

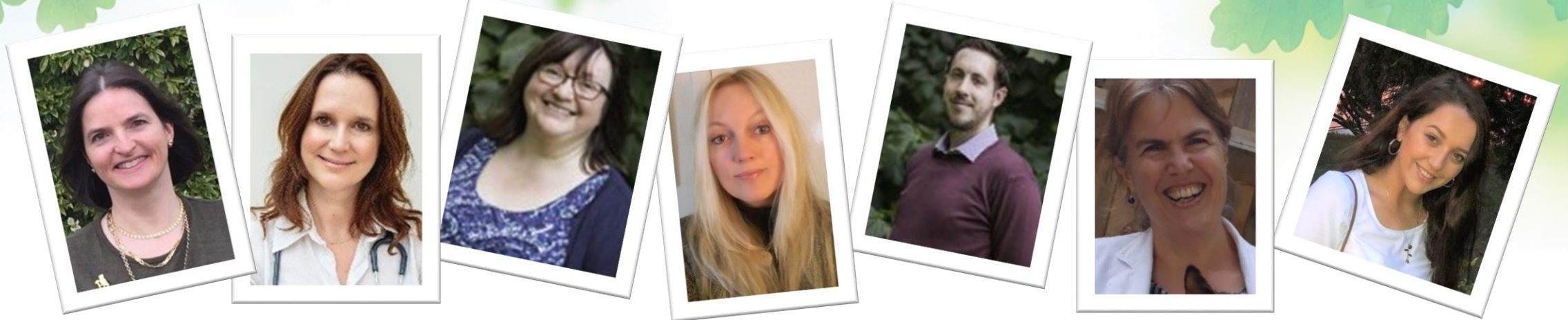
Managing Change Beyond 2020

Celebrating the power of appraisal
(and the Wessex Appraisal Service)
to make a positive difference to doctors and patients

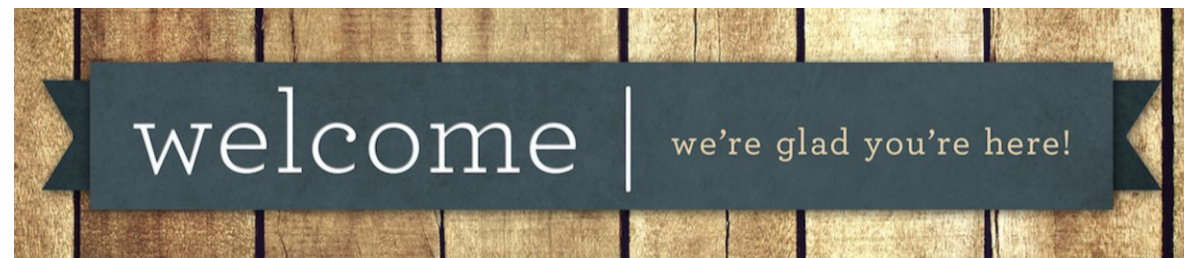
Wessex Appraisal Service Appraiser Conferences 2021



A huge welcome to our annual conferences from the Wessex Appraisal Service Core Team



Susi • Steph • Gill • Jools • Chris • Grace • Amber



A huge welcome to our annual conferences from the Wessex Appraisal Service Core Team



Ed • Andie • Sue • Sam • Karen • Majid • Shehla • Derrin

We especially want to welcome **Derrin Wilkins**, who has been appointed to cover for Shehla. Derrin is supporting North Hampshire, Basingstoke and Blackwater Valley appraisers while Shehla takes a career break for caring responsibilities.



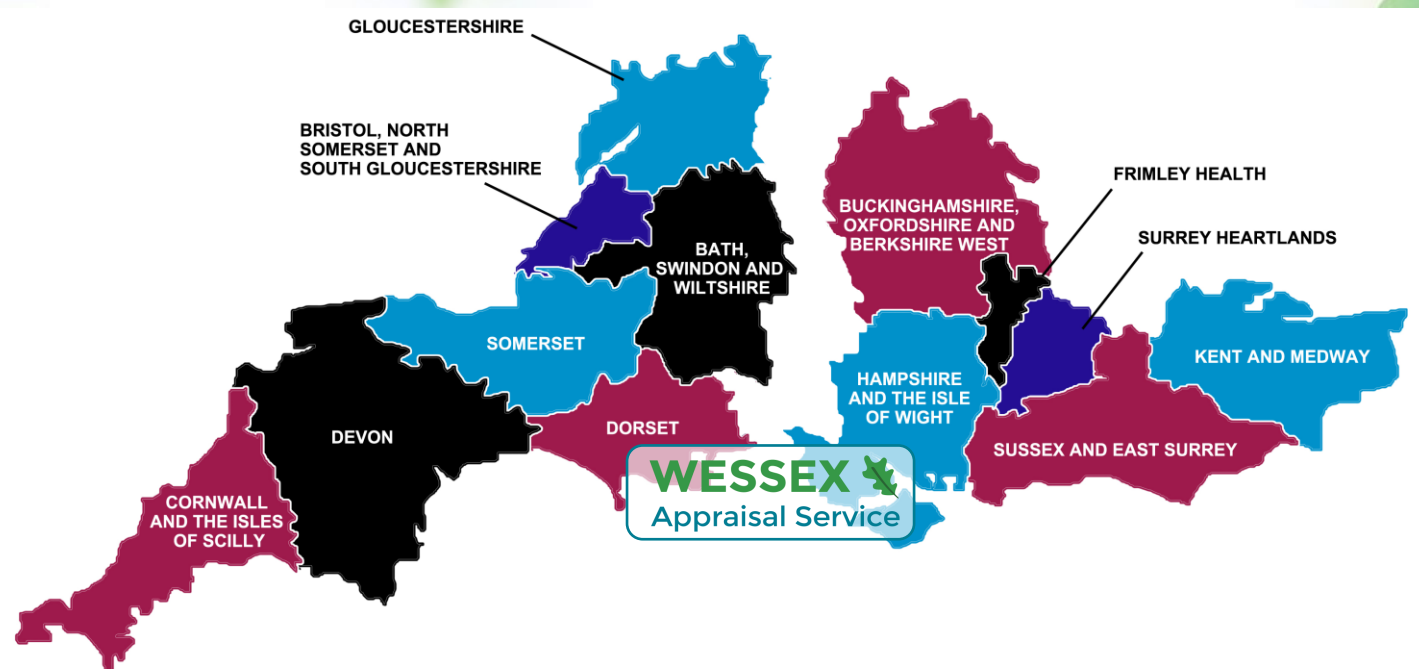
Aims and Objectives

- To network, celebrate our successes and address our challenges together.
- To keep up-to-date with GMC requirements and AoMRC & RCGP guidance.
- To develop enhanced appraiser skills and calibrate our thinking.

NEWS



All change again... NHS England and NHS Improvement have served notice to take appraisals in-house



NHS England and NHS Improvement



Money, Money, Money

New invoice templates from September 2021 reflect the NHS England and NHS Improvement appraisal fee uplift, backdated to April 2021.

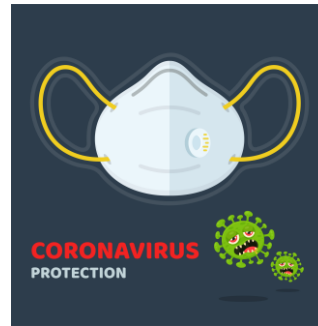
Please work out what you are owed in arrears and add it to your next invoice.

£530

3%

£546

Appraisal meetings going forwards – remote or in person?



Better safe than sorry – if safety is possible, then it's the doctor's choice – but don't take risks

CPD Credits: The Facts

The logo consists of the letters 'CPD' in a bold, dark blue, sans-serif font. Below the letters is a red circular button with a white exclamation mark inside. The entire logo is enclosed in a white rounded rectangle with a thin blue border.

CPD

VITAL INFORMATION: We have recently had a significant event where an appraiser gave an appraisee incorrect information about CPD credits. In the Medical Appraisal 2020 process and going forwards, we emphasise the GMC requirement to demonstrate enough CPD to keep up to date at what you do over the whole of your scope of work. **The recommendation that 50 credits is an appropriate threshold has been entirely removed.**

Please try to stop your appraisees counting credits. Instead ask:

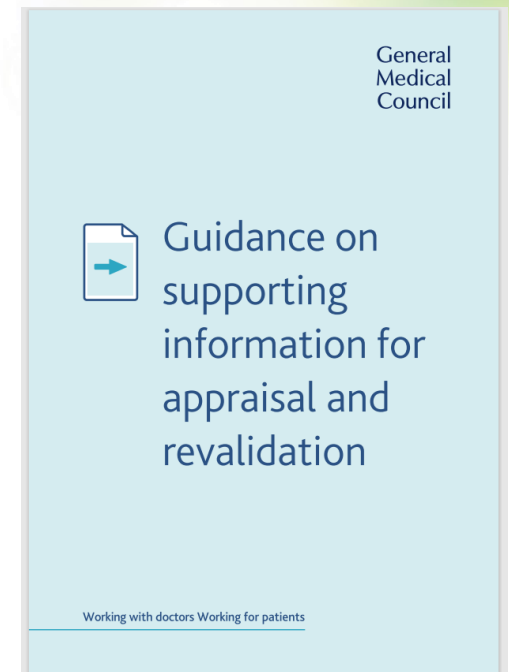
- What have you done to keep up to date across the whole of your scope of work?
- What are the most significant things you have learned?
- Have you identified any learning needs that you need, or want, to address, or key learning to be shared? If so, what action have you taken as a result?

Multisource Feedback and Patient Feedback: If in doubt, ask...

The GMC Guidance was updated November 2020, to clarify the flexibility already inherent in the GMC requirements for appraisal and revalidation and to reflect the results of the patient feedback consultation.

There is no longer any requirement to use the 'GMC questionnaires' - indeed doctors are encouraged to use tools appropriate and accessible to their scope of practice.

Doctors are expected to collect, reflect on and discuss formal (solicited) Patient and Colleague Feedback at least once in every revalidation cycle. Please remind your appraisees to get this done in good time and help them work out what will be appropriate for their circumstances.



Wessex Appraisal Service: Celebrating our Successes





Wessex Appraisal Service – Experience in Numbers

- **14 years** (by March 2022)
- **15 people** at any one time (normally 9 clinical; 6 administrative)
- **c.200 appraisers** at any one time (with training for many more)
- **c.30,000 appraisals** for NHSEI (Dorset, Hampshire and the Isle of Wight), Gibraltar Health Authority, Jersey Primary Care body, Guernsey (Sarnia Medical), OlderCare (Haslemere), Partnering Health, Pharm. Research Associates, Solent Medical Services, We Are With You, Wessex Fertility, Health Education England South West and Midlands, and a variety of independent doctors
- **BEST IN CLASS IN RCGP SURVEY 2019**

Our Website



Latest
Newsletter
Out Now

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Our Area

Not sure if you're covered by the Wessex Appraisal Service? Find out more...

Commission Us

Train With Us

Latest News

- Good News: pay uplift for appraisals
- APPRAISAL MATTERS Appraiser Newsletter, Summer 2021
- What's New with Appraisals? A podcast you won't want to miss!
- APPRAISEES MATTER Appraisee Newsletter, Spring 2021

Visit News for all past updates.

Appraisals and COVID-19

For information and FAQs about Appraisal & COVID-19, visit our dedicated COVID-19 RESOURCES page, plus our NEWS and SUPPORT pages

For some great tips on getting the most from your appraisal during the pandemic, click the thumbnail below.

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Supporting You

If you are looking for support, take the time to think about what sort of support would be most helpful for you.

Are you sinking and need help urgently?

- Your first port of call should be your own GP, or the Practitioner Health Programme
- Download the #StayAlive app, a suicide prevention resource for the UK packed full of useful information and tools to help you stay safe in a crisis
- You might also take a look at Accessing Support for other useful links

Are you still afloat but only just?

- Do you think that some one-to-one intervention would help? Send us an email at: appraisal.w@hee.nhs.uk

Are you okay and want to stay that way?

- We have gathered together some of the best online and digital resources about maintaining your physical and mental wellbeing at a time of stress with descriptions to help you find what you need easily.
- What about trying a Thinking Pitstop?

If you have any suggestions about great resources we have missed, please contact us at: appraisal.w@hee.nhs.uk.

IN THIS SECTION

- Supporting You**
 - Accessing Support
 - COVID Hub
 - NHS Leadership Academy South East
 - Appraisal Professional Support Unit (APSU)
 - Working in Partnership with Wessex LMCs
 - Sources of Support for GPs
- Wessex Appraisal Service Newsletters: Supporting Our Professionals
- Wessex Appraisal Service Newsletters: Support Matters

The Wessex Appraisal Service website received a huge overhaul during 2020, which took it from a functional site to a more visually-appealing, dynamic, and vibrant place to be. There was a lot of information to be organised - and much more had to be added during the worst of the COVID times - but it is now clearly laid out, easier to navigate, and hopefully provides a good overview regarding what Appraisal & Revalidation are, what the roles of Appraiser and Appraisee look like, and what to expect from us as a Service.

There's lots of information, loads of resources, and answers to many FAQs. Our newsletters can all be found there, and we are working to add Research Projects.

We also introduced our 2021-2022 Fellows. (More from them later!)

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Our GP Fellows: 2021-2022

For the Appraisal Year 2021-22, we are delighted to welcome four GP Fellows to the Team:

- Dr Nkolika (Nkoli) Anyabolu
- Dr Sarah Burns
- Dr Julia Hempenstall
- Dr Colleen Wylie

Click on the photos below to learn more about them! The work they do during their time with us will be added to their bio pages in due course.



IN THIS SECTION

About Us

Meet the Team

Our GP Fellows: 2021-2022

- Dr Nkolika (Nkoli) Anyabolu
- Dr Sarah Burns
- Dr Julia Hempenstall
- Dr Colleen Wylie

Commissioning Us

News

Keeping in touch during the COVID Pandemic



During the pandemic, we did all we could to let our Appraisers know that, even though appraisals were suspended, we were still working hard in the background. We provided our busy colleagues with as much relevant support as possible while they tackled the biggest emergency of modern times. We really hope you were able to take something from our publications.

APSU (Appraiser Professional Support Unit) and Other Confidential Support

As the pandemic led to massive changes in every aspect of all our lives, Wessex Appraisal Service identified a need to provide dedicated support to any Medical Educator who found themselves in difficulty as a result of those changes.

So, our **Appraisal Professional Support Unit (APSU)** was born. You will have seen it publicised via our website and in all of our COVID newsletters.

In addition, anyone – Appraiser, Appraisee, Admin alike – could email us in confidence at any time and receive an expedient supportive response with signposting to further avenues of assistance where required.



[Home](#) [About Us](#) [Appraisees](#) [Appraisers](#) [Support](#) [Appraisal 2020](#)

Appraisal Professional Support Unit (APSU)

It's wonderful to feel supported!

In these difficult and unprecedented times, it's more essential than ever to know that support is there if you need it. So, in response to COVID-19, we recognise the need to provide Medical Educators and Appraisers in Wessex with access to additional support. You are busy supporting others in a wide variety of roles and we want to offer you the support you need, in a similar way to the support provided by the Wessex Professional Support Unit (PSU) for trainees.

The School of Primary Care and the **Wessex Appraisal Service** have come together to form an **Appraisal Professional Support Unit (APSU)** to which you can self-refer during the COVID-19 pandemic. We hope that this will offer you formative support when you need/want it, rather than once a year.

If you feel you'd like to make use of the APSU, please email us at appraisal.wx@hee.nhs.uk and mark it CONFIDENTIAL. We will get back to you as soon as we can.

Supporting the Ongoing Education of our Appraisers

Wessex Appraisal Service knows that learning isn't finite, education never ends, and that supporting the people who work for us to be the best appraisers that they can be is essential.

In partnership with the University of Winchester, we have designed and funded specific practitioner research-based educational qualifications since 2012.

WESSEX 
Appraisal Service

Postgraduate Certificate in
Medical Education (Appraisal):

53

Diploma in Medical
Education (Appraisal):

18

Master of Arts in Medical
Education (Appraisal):

(to date...with more working towards)

3



UNIVERSITY OF
WINCHESTER

Our Research

Wessex Appraisal Service doesn't just facilitate appraisals, it has funded numerous Research Projects into appraisal and its associated benefits. At times, the findings of these projects directly impact our own ways of doing things, enabling us to evolve, improve, and remain the best at what we do. On other occasions, the findings back up what we already know and reinforce the way we are doing things.

We are in the process of adding these projects to the new Research area of our website, but here are a few things we have enabled our colleagues to produce!



Our Presentations – Wessex Appraisal Service sharing good practice nationally and globally

At Wessex Appraisal Service, we don't just facilitate appraisals and fund research projects, we also do all we can to share our message with the wider regional, national and international professional standards community.

For example, our representatives have been asked to share posters, presentations and workshops in London, Liverpool, and Glasgow, and Ottawa, Abu Dhabi and Kuala Lumpur.

We are passionate about all aspects of appraisal and the empowerment the process brings when it is engaged with effectively and delivered properly.



Kuala
Lumpur



Abu
Dhabi



Ottawa

Doctor AND Human!



DOCTOR HUMAN
Sophie Sharma

The 2600+ doctors
for whom we
facilitate appraisals
need us now more
than ever

Positive Messages From Our Appraisee Feedback Surveys

“ I felt the appraisal process was much improved, much more focus on supporting the individual GP and less emphasis on the supporting information..... *I felt I mattered, rather than the process.*
Taken from Appraisal Feedback, April 2021.

“ (My Appraiser) was very well prepared, very good at establishing rapport, supportive, celebratory, yet still *gently getting me to look at a few things in my work that aren't going so well.* I felt this was one of the best appraisals I have ever had and felt energised and positive after it.
Taken from Appraisal Feedback, April 2021.

“ Superb appraisal. Has enabled me to *reflect on my work and empowered me to have discussions with my surgery which will allow me to stay working as a GP.* **Taken from Appraisal Feedback, June 2021.**

“ Appraisal 2020 was a challenging one for me as I had a break from practice due to the pandemic. *I am returning to work now and the appraisal helped me to plan my return and what aspects of work to concentrate on.*
Taken from Appraisal Feedback, June 2021.

“ *It felt good to have some space to reflect.* If it wasn't compulsory, I'm not sure I would make the time for it as there is so much going on, so I'm glad it remains compulsory.
Taken from Appraisal Feedback, June 2021.

“ This was my first appraisal and as such it has been *a valuable and interesting experience for me.*
Taken from Appraisal Feedback, June 2021.



Appraisal Beyond 2020 ...

a sneak preview

Dr Susi Caesar, Chair
Academy of Medical Royal Colleges
Professional Development Committee



A safe space

Confidentiality

Focus on
health and
wellbeing

Curiosity and
attention

Encouragement
and stretch
(formerly challenge)

Support



(Charlie Mackesy@charliemackesy)





Plenary

Key Lessons Learned

**Dr Susi Caesar, Regional Director
Wessex Appraisal Service**



Wessex Appraisal Service – high points of the past 14 years

- Participating in the 'Strengthened Medical Appraisal' Pilot in 2009-10 in Dorset that shaped medical appraisals for revalidation
- Working with the University of Winchester to develop formal postgraduate qualifications in medical education for appraisers
- Completing the GMC pilot for the quality assurance of appraisals for doctors without a prescribed connection
- Demonstrating repeatedly the power of appraisal to make a positive difference
- Creating and maintaining support and resources, through our website, the APSU, the confidential help offer and regular newsletters
- Having four GP Fellows in 2021-22
- WORKING WITH ALL OF YOU!

You cannot pour from an empty cup...



"Being kind to yourself is one of the greatest kindnesses," said the mole.

Always remember to take care of yourself as well as others.

Thank you for all your support, now and over the years

I would like to take this chance to thank everyone who has been involved in Wessex Appraisal Service over the last 14 years, from the appraisers out in the field and the Senior Appraisers who mentor them, to the fantastic core office team who are the glue that keeps everything together and running as smoothly as it can. We need your support now more than ever to ensure that we maintain the very high standards of the Service while we negotiate this period of change.

We are seen externally as outstanding because your hard work and dedication to your doctors as appraisers has changed lives for the better.

I am so proud of you all, and of the Service we have provided, and wish you the very best for the future, with all the opportunities that will bring.

Susi

Thank You!
😊

Simple words,
but so heartfelt.
Thanks to each and
every one of you.

