about your internal and external CPD keeps your record up to date.

Your PDR documentation will be sent out after the end of the year and include: details about the appraisals you have facilitated, our record of your appraisal related CPD, the QI of summaries (using the SUPPORTS QI tool), feedback from your appraisees and other feedback from our Wessex team. Thank you so much for your help and cooperation as we gather this information.

If you would like a remote one to one PDR discussion, please contact [Susi](#).

Discussing retirement during appraisal



Should I be looking ahead to my life after practice?

Discussing retirement can be difficult; you may wish to encourage your appraisee to think about it when it is still a few years away. There is a lot to think about, and not just about pensions and finances. Retiring can come with a sense of loss, even bereavement, or fears about the future. Considering this situation in advance and making a plan can really help this time of transition. Some doctors may want to say goodbye and celebrate with a party, but others may want to quietly hand over their patients without much fuss. It's important for appraisees to discuss their preferences with their colleagues, friends and family.

Unfortunately, we have noticed an increasing trend from appraisal feedback that doctors receive a negative response when they let colleagues and friends know they are thinking about retirement. This can come across as pressure to keep on working or feelings of guilt over leaving. It can be helpful for them to discuss these issues in their appraisal. Remember too that the final appraisal before retirement is the perfect time to review and celebrate your appraisee's career.

See below for suggested resources to aid the appraisal process:

Resources to think about when approaching retirement

Useful questions

What does retiring well look like for you, your patients and your colleagues?
Looking back on your career, what were your biggest achievements and challenges?
What do you feel you have contributed to medicine, what has medicine given to you?
What will fulfil you when you are no longer working as a doctor?
What would you do with your time if you no longer needed to work?
How do you want to say goodbye?

Atul Gawande – modified questions for any transition

1. Where are you now?
2. What are you worried about?
3. What are your goals and priorities before you retire? What would you like to see sorted before you go?
4. What is an unacceptable outcome? What do you want to avoid happening in your remaining time? What could you not leave unfinished?
5. What would a good day look like after you have retired?

LCARM – Later Carers and Retired Members

ICU

I – Identity: when you no longer have a stethoscope and a white coat, how will your view of your own identity change?
C – Community: what support will you have when you are no longer working, how will you keep in contact with colleagues, family, friends etc.?
U – Useful: what could you do to replace that feeling of being useful when you retire?

Indemnity

Wessex Appraisal Service has taken out professional indemnity insurance for all our appraisals on your behalf, so that you should not need any additional insurance for what you do for us. In addition, Gibraltar Health Authority (GHA) has an additional indemnity that covers our appraisers for their appraisals for GHA employees, whether they occur in person or remotely. We believe that it is extremely unlikely that this indemnity will be needed but want you to feel secure and so providing professional indemnity insurance is part of our business model. Of course, if you have other roles you may wish to have your own insurance / indemnity cover for those.

During the meeting we discussed whether we could imagine any occasions that might require indemnity, as no-one has any experience of indemnity / insurance being needed. We asked what if an appraiser was perceived to have colluded with a dangerous doctor?

We reminded ourselves that you, as the appraiser, cannot be held liable for things that were not raised by the doctor, if they have misled you or omitted crucial information in their portfolio. Signing off the pre-appraisal statements is their responsibility. Your appraisal summary will show whether the doctor has brought up any probity issues or other concerns or investigations during the appraisal and is the enduring record of the supporting information and discussion. If it is discovered after the appraisal that there are serious concerns or complaints, they will be addressed by the Responsible Officer through responding to concerns processes, not through appraisal. You are not responsible for the portfolio of the doctor, although you may signpost support or provide information about how to fill gaps prior to revalidation. You cannot be held accountable if the doctor has not acted on your advice. Remember: if in doubt, ask! Further, the BMA provides advice, legal and otherwise, if you encounter any situation in which you feel you need help.

We also discussed what would happen if an appraiser was felt to have used inappropriate language or behaved in a discriminatory way. Our official process for responding to concerns begins with notification of a complaint and the triggering of the Complaints Process. We expect that nearly all complaints would be resolved at a local level, through mediation, although we do have an escalation process: to the service lead (Dr Susi Caesar) and to the Faculty of Medical Leadership and Management (FMLM) Appraisal and Revalidation Lead (Dr Vicky Banks) to provide an independent arbitrator.

Podcast

At popular request, we have started a podcast based on the support group meetings. If you missed a support group drop in, or want to revisit the topics you found interesting, you will find the podcast invitation in a private link sent via email. Please be aware our podcasts are created from edited live recordings and as such please be respectful of our attendee's opinions and insights. We would welcome hearing about any feedback or questions you may have. Please contact [Harry](#).

Welcomes and goodbyes

Thank you so much to all our fabulous appraisers who have continued to appraise during the transition from Health Education England to Wessex Appraisal Service Ltd. Some of you only did it for continuity for your doctors and we wish you all the best with the next stage of your journey. Our especial thanks to Geraint Davies, Lowri Kew, Will Liddell, Kelly Thresher, and Mark Wilbourn.

We are also welcoming in some new appraisers whom we are very excited will be working with us in the coming appraisal year. Our plan is to have an introductions section in the Support Group drop in from 1-2pm on Wednesday 17th May where individuals can introduce themselves and get to know some of you, so please prioritise that date in your diary if you

NHS Appraiser problems with SystmOne / FourteenFish

We have been alerted to an issue regarding FourteenFish due to the most recent SystmOne update in January 2023. The issue occurs as the SystmOne VPN times out when trying to download historical appraisal documents, MSF, PSQ or upload them to the NHS RMS. This problem does not affect our commissioned appraisals and it is something that can only be solved by SystmOne, who are working on it. FourteenFish are unable to resolve the issue as it is not within their system.

NHS appraisers shared a couple of solutions that may help in the meantime. Firstly, working on NHS WiFi sometimes allows the downloads and uploads, and secondly, saving the forms in Adobe compresses the file size and may allow them to be uploaded or downloaded.

Appraiser Support Unit

In addition to all other offers of support, you may find that there is a time when you wish to have an informal conversation with an appraiser between your appraisals. This will give you access to their unique form of peer support mixed with coaching and mentoring skills. Talking it through may be all you need, or they may signpost you to other resources.

Please email help@wessexappraisal.org, let us know how best to contact you and mark the subject CONFIDENTIAL. We will get back to you as soon as we can.

Let us bring your attention to our team's updated contact details below:

Contact us

General Enquiries	Emma.pierce@wessexappraisal.org 07538 369444
Accounts and Booking	Thomas.pierce@wessexappraisal.org 07778 682106
Website	wessexappraisal.org
Linked In	Wessex Appraisal Service
Twitter	@wessexappraisal