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Dr Sarah Burns

Dr Julia Hempenstall – presenting today

Dr Colleen Wylie – presenting today

Wessex Appraisal Service Fellows 2021-2022

With many thanks to Mrs Jools Mumford for the data analysis.

What Do The ‘Hidden Half’ Think?

A Survey of Dorset Appraisees



Our 2021-2022 GP Fellows



Nkoli • Sarah • Julia • Colleen

Welcome

Background to the project

- The first fellows to be working with Wessex Appraisal Service (WAS)
- Funded by HEE for 12 months with leadership and personal development opportunities
- We are all GPs, working flexibly 2 sessions/week for WAS
- Remote working and collaboration
- **This is our joint project:**
 - Started in May 2021
 - Supported by Dr Susi Caesar and the WAS Admin Team
 - The aim was to gather further feedback about Medical Appraisal 2020

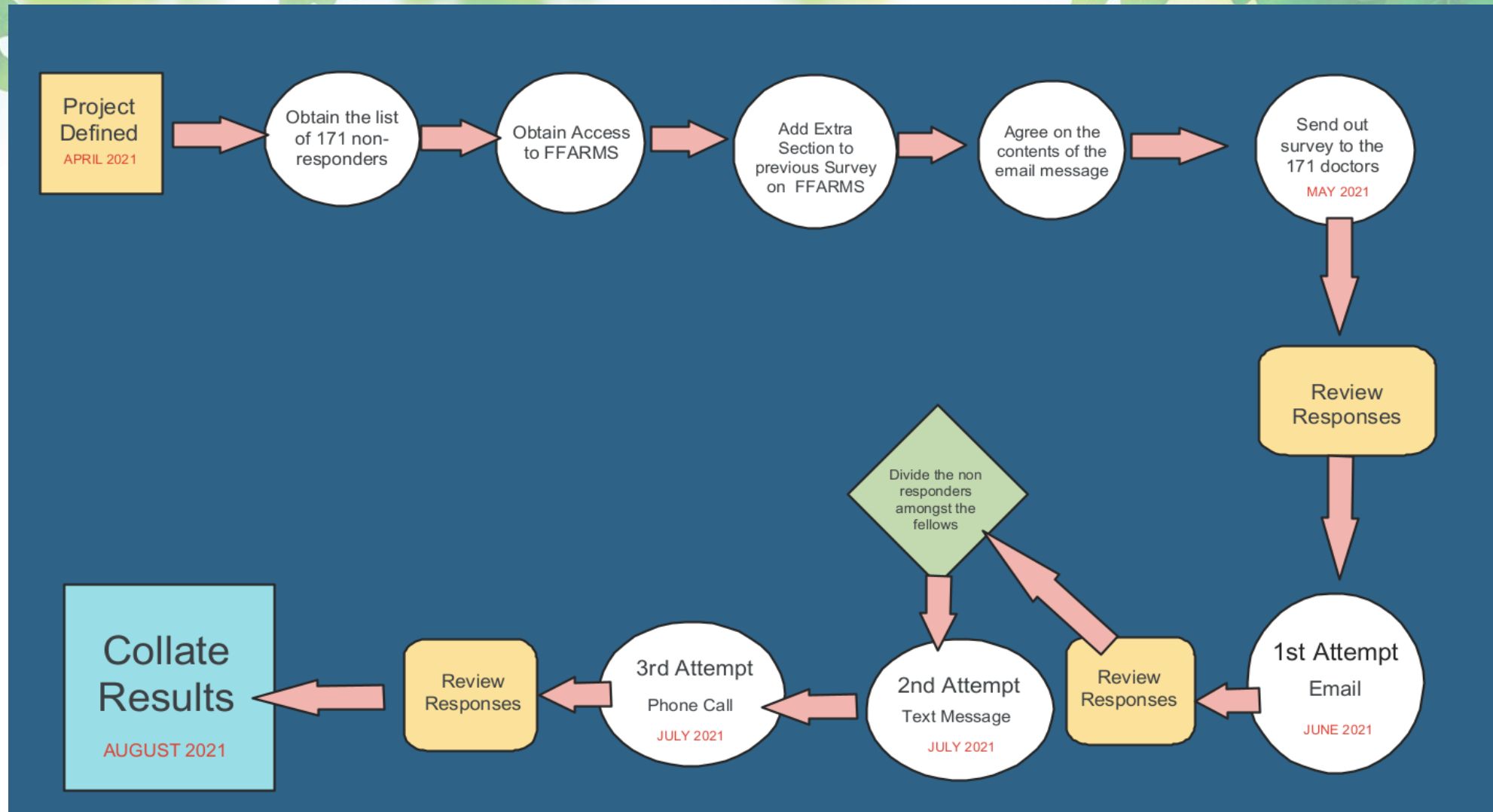
Non responders

- We wanted to know what the "hidden half" think
- Following appraisal, each appraisee receives a feedback questionnaire and about 63% usually respond
- In 2020, just 50% responded
- We wanted to look at the 50% who had not responded
 - What were their reasons for not responding?
 - How can we encourage them to respond?
 - Does the feedback of the "non-responders" correlate with the feedback we already have?
 - Can we improve the response rate in the future?

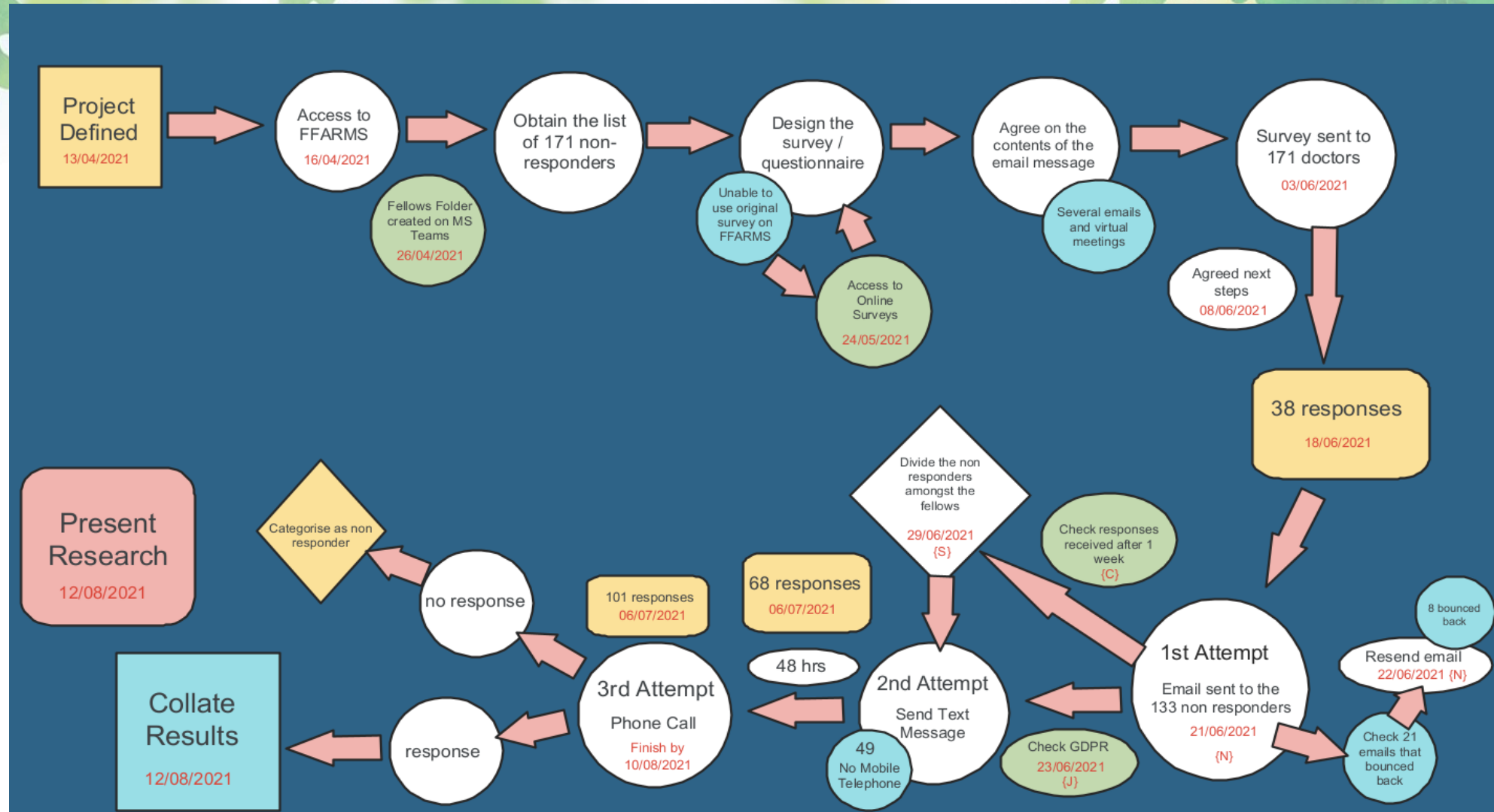
Methods

- **Dorset GPs were selected as the study cohort**
 - They had less interruption in their appraisal delivery
 - We identified 171 non-responders in Dorset
 - We then developed a roadmap for contacting non-responders
 - Using e-mail/text/phone calls
 - We re-sent the original questionnaire with 3 additional questions exploring reasons behind their non-response to the original invitation

Proposed Process Map



Final Process Map



Results

Who responded to our survey?

Appraisal Year 2020 – 2021 in Dorset

- 341 Post appraisal questionnaires sent
 - Overall, within these 341 doctors, 43% were male and 57% female
- 170 responded at the time to their post appraisal questionnaire
- 171 non-responders – our project cohort
 - Overall, within this cohort 44.1% were male and 55.9% female

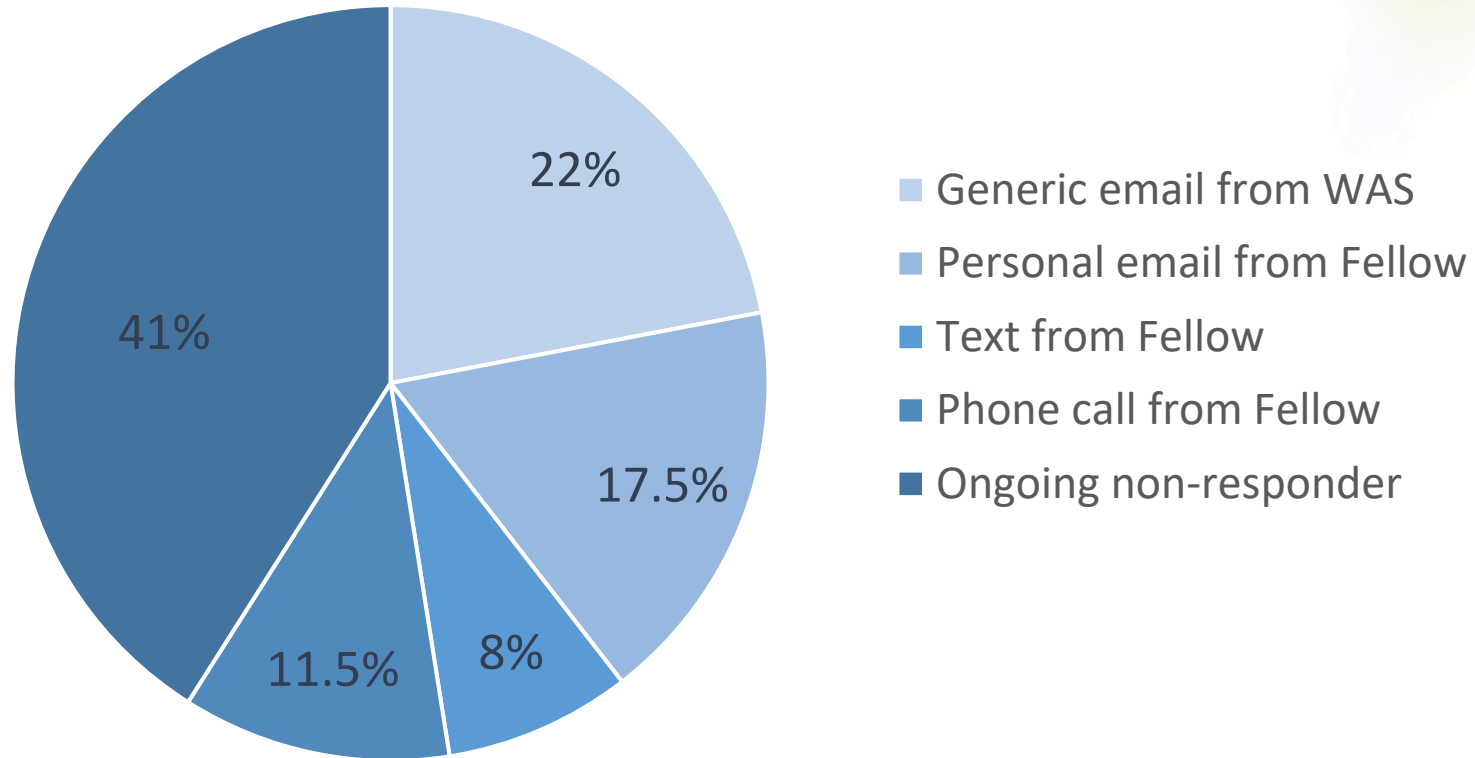
Who responded from our cohort?

- 101 out of the 171 initial non-responders

Of those who were chased to complete the repeat survey, half of all males responded and two-thirds of females responded

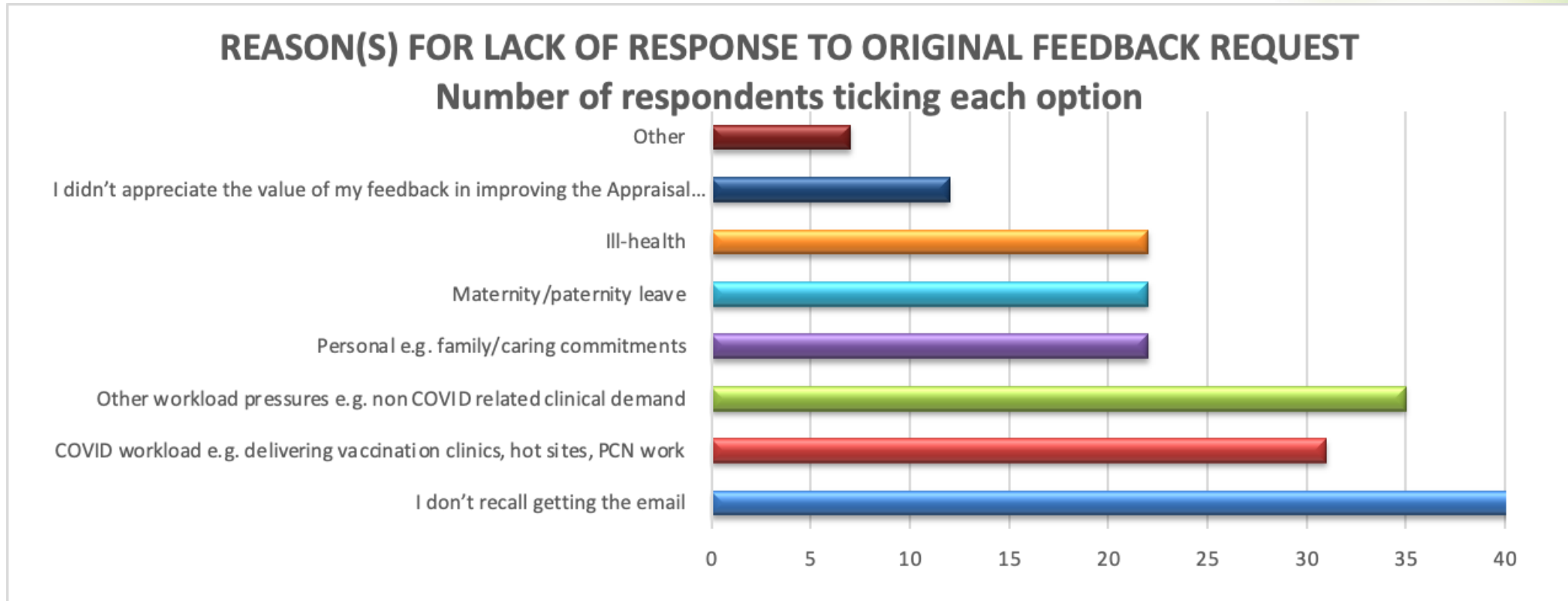
Results

What Prompted a Response This Time?



Results

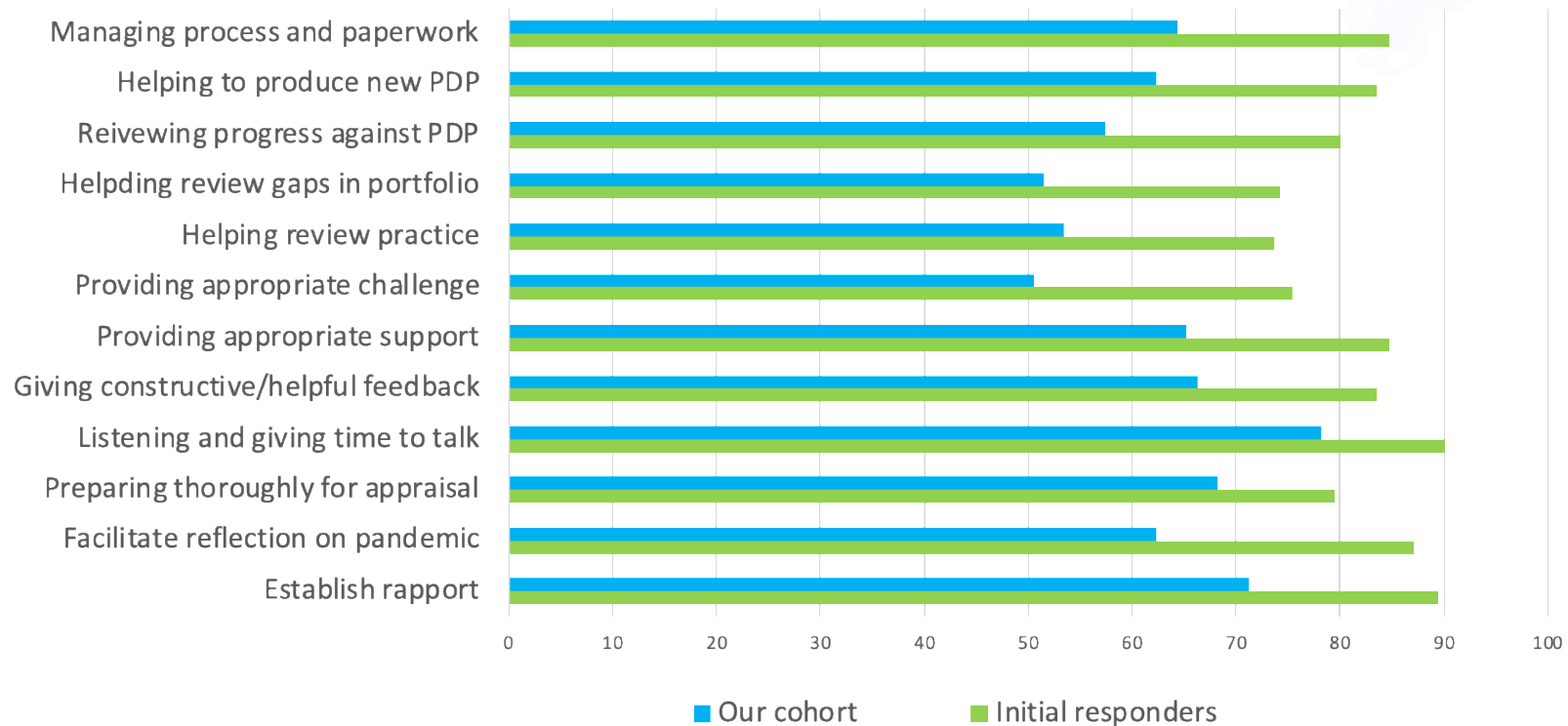
Why didn't they respond to the initial questionnaire?



Results

What did our respondents think of their appraisers?
Does it differ from those who responded at the time?

Percentage who rated their appraiser skills as 'very good'



Results

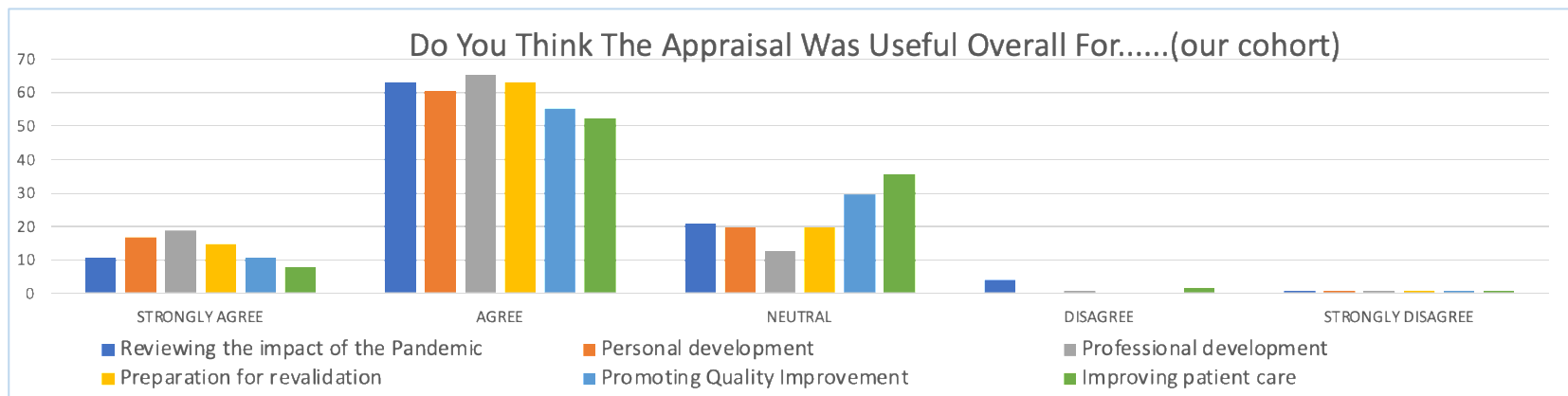
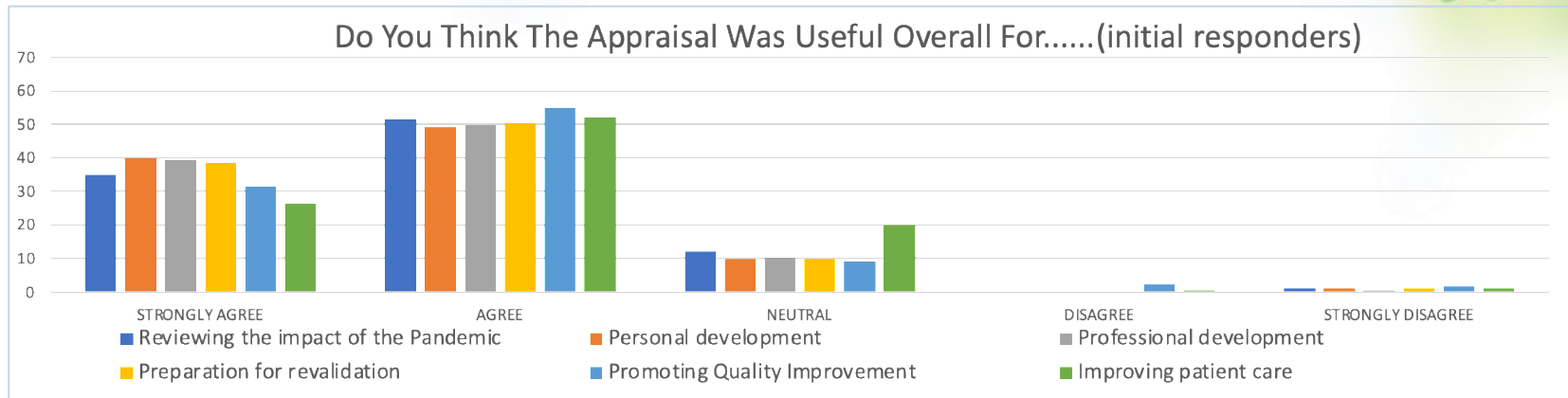
What did our respondents think of their appraisers?
Does it differ from those who responded at the time?

Key findings:

- Overall, dissatisfaction is higher and positivity lower in relation to their appraiser
 - But overall, levels of dissatisfaction remained low
- Within our 'chased' group of respondents
 - 'Very good' ratings - lower by 19.6% compared to those who responded at the time
 - 'Good' ratings - higher by 14.4%
 - 'Satisfactory' ratings - higher by 3.8%
 - 'Borderline' ratings – higher by 0.4% (all would still be happy to have the same appraiser)

Results

Did our respondents think appraisal is useful?



Results

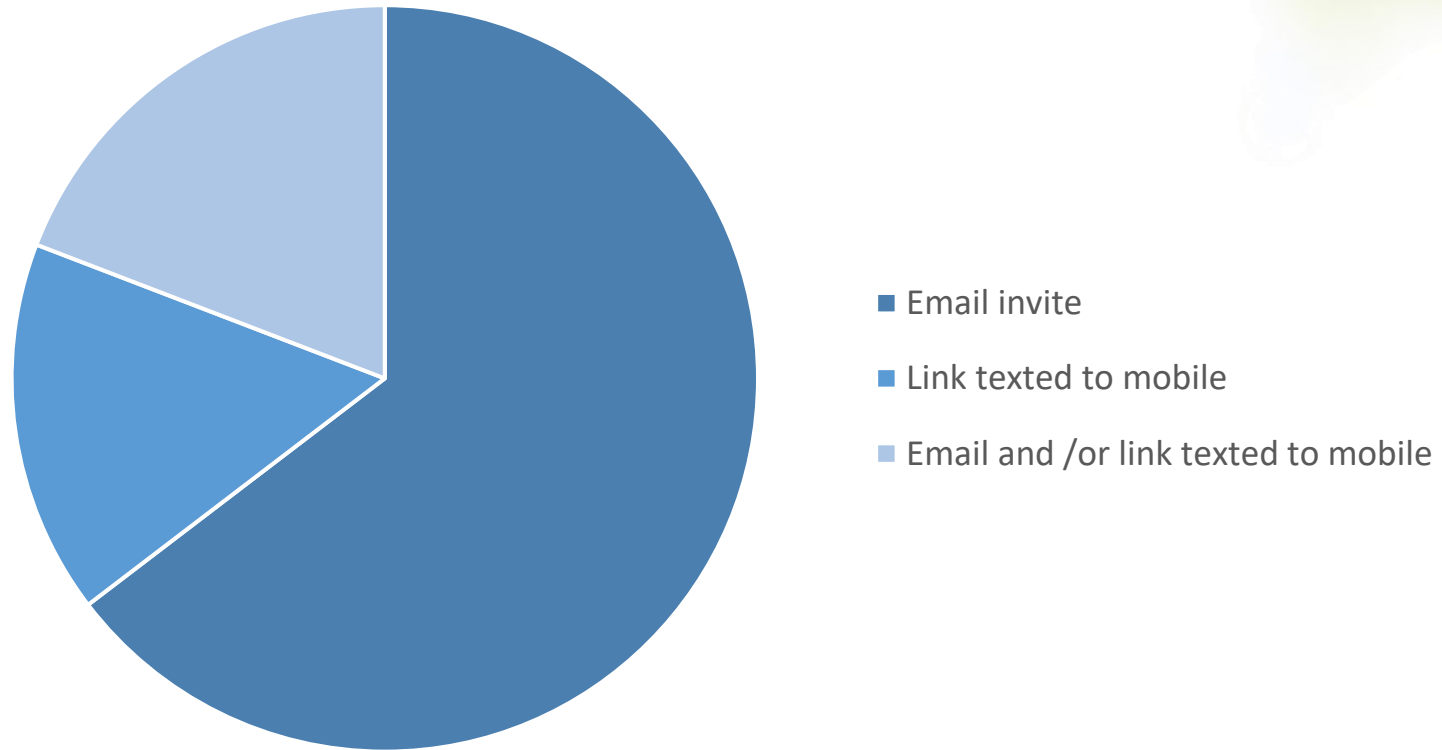
Did our cohort of appraisees feel appraisal is useful?
Does it differ from those who responded at the time?

Key findings:

- Within our 'chased' group of respondents:
 - Overall, most still 'strongly agreed' or 'agreed' that appraisal supported personal and professional development, quality improvement, improving patient care and preparation for revalidation
 - However, neutrality is higher (by 11.1% on average) and extreme positivity is lower

Results

Looking forward, how would our respondents like to receive survey invitations in the future?





Why were our results different to those who responded initially?

- May be a true reflection of appraisees' views about appraisal
- Appraisees might have felt pressurised to complete the survey
- Appraisees might have been phoned at an inconvenient time
- Inaccurate recall as appraisal (for most) was several months ago



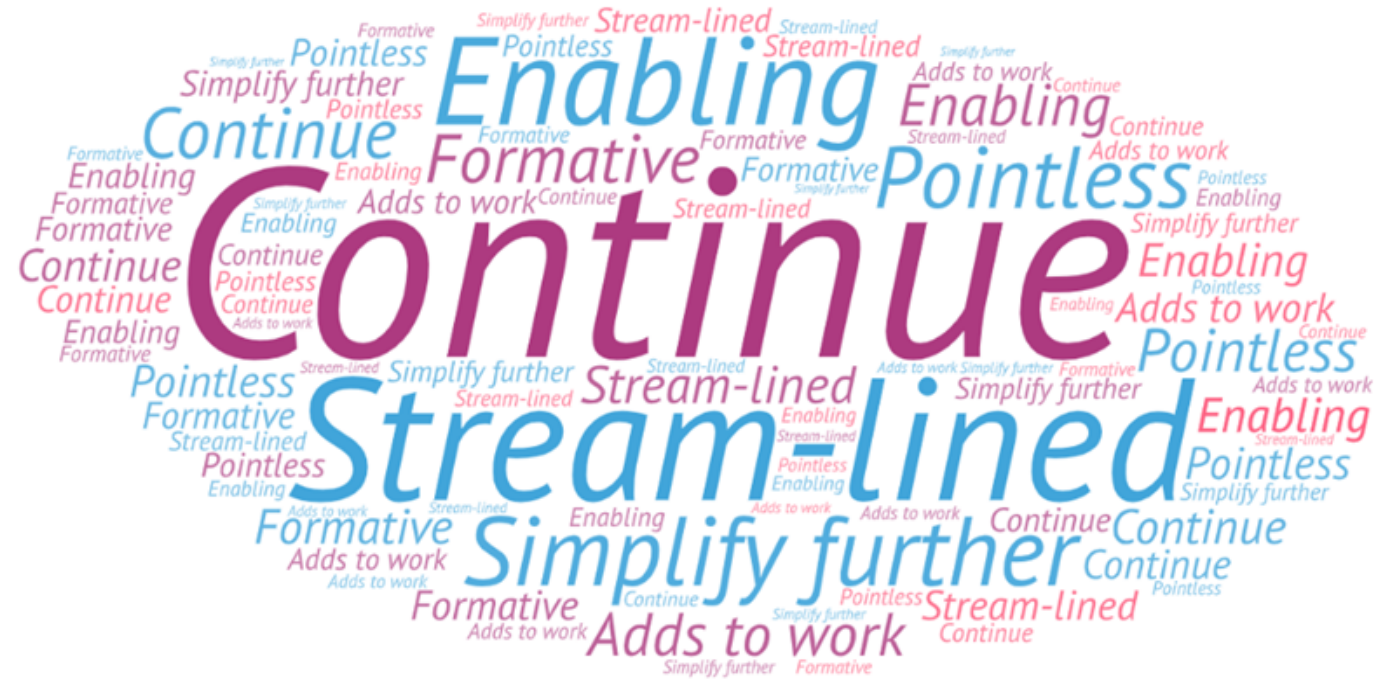
Difficulties Encountered

- FFARMS – database clunky and not current
- Unable to merge new survey with original survey
- Change in Dorset GP email addresses
- Remote working and different work patterns

Lessons Learned

- **FFARMS data needs cleaning up**
 - Contact details need to be current and checked at each appraisal
- **There is strong benefit to ensuring appraisees provide up-to-date mobile numbers**
 - For administrative purposes
 - To send links to seek feedback (with permission)
- **Send survey email invites immediately on completion of the appraisal**
 - Do not need to wait for appraisal summary to be finalised
 - Follow-up email after one month if not responded
- **Respect that some people don't want to complete surveys and have feedback fatigue**
- **Important to respect reasons why someone may not complete a survey**

Final Comments on Medical Appraisal 2020



Feedback About Conducting Remote Appraisal



Thank you for listening!

