

COMPLAINTS

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

Complaints 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 your Local Healthwatch for advice.

You can also share your experiences with the Care Quality Commission (CQC) to help them to decide which GP surgeries or hospitals they will inspect and when.

This leaflet is produced jointly by:

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USEFUL CONTACT DETAILS

HEALTHWATCH SURREY
0303 303 0023
www.healthwatchsurrey.co.uk

GENERAL MEDICAL COUNCIL
Regent's Place, 350 Euston Road
LONDON, NW1 3JN
GMC information can be made available in
alternative formats or languages.
Tel: 0161 923 6602
Email: publications@gmc-uk.org

CARE QUALITY COMMISSION
Tel: 0300 616161
Email: enquiries@cqc.org.uk

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

HEALTHWATCH ENGLAND
Can advise you, or put you in touch with your
LOCAL HEALTHWATCH
Tel: 0300 683 000

HEALTH SERVICE OMBUDSMAN
Tel: 0345 025 4033

WORKING WITH YOUR DOCTOR TO IMPROVE MEDICAL CARE

Revalidation A Guide for Patients



SUNBURY HEALTH CENTRE



REVALIDATION AT A GLANCE

Revalidation is a new system that aims to enhance the medical care provided by all doctors to their patients.

The new system is intended to make sure that every doctor reflects upon comments received from patients and colleagues during the previous year, and if necessary to take steps to improve their medical practice.

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 in order 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 practised.

Patients should now be more able to feed back about their doctor, both positively and with suggestions for improved care.

A 'revalidated' doctor is one who has collaborated with a senior colleague in a healthcare organisation, to reflect on and demonstrate a commitment to good medical practice for all patients in their care.

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. This 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.

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.

YOUR DOCTOR WILL

- Work in partnership with you to ensure that 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

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

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 hospitals, clinics and GP practices. 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.

REVALIDATION IS REVIEWING AND LICENSING OF DOCTORS EVERY 5 YEARS

All doctors registered in the UK **MUST** participate in the Revalidation to check their skills are up-to-date. Revalidation requires all doctors to review the way 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.

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.