

Six-point information sheets for GPs

	What to do if you have a concern or complaint about your GP appraisal
1	We hope that all your appraisals are a useful, supportive, developmental experience . The appraisal process [your pre-appraisal preparation and the appraisal meeting] should allow you reflect on the achievements of the past year , and to consider your personal and professional development aims over the next year
2	<p>However, there may be times when the appraisal process does not run smoothly and you feel that the job done by your appraiser, and the outcomes for you, have not been of the expected standard. Concerns arise in a number of areas including:</p> <ul style="list-style-type: none"> • Inadequate preparation by the appraiser-not reading the documents fully • Appraisal discussion time too short-appraiser rushed or other commitments before or after the meeting • Appraiser appearing unsupportive and too 'hawkish', especially if the GP has had a difficult year with personal or partnership difficulties • Appraiser does not accept some of the evidence eg arguments over actual number of CPD credits changed or whether there is enough personal involvement in a QI activity or PDP adequately addressed • Appraiser and GP can't agree on the sign-off statements and/or the PDP
3	<p>If you are unhappy about the conduct or outcome of your appraisal then we encourage you to share these concerns with us, as this enables us to offer review and support to the appraiser, if this is deemed necessary. The best way to do this is to email the appraisal team or the clinical appraisal lead, explaining what your concerns are , with as much detail as possible. We will then look at the written evidence from your appraisal documentation and that of other recent appraisals by this appraiser, as well as reviewing their appraisee feedback from the previous 2 years. We will summarise the issues in writing to the appraiser , and to you for further comment. If there is disagreement about sign off statements we are usually able to suggest a compromise position. Occasionally we will ask you and the appraiser to come in for a facilitated discussion to reach an agreed outcome, but usually this can be avoided. We will also ask the appraiser to meet with their GP tutor and identify learning points and any necessary actions from the incident</p>
4	You can use the appraisee feedback form to leave anonymous comments about your appraisal, but this is less useful for us and for the appraiser , as this feedback is aggregated and anonymised and cannot always be attributed to a specific appraisal
5	It is important for us to investigate each case that comes to our notice in order to know whether a 'bad' appraisal is the product of an 'off-day' from an otherwise competent appraiser , or whether work or personal stresses have been affecting the appraiser's performance over time
6	The move from appraisee choice of appraiser to allocation has led to a rise in complaints, possibly due in part to personality and style clashes. If you feel that your allocated appraiser does not meet your needs in this role, you can request a change of appraiser without making any formal complaint
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