

## GP Feedback on their appraisal via RMS –data analysis for NHSE Cumbria and North East

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### Executive Summary

All GPs are requested to provide written feedback on their annual appraisal via the RMS website-around 50% of you do this each year. We have recently looked at all the available feedback submitted by GPs from April to December 2018, and the detailed findings are available on our website <http://www.cnegpappraisal.co.uk/> This analysis showed an overwhelmingly positive response. For most of the GPs who completed the feedback survey, their appraiser was valued for being supportive, helpful, knowledgeable, and for challenging appropriately, providing appropriate direction for reflection and future planning and 'being there' for doctors under stress. There were very few negative comments about appraisers. The appraisal process was also valued by most respondents, although a number of concerns were raised, including the time required to engage in the process, some difficulties with the MAG Form, and a perception that appraisal had moved from a formative process to a 'tick box' exercise that might be contributing to low morale and early retirement amongst some GPs. The views of the 48% of GPs who did not respond to the survey cannot be estimated, so we do not know how much these reported positive views are representative of the GP population as a whole.

Even though the number of negative comments from this analysis is relatively small, it is important for us to try and respond to all the core concerns raised in this survey, which we are doing with the following actions:

### Recommendations:

- **Time pressures**-To continue to educate GPs on the basic minimum of evidence required each year, and strategies for easy recording of learning such as electronic learning diaries, apps that synchronise with electronic toolkits
- **Appraiser skills**- No GP should complete an appraisal feeling demoralised or de-motivated, or feeling that they have been

'short-changed' in terms of time spent on the appraisal or opportunities for reflection. Appraisers need to be kept updated in skills of active listening, identifying the GP's agenda, and awareness of how and where to sign post struggling GPs to local sources of support. GP feedback will be regularly monitored to identify any trends of discontent with any specific appraiser, and every appraiser will continue to have an annual performance review, which includes reflection on their appraisee feedback, and any actions that need to be taken

- **Identification of low morale, stress, burn-out-** to provide GPs and appraisers with advice on dealing with stress and burn-out and knowledge about local support services, and how to access them, including the GP Health service and Retainer Scheme options for GPs who want to stay in the work-force without the responsibility of a partnership, or those who want to develop a portfolio career with a sessional GP commitment
- **The MAG Form** -To ensure that all GPs and appraisers are fully aware of the alternatives to the MAG Form-see above
- **Travel issues-**Appraisers to be reminded that it is the responsibility of the appraiser, not the GP, to travel to the appraisal, and GPs should only be asked to travel to be appraised by mutual consent
- **Length of appraisal meeting-** to remind appraisers to always aim for between 1.5 and 2.5 hours. There are very few circumstances where meetings less than an hour or more than 3 hours will deliver the full benefit of appraisal.