

Appraisals Feedback

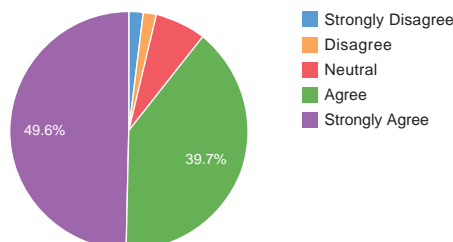
BRISTOL, NORTH SOMERSET, SOMERSET AND SOUTH GLOUCESTERSHIRE AREA TEAM, 2015

	By Appraisee	By Appraiser	Total
Questionnaires Complete:	268	155	423
Time Spent (Hours):	1,300.3	544.5	1,844.8
Average Time Spent (Hours):	4.9	3.5	

Appraisee Feedback

Organisation Systems

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I was given adequate notice to allow preparation for my appraisal	7	5	4	82	170
I received the support and explanation I need to prepare for my appraisal	4	2	24	111	127
I am happy about the confidentiality of the appraisal process	5	0	10	81	172
Overall the organisation supported my appraisal	6	3	24	118	117
The software I used supported my needs to record and manage my portfolio and appraisal	5	13	31	140	79
	2%	2%	7%	40%	50%



Comments

"frustrating to have to change tool kit yet again!"

"It's been very good. The only think I can think of is that the Clarity system, was a bit repetitious in places- I found my self reflecting similarly on the same CDP in different places. However apart from that it has been user-friendly and helpfully linked all the different elements together. Peter also reassured me I don't need to repeat reflections."

"collection of data is onerous and time consuming but i suppose this is a necessary evil."

"2 of my previous appraisals were manually signed off so the data did not appear in my summaries. As this was my revalidation year, this caused quite a bit stress, as it made it look as though items had not been completed. "

"unfortunately the switch from the rcgp appraisal toolkit to the clarity toolkit coincided with my appraisal dates and this made it very difficult to complete the appraisal as some of the data was lost in the transfer and the website was down in the weekend I was due to finish my appraisal preparation. overall I feel there could be more information/advice from the deanery so newly qualified gps are more informed about the process/how to go about it and what is expected of us."

"I think the clarity website is much more difficult to navigate and less intuitive than the rcgp website. Change for changes sake again? I is especially difficult to see your cod score total when entering cpd"

"I think some admin support would be useful for the appraiser. It has proved difficult the past 2 years to get a date and time to suit us both."

"I found the process of being allocated a new appraiser in a year when it was not scheduled awkward and somewhat embarrassing. I am pleased to have started a relationship with a new appraiser and expect it to work very well"

"little notice of change to toolkit"

"NHS england or other body planning a tutorial on Clarity usage, to optimise experience"

"need protected time for appraisal"

"Dr Kemple is an excellent appraiser but my previous experiences of appraisals and their administration have been poor. Therefore I remain sceptical about confidentiality issues [not from Dr Kemple] but within the orgaisnation itself and would be reluctant to divulge any truly personal issues as past experience has demonstrated that this information is disseminated widely and without consideration for the "need to know" principal."

"it can be difficult when your preferred learning mode is to keep paper notes to then have to digitise them for revalidation purposes."

"I find the box filling frustrating as it takes away time from the learning process which I am confident has always served me best , that is reading mainly the BMJ. It is curious that academics have determined the % of a doctors learning from reading appropriate to be included in an appraisal as 20%. I had intended to put in the box above ' how many hours spent doing the appraisal' the disproportionate amount of time I spent filling in this tool kit , instead as it just required a number I made one up. Hopefully the appraisal tool kit will not be changed to another firm for next year so the process of learning how to complete it should be less costly of time. I hope my next appraiser agrees to accept a written reading log as my typing up of the log this year was very time consuming , I had not understood that a written log would be acceptable ."

"as a salaried GP I get no funding to cover the cost of the appraisal process and basically object to having paid 160 pounds a year just for somewhere to log my cpd etc for the purposes of appraisal. Please think carefully about costs of what you proscribe as the appraisal toolkit."

" This year my main feedback is with regard to the RCGP changing from BoB to Clarity website for appraisal documentation. The change over could have

This year my main feedback is with regard to the RCGP changing from ReP to Clarity website for appraisal documentation. The change over could have been handled better with improvement of communication. Also for those of us who were non members of RCGP, whose subscriptions to ReP site had expired whose appraisals were due over the summer- October 2014 ie around the time of the change to Clarity, the college was not clear on how we were supposed to record our appraisals and whether we were able to still subscribe to the old site or not."

"The change to clarity seemed very tortuous to me . at a busy time I spent some hours negotiating the changes . I am not entirely sure of the advantages of the change ."

"Far too much time spent beforehand laboriously uploading CPD etc. Then the software is still clunky and slow."

"The process was very well explained and communicated by my appraiser. Process unusual year with recent switch to clarity and uncertainty about how to access my patient questionnaire and 360 degree feedback undertaken in last appraisal year (revalidation due this year)"

"None"

"Hopefully no further change to toolkit in near future"

"There were issues around migration to Clarity that required advice from support and a lot of cut and paste from the previous site to rectify faults in the CPD"

"Appraiser to be able to choose when appraisal happens. I had to learn new toolkit as well as manage appraisal and have toolkit not functioning for some of the time I was preparing."

"The timing of change from RCGP Portfolio to Clarity was unfortunate for my appraisal. I felt uncomfortable having to familiarise myself with new software at short notice. arranging appraisal to suit appraisee/appraiser/practice and patients is always difficult."

"none "

"I would like to have files under each PDP item"

"My appraisal date was brought forward this year so I had only 10 months to prepare for it, and the restriction on dates available meant it had to be in the middle of a week of annual leave. This has been very unsatisfactory for me. I was not informed by RCGP that the toolkit had merged with Clarity. When I asked for advice my appraiser quickly forwarded the emails she herself had received to advise me on how to transfer to Clarity, just before the deadline. The Clarity website was not available a couple of times when I was trying to learn how to use it and upload the year's work. I hope that the organisation now sticks with the Clarity Toolkit, and that there is not another change. The actual appraisal has been fine, and my appraiser has been very helpful."

"have not yet used clarity as info was transferred from rcgp toolkit for this appraisal"

"Thank you, it all worked smoothly despite the late modification of the toolkit from RCGP to Clarity."

"My last appraisal was Dec 2013 but the way the toolkit was set up I was only able to add information from 1/4/14, not from December. This was a technical issues that I have been advised is because I was previously using RCGP toolkit and should not be a problem after today"

"It was frustrating transferring to another system again"

"clunky during appraisal, having to 'unsubmit it' to add new PDP"

"the website is much improved, but would benefit by having another 'save' button at the top of the page too, and by having a 'back to list' button at the bottom of the page next to the save button. This way considerable inconvenience of scrolling up and down could be avoided, the process better streamlined."

" "

"Appraisal was useful and easy to arrange as ever with Dr. Minas. No problems."

"Transfer from RCGP could have been better"

"seemed to run smoothly this year despite change in tool used. "

"CPD points and claiming impact is not easy to alter according to the impact. An 8 hour day's course automatically became 16hrs when impact could be considerably less than the time of the course. there was no option of altering this accordingly, either double or nothing"

"change over in system from rcgp to clarity- takes a while to get used to and this has held back my appraisal. "

"I think the new Clarity website is much clearer and much, much faster. I was unaware that the RCGP website would be down for 5 days - the 5 days I had set aside to prepare for my appraisal - until I happened to read the email that morning. Could all appraisers be given notice and asked to contact appraisees in good time if appraisal is due within the following month? I had a new appraiser sitting in on my appraisal. This actually enhanced the experience. "

"Excellent organisation"

"Dr Krishner gave me some useful tips for future organisation of appraisals. I plan to make sure that I have completed a whole 'cycle process' when collating my PDP to include what I learnt, how I learnt it and how I can demonstrate that I am now using my new knowledge or skills in practice. "

"Switch from RCGP to Clarity toolkit came at a difficult time for me and it took some extra time to get used to the new format. "

"The organisation from my area team and Appraiser was excellent. I had extreme difficulties and lack of support from RCGP due to the change over from RCGP toolkit to clarity"

"nil"

"I got caught up in the switch over from RCGP toolkit to Clarity which I believe was poorly managed by the RCGP toolkit team. A lot of unnecessary time

was spent trying to sort this out. My initial impression of the new toolkit is good however."

"I had some issues with time taken to migrate software and really needed to go through an appraisal to fully understand the new requirements for documentation required by new software."

"patient survey should be anonymous like colleague survey in other words not handed out by dr"

"scrap it?"

"Working in secondary care I need 2months notice to book time off. Changing the prearranged appraisal date came as a surprise, bringing it forward felt as if goal posts moved unfairly. "

"Process is good"

"an excellent appraisal which was very helpful."

"I find clarity website works well."

"I still find the software difficult sorting out where to put the various items into my portfolio but this may have more to do with my own lack of savvy when it comes to IT I will endeavour to be more confident with its use by familiarity next year!"

"With the Clarity Appraisal toolkit it is not possible to remove duplicate entries that have been made in error. "

"I had to contact nhs england to prompt them to allocate me a new appraiser. I was not allocated a new appraiser until quite late in my appraisal year which did not give my practice sufficient notice to organise locum cover for me to have my appraisal in my normal work hours."

"I have great confidence in Dr Male whom I believe is an excellent appraiser. "

"There is some on-going lack of "clarity" to appraisees when using the Clarity software; when stuck over how to do something, the Help menu is not that helpful and usually does not answer the specific question"

"Less problems with the Clarity website crashing - it happened during my appraisal. "

"a very supportive and encouraging appraisal"

"I was unaware of the migration to Clarity, but suspect that perhaps an email had gone astray."

"It is reassuring that my appraisal was carried out by a fellow gp who is not part of my ccg"

"appraisal suddenly brought forward by a month which was disconcerting"

"I think that when the appraiser is signed on that the appraisee should be able to write things. Logging back and forth seems ineffective"

"My appraiser was kind and very supportive.He helped me put together a well thought out PDP for next year."

"Reduce appraisals to bi annually unless a problem has been identified"

"Transfer of data from RCGP to Clarity needs to be improved"

"The process took an enormous amount of time (20 hrs in total) and had to be done on my days off or at the end of a 10 or 11 hour working day. I think the amount of reflection (not to mention the reflection on reflection) could be downsized without detracting from the overall validity of the assessment."

"The new toolkit is far better, no issues with it this year. I was not given adequate notice that my appraisal was going to be a month earlier than expected which caused additional stress."

"I thought it was all very well organised and I really appreciated my appraisers enthusiasm and encouragement towards me to get the appraisal completed."

"I had to switch to Clarity from the RCGP software and this meant I had to delay my appraisal. Carrying forward the information was not easy in the transition period. It all seems to be working now but made preparation difficult in July and August 2014."

"I think a session on appraisal should be incorporated into the local GP VTS."

"Certain aspect of new appraisal website (Clarity) need "tweaking"."

"I feel that the current organisation for appraisal is well supported and meets all my needs to maintain my personal learning and development."

"I had significant hassle switching (yet again!) toolkits from RCGP to Clarity. RCGP chose not to inform me of the change or to assist with data migration despite the fact that I had paid the full fee at my last appraisal within the year (I suspect because I am not an RCGP member). However, Clarity helpdesk were indeed helpful and I think this is a better toolkit - let's hope it stays!"

"difficulties this year with RCGP tool being made redundant, I've had issues with previous appraisals migrating across, I was informed a month beforehand by my appraiser that Bristol wanted appraisal dates brought forward."

"very difficult to import the old appraisal onto the new clarity tool kit. stress ful and time consuming"

"I was not sent any automatic reminders which I believe other GPs receive in the appraisal process. I wonder whether this is to do with working partly in Bath and Keynsham which falls between Bristol and Bath. Though I assumed to be with Bristol and made no formal change myself and have been with Bristol since training as a registrar. Once I contacted NHS England initially I left a telephone message with someone who took a message on behalf of Vicky Bawn in september and had no reply. However once I spoke with Vicky directly she was extremely efficient and I had the appraisal organised within week. Very impressed with the organisation and efficiency. "

"I had difficulties trying to migrate my data over from the rcgp website as I was on maternity leave when the transfer took place. This meant I had to upload the information in file format which was not ideal"

"Transition from old GP appraisal toolkit to clarity was a bit confusing and information was not transported in to correct areas. "

"Migration from RCGP appraisal to Clarity a few days before appraisal submission caused some issues where data did not appear automatically. This has been resolved."

"Some problems migrating from RCGP to Clarity but after some e-mails these were addressed by clarity"

"process was fine, however made more complicated by move to clarity from RCGP, in-between completing the appraisal documentation and having the meeting. Had to go back in to clarity to add PDP, as couldn't do it during the actual appraisal meeting. "

"Perhaps supported training for any new IT changes - I do not find the Clarity software intuitive and there seem to be repetitive layers of tabs. The dashboard summary is not as clear or useful as the RCGP version, although it is easier to save entries. I have encountered a few glitches, and the system defaults for signing off are "disagree""

"Was a little challenged with the transfer from previous toolkit. All mastered though. A helpful, guiding appraiser and am sorry it is my last with the current Appraiser. Thank you."

"The new Clarity tool is difficult to navigate at times. It is difficult to identify the timings of previous audits, MSF etc The buttons at the side are not always labelled helpfully"

"Transfer from RCGP appraisal toolkit to the new Clarity tool not perfect. Reflections not always transferred into correct boxes, resulting in a need to edit the new toolkit, repetition of some work. "

"1) I don't understand the question about how the appraisal took. Does it mean just the meeting with the appraiser, or all the time it took to prepare the appraisal documentation? 2) I need more advance notice of the date of my appraisal, and I've made arrangements to get this next year 3) Given that there are so many mandatory training requirements now, and that I am now a salaried employee GP, I think this clinical training should be undertaken in practice time, rather than in time I'm employed to be at the university or at weekends. I will negotiate this with my practice."

"The only issue I had was transferring from RCGP to Clarity toolkits 2 weeks before my appraisal but there was little that could be done regarding this."

"The organisation was fine. The clarity toolkit is not overly user friendly but I am getting used to it."

"The transfer of information from the RCGP site to the Clarity site resulted in loss of formatting and resulted in many 'Boxes' needing to be completed a second time. My appraiser was not able to access my submission until 2 hours or so before my appraisal so he was not fully prepared. I am disappointed that the appraisal process does not celebrate an appraisee's successes but is very process-orientated focussing on box-ticking. Having fully engaged in the appraisal process for very many years, I can honestly say that it has not helped facilitate my desire for knowledge or career development. In my experience it does not encourage doctors to excel or progress and is simply an onerous compliance process which distracts from professional development or family life."

"avoiding a change of provider/software half-way through would be nice: the switch from RCGP to Clarity shortly before the appraisal date lead to a lot of duplication and stress"

"Moving from RCGP to clarity did not transfer the data accurately so I had to spend time amending it. Cordelia is an excellent appraiser and I enjoyed the process immensely. Having said that she also put me on the spot about my immediate and longer term future which was hugely beneficial. Many Thanks"

"It is a very clunky process to link CPD to PDP, requiring duplication and going back and forth through pages - please try to change this."

"the appraisal toolkit each year requires considerable help from my partner who is better at IT than me -the system is not intuitive and I always have trouble finding the hidden log in .Because I struggled so much last year my appraisal was never signed off and had to be completed by hand .The whole process is quite the most stressful thing I do in a work capacity each year and now I have moved areas I have to complete a different toolkit "

"A little more notice would have been good"

"It would be helpful to have an App so that CPD (and other relevant) information could be recorded on a smartphone or tablet at the time and uploaded to the portfolio and appraisal site, rather than having to update the site at another time."

"Good advanced warning and choice of appraiser/timings - unable to suggest improvements"

"useful reflection and discussion with colleague valued input from experienced GP very supportive"

"stick with one eportfolio system. very disruptive to have to change to clarity. "

"I'm not sure what which organisation is being referred to in the question about whether overall the organisation supported my appraisal - or does it mean the organisation of setting up the appraisal?"

"Some of my CPD was classified in an unusual way, not sure if it was my mistake or happened during the transfer from RCGP to Clarity, it's a minor issue"

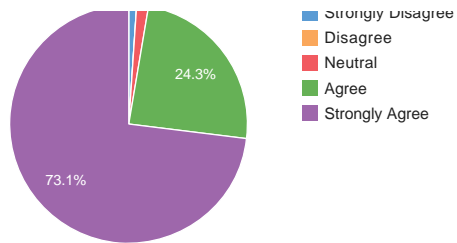
"It is always very confusing having to both use the RCGP and Severn Deanery appraisal sites. I can't understand why when you use the RCGP portfolio you also have to go to the Severn Deanery website- seems double work and potential for delays and mistakes in the process. I also find it frustrating to suddenly in the middle of an appraisal have to change over to a new system and that there has been no training or useful information about the new system. Which ended up delaying everything, like one delay was that I didn't realise I had to submit my appraisal again, having already done it on the RCGP portfolio before the appraisal meeting!"

Appraiser Skills

	Strand 1				Strand 2
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Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The appraiser adequately reviewed my progress against my PDP and the supporting information for the appraisal	3	0	1	66	198
My appraiser's skill in conducting my appraisal was adequate	2	0	1	52	213
My appraiser challenged me to help me to review my practice	3	0	11	101	153
Overall my appraiser conducted a successful appraisal	3	0	4	52	209
I am happy to have the same appraiser again	3	1	3	54	207
	1%	0%	1%	24%	73%



Comments

"very helpful - and affirming session- thank you."

"My appraiser was friendly, helpful and knowledgeable about resources I could use to help me fulfil my next PDP."

"Trina has been very helpful in aiding an old GP not well versed in IT and an inherent distrust of toolkits"

"I found it really helpful to explore issues that came up and together to find pragmatic ways forward. thank you"

"only positive feedback as I feel better able to use the clarity Tool now following her encouragement and explanation"

"good hints on how to document information for my CPD"

"not so much helping to improve my appraisers skills but the question about whether the skill in performing the appraisal was adequate reflects the lack of importance that is placed in the interview process that it only need have been "adequate" not excellent or outstanding"

"good help with IT and some tips for next year. Good to have practising GPs as appraisers for sharing clinical information and tips (also understanding what being a GP entails)."

"None. Excellent"

"Unfortunately the toolkit had literally just changed to the new clarity appraisal site and we had problems logging in. Plus the helpline was not being answered despite frequent attempts to contact it (and despite it saying that it had extended hours due to the switch etc) "

"Sue is an experienced appraiser and she approaches the appraisal meeting thoughtfully. She is excellent at picking out areas to discuss but also very helpful in helping me decide and formulate a PDP that is relevant to my needs, interesting and excites me to address at the same time. I cannot fault her skillful approach or facilitation."

"great to have an appraiser who is in tune with my needs and is interesting/ challenging to talk to"

"As I fed back at the time, your focus on areas of possible focus for the forthcoming year in an experienced and thoughtful way was hugely appreciated. "

"Very good discussion and quite challenging at times eg about future of GP"

"Dr Sanlon is a skilful and supportive appraiser"

"It was a pleasure to meet you. The support via email preceding the appraisal was very welcome. It was evident that you had thoroughly read my appraisal and had useful input into how to plan for next years PDP. The acknowledgement of my busy previous year and congratulations on my new job role was welcome, yet you still steered me to aim to achieve 4 goals for this year, after some initial reluctance on my part to overburden myself! The comments about importance of reflection only needing to be brief statements was welcome as this can seem a daunting task to evidence in an appraisal toolkit format. Well done on your first appraisal!"

"Thank you for a very helpful and focused appraisal meeting that allowed me to discuss my own concerns and thoughts but also offered helpful objective and constructive advice that clearly demonstrated how much time and effort my appraiser had spent reviewing my portfolio in advance of our meeting. Thank you."

"Dr Foreman was helpful in our discussions and has further motivated me towards developing my learning and clinical practice. He spent a good period of time with me which for me was important in a year when my wife has not been well. I appreciate the opportunity to reflect on my practice. He is a good listener."

"Ann has done an excellent job. Her preparation for the appraisal was meticulous. Ann had clearly spent a lot of time going through my submission in great detail. Ann has really helped me find a sense of direction in my working life. I can't think of any areas of improvement."

"Geoff had clearly done his preparation for my appraisal. "

"My appraiser was very helpful and clear. She was very fair and supportive."

"Dr Hogg is incredibly supportive. The appraisal process has been more useful for me with his input"

"Elaine was challenging and supportive in the right balance and understood the particular situation I am in. She had done a lot of preparatory work and was able to conduct an in depth and useful discussion about the issues that I have. She was encouraging and complimentary about my CPD and PDP"

and how I work as a doctor and in my other investigative roles and pointed out some issues that I had not considered which were quite pertinent and helped me think about the future and how I will manage my career over the next 2-3years."

"The appraiser not only helps me explore my current practice but encourages me to look at my future development and plans."

"I found it that the appraiser was really helpful with clear and realistic advice on the requirements if revalidation and appraisal. I found the appraiser very empathic."

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"Very useful and informative process with Dr Male"

"very psotive appraisal with lots of support adn practical advice."

"I appreciated the succinctness in the way you conducted the appraisal and liked your tip re typing skills. Good to get feedback from information submitted and valuable to know appraisal can be a venue to discussed practice issues if any in a supportive way."

"Very supportive and reassuring."

"challenge me more"

"I felt my appraiser listened well, & understood the complexity of my rather unusual situation. She was particularly helpful with regard to formulating my PDP I"

"Had clearly read the appraisal prior to the meeting and completed parts in advance. We had good discussions about significant events and cases. A positive experience, and very friendly and non threatening!"

"Jasmin had thoroughly analysed my previous PDP and my portfolio so was extremely prepared for the appraisal. We went through my work and case examples in detail and systematically. We discussed some topics in detail and Jasmin was really helpful in analysing my portfolio and planning areas that I would like to develop in future."

"This appraiser is a skilled listener. She took time and trouble to support me throughout the process."

"Valuable meeting. Very supportive appraiser"

"excellent appraiser and a great shame she is not continuing in this role"

"i was her first appraisee, I hope it was a helpful experience for you too."

"My appraiser was very supportive which is what I needed after a difficult year."

"n/a"

"Thank you for your insights regarding the practice and my own approach to my bereavments and health issues this year, and how they impact on my work as a GP. Your advice was very helpful and supportive & thanks for the hug! I will raise pastoral care at the next management appraisals meeting to hopefully open up a discussion about how we can look after each other better in the future."

"I wondered whether a telephone call would have facilitated the process. Email communications are harder to gauge. It won't be an issue next appraisal, as I have a clearer understanding of what is wanted, but compared to the previous 10 or so appraisals this one was more though and involved more time. As I had never had an appraisal handed back / unsubmitted before I hadn't scheduled the extra time for this."

"Appraiser is excellent. She reviewed my CPD,PDP & all the aspects of appraisal. It was very useful meeting."

"i would be very happy to have the same appaiser next year"

"A very helpful appraisal for me both medically and personally."

"I have had 3 appraisals now with Susan. All 3 have lead to discussion which has has been supportive, encouraging and really very helpful. Sue has given me practical advice and has made the appraisals affirmative. I am very grateful to her"

"The Fact that my appraiser had some independant knowledge regarding my practice and some of the challenges we face was very helpful, I particularly valued his skills in getting to and bringing me back to the point."

"A very helpful easy experience and was made to feel very comfortable."

" I cannot see how her skills could be improved further , ie ; it was a highly skilled and competent appraisal process from my perspective "

"no improvement necessary"

"I do not think that Peter Saunder's skills require any improvement; his peer approach was excellent and he was able to impart greater clarity about the appraisal process than I have gained at previous appraisals (althouth all my appraisals in the last 3 years have been excellent). I am pleased to have had his expert help with the process at this stage of my career when my professional future is less black and white than in earlier years. In consequence completing next year's appraisal should be more focussed on the necessary requirements than hitherto."

"My appraiser was very helpful and had taken a lot of time reading my documentation in preparation for the appraisal. A very positive experience."

"It would have been helpful to have had some suggestions when discussing next year's PDP as often a different viewpoint can raise suitable topics for further personal development. Overall a very positive experience, thank you!"

"an excellent appraiser , supportive"

"None I can think of."

"He has been very kind, supportive and helpful both before and during the appraisal. He has given me useful advice about the appraisal and revalidation."

"no improvements needed she was excellent in every way"

"none"

"Thank you for being so supportive and helpful, and suggesting ideas to help me develop where possible."

"very supportive"

"very helpful and understanding not challenging but encouraging ones self reflection at all times very experienced and pleasure to have her as my appraiser"

"excellent person skills, relaxed but inquisitive and appropriately challenging manner "

"A different style of appraisal to what I have been used to. Perhaps less reflective and more focused on making sure I have done what I need for revalidation. None the worse for that and probably what I need but make sure there is time for the gossip and chit-chat of general practice!"

"I very much appreciated the feedback to move to use on line learning with websites offered."

"I found my appraiser kind and sympathetic and really helpful in focussing my goals for next year"

"My appraiser was very experienced and very competent in the way in which he conducted the appraisal"

"It's great to be able to discuss internal practice politics with an outsider who has a very different role in a different inner city practice. It was a very enjoyable session and I look forward to next year's."

"Fiona was extremely helpful, from the outset when she encouraged me to set a date for the appraisal and stick to it, to giving me very constructive advice and helping me see how I can structure my work in the future. This was difficult as I have had a slightly unusual career pathway up to now."

"None. Please can Barabara Rowlands appraise me again? I would appreciate the continuity"

"I was not sure what to expect from my first appraisal but Dr Alexander was very supportive and I am now looking forward to my next year of collecting evidence! Thank you!"

"A formative and enjoyable appraisal, thank you. "

"Harry gets the balance just right between being challenging and expecting evidence of learning as well as activities in the log, and being understanding and supportive. He is empathic and encouraging and has lots of practical suggestions for overcoming some of the difficulties I have faced in my practice. I think he successfully persuaded me not to retire fully from medicine when I resign my current post but to keep my options open and consider maintaining my licence for a couple more years. He just might have saved the NHS the loss of yet another experienced but burned out GP!"

"cant think of any , v helpful, pragmatic etc , helped enlightened me regarding quality improvement exercises "

"Very supportive"

"Very supportive appraiser, who also highlights areas which may require improvement or more work."

"Very helpful and clear advice given"

"Useful process, with good tips on future CPD and audits as locum - quality improvement project"

"Very useful appraisal"

"Very helpful and supportive. Thank you"

"I felt supported and that I had received a sympathetic appraisal while helping me extract the highlights of teh educational year."

"Very methodical and logical. USeful tips for the future."

"Have had same appraiser for 3 years so understand that must have different one next year- though happy to have same one again"

"The appraiser was perceptive, supportive, but questioning and appropriately challenging"

"I found Dr Blackburn very helpful and supportive."

"Really helpful appraisal with excellent suggestions about how I could improve on reflections etc. "

"Dr Foreman is an experienced appraiser who has helped shape my professional development over the past 3 years"

"See my previous comments. I think the appraisers are straight-jacketed into the process leaving little scope for individual personalised assessment and advice on development."

"very supportive appraiser, validated my concerns and helped me to persevere"

"Cordelia really helped me looking into my future which needs to be addressed and she has put me on the path I hope. Putting my future as a PDP item was a master stroke as I will now have to address it. I really dont know how she could improve. Perhaps a bit more concentration on clinical matters but im not sure this is her remit. She really put me at my ease which is important."

"challenged how my learning has been put into practice in a useful way which I think will help improve my reflections in future. Good suggestions on

how I can put my PDP ideas into SMART format"

"Dr Murphy was the best appraiser I have had -very supportive in managing my IT muddle and helping me consider my planned re-location to Cornwall . I found this actual appraisal the most constructive though not the process to produce all the evidence -I will be disappointed not to see her again as I am now in a new area "

"I think this was an excellent appraisal especially considering it was the Appraiser's first appraisal! She was very intuitive and supportive."

"This appraiser really understands the stress and strains of everyday life and comes up with practical and constructive suggestions on how to improve. She is also really good at focussing on positive areas in your practice, something we frequently gloss over as we tend to be very self critical. I would really recommend her as an appraiser"

"v helpful and supportive"

"I felt my appraiser brought excellent suggestions for development that were appropriate and relevant from my appraisal information. I feel confident that my PDP is achievable and also relevant. She brought great skills in coaching. I am struggling to suggest areas for development!"

"very positive experience"

"Constructive advice and explanation"

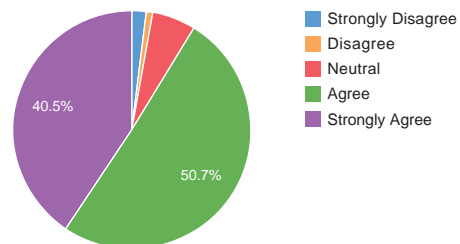
"excellent and helpful appraisal conducted by a very experienced and skilful appraiser"

"I enjoyed my appraisal with Freya and it was conducted very efficiently"

"Would help if the RCGP gave appraisers training in the technical aspects of the eportfolios as I believe that would be one way of disseminating better use of the recorded documentation for all GPs."

The Appraisal

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The appraisal challenged me to consider new areas for development	4	4	23	146	91
My PDP for the coming year reflects my main priorities	5	0	5	120	138
Overall the appraisal was useful in my professional development	7	3	19	142	97
	2%	1%	6%	51%	41%



Comments

"The appraisal itself was a pleasure (although the preparation work always takes (me) a while!). The appraisal was helpful and to the point and allowed time for some free ranging reflections. I'd have no hesitation to recommend Peter as an appraiser. The only thing I can think in addition to what we did, if there was time, would be to reflect on what I love about general practice and what the main challenges are, which perhaps would help open my mind beyond the next clinical priorities to the bigger picture. Thank you for a stimulating and enjoyable appraisal!"

"My appraiser arrived late, which put a time pressure on things. He apologised about this."

"I think my appraiser has to change for next year but as some of the issues discussed are on going it would be quite useful to continue with the same appraiser who I have found shows more understanding . I think it is important for an appraiser of a GP partner not to have a potential conflict of interest which might be the case if they held other local roles in the NHS. "

"once again an excellent meeting: full credit to Sue for making it relevant, enjoyable, informative and supportive."

"No suggestions."

"It couldn't, Caroline was v good."

"I do not believe the current appraisal system fully accounts for or supports portfolio doctors or those in no clinical roles. Nevertheless with the constant support of my appraiser I am satisfied that I can continue to complete the process satisfactorily"

"It couldn't have been more helpful - thank you for your time and effort."

"Dr Foreman was well prepared and could recall without prompting my material. I am very satisfied that he has helped me to look at areas where I can learn for next year."

"The annual appraisal does require reflection and planning to be done. It is unfortunate that current workload in General Practice makes the opportunity to do this so difficult. Our performance as GPs would be improved if there was more recognition and funding of this crucial activity."

"I did not feel that challenged but I am aware that I have fulfilled all the requirements for the appraisal and had a self confessed desire to tick all the boxes. I fortunately have adequate support at home, the practice and amongst peers so have little need, this year, for additional guidance or challenge. I am content that I have achieved, with the help of Geoff today, all that I am obligated to do with regard to appraisal and revalidation. If this were not the case I wonder what additional resource Geoff could have provided and perhaps this could be something to develop?"

"_"

"It takes too much time out of my life to organise and complete, and as a GP I have less and less time available"

"for too lengthy a preparation process, purely a timewasting tickbox process. Brevity would be far better!!!! n contrast, the meeting is very useful."

“ ”

“I was very happy with my appraisal as I am planning to retire in 3 years so did not want to discuss personal development, so lack of it is not a reflection of my appraiser”

“I am not convinced appraisal helps me personally in any way, just creates another laborious chore and all I have learnt is how to complete the forms.”

“This was an excellent appraisal in challenging circumstances.”

“None”

“During the appraisal we came up with a carefully selected and discussed PDP for the next year. These were all analysed for being SMART”

“As an experienced GP who has completed annual appraisals for several years I do now find the appraisal process a time consuming and unnecessary distraction. I am not sure it really makes me a better or safer GP. ”

“scrap it?”

“Can't think of anything - this was a very useful appraisal and has challenged some of my attitudes about work and working relationships - probably more than previous appraisals. I forgot to thank you for the support in my last years appraisal when the practice meeting dates were changed and I could no longer attend. Since then I raised it and the dates were changed so I can now attend about 50% of the meetings so thanks again.”

“Expectation management again. Had I known unsubmitting was a possible, even likely outcome, I would have submit earlier, so that I had time to make alterations. Also I would not have been surprised / upset at having the appraisal returned with metaphorical red ink. I think this is a very sensible approach, to ensure all is satisfactory prior to the appraisal. However, it has not been standard practice and therefore being warned would have been useful. For example, “please submit your appraisal in plenty of time as I will return it with any required changes to optimise it prior to appraisal date” would set an expectation and even appreciation.”

“It was nice process & appraiser is excellent. She discussed all the aspects of appraisal.”

“I feel motivated to continue to learn, reflect. My appraisals with Sue have helped me to continue to develop and grow as a GP”

“really cant think of anything in particular”

“as before ”

“I did not feel particularly challenged but I think this was due to the appraiser's gentle manner- in fact the appraisal did generate lots of ideas for improvement and professional development. No improvement needed.”

“No improvement required other than feedback to Clarity re their Help menu”

“no improvements needed,i learnt from last year and recorded reflections as i went along during the year ,so this appraisal was very straight forward”

“none”

“some struggling over the puns dens research page on clarity did not understand requirement too much info inserted”

“Couldn't have been improved”

“I am satisfied with the existing system”

“I like having the appraisal meeting at my surgery where I can have all my reference materials and systems at my fingertips and the timing was flexible and with adequate notice. The only thing which could possibly have been improved was maybe to have a month more notice to allow for the vaguaries of practice staffing and enable greater choice of session dates and times.”

“I thought it was extremely useful exactly as it was”

“Editing the PDP was difficult. This lead to some dupliction of one of the items. I was not able to remove as it from this year as it was carried forward from last year. I changed my mind and wished to remove it but could not.”

“sorry cant think of any ways to improve ”

“Good career advice to get the most out of Australia and new experience. Good advice about aiming for dermatology experience in a year and trying to gain a formal certificate which maybe difficult to achieve in that time frame.”

“Not for this year, it was a helpful process. However I regret the fact after building a good, challenging but supportive relationship over the past 3 years , I now need to change appraiser. Please could it be 5 years or longer rather than 3.”

“N/A”

“Overall I feel the appraisal process in its current form with the onus on lengthy recording and reflection, whilst a statutory requirement, consumes a disproportionate amount of time which might otherwise be used for other formal learning needs. I would estimate that its completion has required an extra 20-30% of the total number of documented CPD hours, but this is not formally recognised. There are positives to draw on from appraisal and Dr Flannagan is a very skilled appraiser, but globally the process is increasingly being driven as an onerous summative experience that is reducing professional status, yet has not demonstratably protected the public as recent legal cases have shown. ”

“Useful to have time to reflect and plan for next year”

“this year I needed to off load some stressy stuff and it was a good forum to do this and get some advice. ”

“see previous comments ”

"If the recording of all the CPD could be less laborious it would be helpful"

"very supportive gentle challenge friendly useful discussion"

"I am happy with this years appraisal and cannot suggest ways for it to have been improved"

"use to reflect and then formulate plans in the short term inspired "

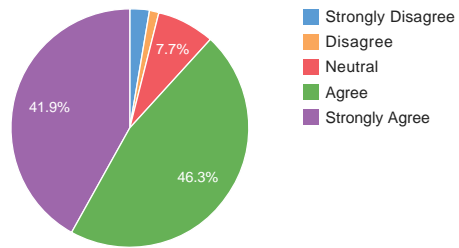
"Can't think of anything that could have been done differently. A very pleasant and professional appraiser "

"Overall it went smoothly and the appraiser was helpful and insightful but it still remains a very time consuming process and I think simplifying the requirements with less repetition in the appraisal toolkit would make it a more positive experience."

Appraiser Feedback

Organisation Systems

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I was given adequate notice to allow preparation for my appraisal	3	3	6	56	87
I received the support and explanation I need to prepare for the appraisal	5	1	3	71	75
I am happy about the confidentiality of the appraisal process	4	0	23	75	53
Overall the organisation supported the appraisal	5	1	11	72	66
The software I used supported my needs to review the record of the appraisees portfolio, PDP and supporting information	4	5	17	85	44
	3%	1%	8%	46%	42%



Comments

"It was not clear initially how to get assigned to the appraisee, but that may have been because I was not initially registered on the toolkit"

"N/A"

"Nil"

"Appraiser had difficulties with new toolkit, but after appraisal, and tutorial on use, much happier"

"this overlapped the transfer from rcgp so was a bit of a challenge as had problems accessing the appraisal and when tried the clarity help line was a long way down the queue so ended up viewing old rcgp form and wrting info longhand to transfer at a later date. hopefully next appraisal will be better"

"I could have donewith training regarding use of clarity toolkit, however it is easier to use that svern deanery toolkit"

"more choice for the appraised doctor to choose their appraisal month"

"mobile contact telephone numbers would be helpful"

"N/A"

"Browser problems with logging on to Clarity. Helpdesk provided useful response but was not available at the weekend"

"I find it difficult that my organisation uses different types of tool kit. I still feel that although clarity is a good tool kit i have had no formal training on this. I also have struggled to get gp appraisal toolkits to work on my home PC"

"Another appraiser just changing RCGP to Clarity. Lots issues completing templates, signing off, not able to get support as done very last minute, however now used this once, should be better next year"

"Transfer of data from RCGP to Clarity could be improved in order to help appraisees "

"Unfortunately I had to postpone the original date as the feedback on MSF and PSQ were not returned & uploaded in a timely fashion. Once uploaded I was able to proceed without any difficulty"

"Nil to add"

"N/A"

"N/A"

"The RCGPs random decision not to allow members to use the Clarity toolkit if they hadn't entered anything by a date in June meant that this appraiser had a tough time to up load everything again from scratch into Clarity manually. However she managed well and completed it in time for me to review prior to the appraisal."

"none"

"N/A"

"The Clarity toolkit help section could do with improving. I tried to ring the helpline but could not get through due to high demand. "

"using one platform would make recording easier"

"It was the first time I had used Clarity as an Appraiser so took a little bit of navigation around the site."

"Worked well"

"Having list of doctors a bit earlier for doctors being appraised early in the year would be helpful so can give enough notice re dates"

"This was a difficult appraisal, had to be rescheduled as incomplete at first attempt, but well supported by team and lead, and all came right in the end."

" "

"seems to be working well"

"Clarity site crashed during appraisal"

"Happy with organisation of appraisals and support provided"

"Guidance of what specifically should be put into the summary boxes would be helpful. Sometimes I find myself duplicating information"

"n/a"

"The transfer of data from RCGP ePortfolio to Clarity was incomplete and I was unable to review appraisal summaries from previous years. Dr Evans was added to my list of appraisees after he had been unable to agree a day/time to meet with his previous appraiser. I received his pre-appraisal documents 5 days before the appraisal."

"MSF did not come across"

"Late booking, problems with transferring to performer's list in Somerset for appraisal to be done, problems in accessing information on new toolkit, only available few days before appraisal date- not appraisees fault."

"Change of toolkit caused some challenges for both the appraisals and myself- but we managed to overcome these"

"N/A"

"Few hiccups with transferring data RCGP to Clarity, the 3 most recent appraisals did not transfer, however together did manually."

"N/A"

"N/A"

"There have been problems with the Clarity software, specifically in allocating me as the appraiser which has led to my not being able to review evidence as early as I would have liked. I hope that there is in future better co-ordination between the allocation of appraiser and the toolkit. "

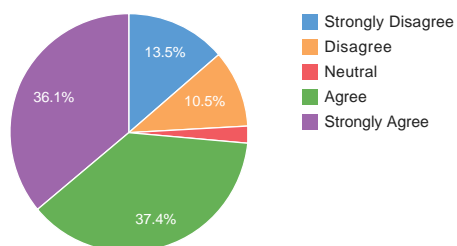
"n/a "

"Appraisal was cancelled once at request of doctor. I did not receive her information until 12 days before appraisal and needed to ask for additional information then. It would be helpful if doctors submitted all required info at the agreed time and that all information is included . (a clear email that itemised what was required) "

"few teething problems with RCGP to Clarity switch"

Appraiser Skills

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I adequately reviewed the appraisees progress against their PDP and supporting information for the appraisal	2	0	2	74	77
I felt this appraisal was difficult to manage	80	65	4	4	2
Overall I conducted a successful appraisal	1	0	5	102	47
I am happy to have the same appraisee again	1	0	4	52	98
	14%	10%	2%	37%	36%



Comments

"It would have been helpful to have known something about the role of civilian medical practitioner at Yeovilton before I undertook the appraisal, but this lack of knowledge was not a major problem, it just slowed things down a little"

"N/A"

.....
"Not be on call 24/7 in Sports Medicine!"

"Challenging to prepare for this meeting, as inadequate evidence provided very late - see outcome however"

"The appraisal, at the request of the appraisee was arranged at a time I do not usually appraise and, because of a clerical error on my part, I had it in my diary to do it on a different day. Because of this, there was a need to be time efficient in carrying out the appraisal and because of this, I apologised fully, signposted carefully, made sure that within this time that there was quality time for reflection. I was very glad that I had prepared well beforehand so that all the supporting information was already written up and sought feedback afterwards that all bases had been covered. I still, I believe, managed to challenge and be thorough with respect to the supporting information and reflection. I have improved in the last year with respect to arranging appraisal times so am disappointed in myself that this has happened but was very glad that I was thoroughly prepared. "

"There are still problems with using Clarity, for example it is impossible to enter the date of today's appraisal on the feedback section because we booked an appt before moving to Clarity"

"3rd appraisal"

"Improve my note taking during the interview"

"I could have done with writing up the appraisal straight after it had been undertaken, it would have enabled a fuller submission"

"familiarise myself more with the new clarity toolkit"

"She was a high calibre GP and I'm not sure I challenged her enough"

"N/A"

"Continue to work on time mx. This appraisal took 3.5 hours. This was mainly due to spending much time on talking about research methods. This GP told me that she has a keen interest in academic work. She was planning to study stress in GPs in training but approached it just as a survey. We discussed how she could do the same thing but conduct a better study and advance her academic skills."

"I need to improve in my use of clarity, I am unclear how much I need to cut and paste from one toolkit to another. It would be easier just to do one toolkit !"

"Perhaps need to be clearer about warning people to do MSF and PSO in good time as seems to take longer to get returns on this website than RCGP "

"Need to become comfortable at writing up appraisal during the meeting - currently always do afterwards, so more time-consuming (although meeting itself is shorter..)"

"N/A"

"N/A"

"This appraisal was challenging only in that the appraises situation was unusual. She is due for revalidation very shortly. She had just retired on medical grounds and therefore was technically no longer deemed fit to Practice as a clinicians- but would be competent and well enough eg to teach medical students part time. however neither she, nor I, not indeed the GMC seem to know whether she needed a licence to practice to do this (in practice we presumed not as many teachers are not medically qualified- but there maybe different pay scales for medics and this may or may not require a licence to practice) It also meant that we had to think laterally about potential PDP requirements. But all in all it was a useful and thought provoking appraisal which made us both realised that the whole process has some way to develop to come with these nuances."

"1. This time I started with last year's PDP which was a good starting point but I forgot to ask first what the appraised was hoping to get out of the session , which I would usually do at the beginning. 2. I still found it difficult to navigate the new clarity system and need to improve this. I will do so by entering my own data as my appraisal is due early next year"

"N/A"

"I hope that with practice and reading that Clarity will become easier to use. "

"Continue to attend ongoing appraiser training sessions"

"To ensure that my comments and feedback are appropriate to the experience of the appraisee."

"will continue to monitor feedback"

"Doctor was difficult to engage I would be happy to do another appraisal on this doctor but he may require additional support to get him re-validation ready in 2016"

"I need to get better at using this tool as I do not want the IT to get in the way of the flow of the Appraisal"

"Just really to ensure I meet his agenda as a supportive appraiser"

"need to stay patient"

.. "

"Professional dress (had limited time after sports medicine work this morning!"

"Importing information on proposed PDP into agreed PDP"

"More coaching, less instruction"

"I need to do more appraisals to gain confidence and experience"

"Having a full insight into my appraisee's various management roles"

"More practice with new Clarity Toolkit and feedback on this. It is different from SAT!"

"Be better acquainted with the toolkit that we are now using"

"N/A"

"Structuring the appraisal more ; could start with last year's PDP which leads nicely into achievements and challenges. Could start with about 45 mins of general discussion ,then e-portfolio topics, then summary and "anything else ". Make time-frame explicit at the start. Consider where I sit! Remember to fill in this year's PDP , not just proposed PDP, as the information doesn't automatically transfer. "

"I need to spend a little more time with Clarity working out where previous appraisals have gone, entering in Revalidation dates etc"

"This is a naturally very well organised, self motivate , insightful and conscientious appraisee and therefore quite hard to think of ways in which to offer him more insight/support or even challenge in manner that he might find useful but will consider this over the coming months"

"N/A"

"N/A"

"See above re reviewing data earlier. I am trying to verbally highlight in each appraisal where I have challenged the doctor to consolidate this aspect in my mind."

"through more experience of doing appraisals"

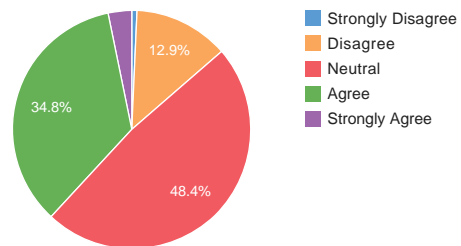
"Be more insistent that information is submitted on time"

"Continue to explore ways of discussing issues that maximise the Appraisees interest and confident and enjoyment of their job"

"I think this appraisal went well but I will reflect on any feedback "

The Appraisal

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The appraisal challenged me to consider new areas for my development as an appraiser	1	20	75	54	5
	1%	13%	48%	35%	3%



Comments

"I do not have much experience of appraising people just off the training scheme, that being the case I discussed the way the system works with our practice trainer"

"N/A"

"No telephone disturbance from other areas of my work (but Hospital Consultant had returned my call)"

"Unusual situation where appraisee chose to come off performer's list. INteresting process, hope I was able to support him in his decision making"

"See prev entry"

"This doctor was returning from retraining, had taken on a new partnership and had submitted a poor multi source feedback form. It challenged me to work with an appraisee who was not straightforward but who was enthusiastic to develop."

"More practice with Clarity!"

"this was a straight forward appraisal with no concerns that needed discussion"

"N/A"

"Overrunning was ok for me (and the GP) and the GP was clearly grateful for the discussion around research, conducting studies, presenting etc."

"better use of toolkits, but learn something each time"

"Always instructive to ask what has not helped in previous appraisals so have an opprtunity to avoid doing the same thing"

"As above"

"N/A"

"N/A"

"I realised that I need to think about all the complicated and various different circumstances that colleagues might be in - and what constitutes fitness to

practice- at what level and whether the GMC should be able to licence clinicians to practice subject to certain stipulation or restrictions."

"see previous notes"

"N/A"

"A clearer plan starting with review of the last year's PDP. A better ending. completion of the appraisal summary during the process. I had started to prepare the summary before the appraisal and plan to do more the next time I do an appraisal"

"N/A"

"Use SAT"

"Doctor could have engaged at an earlier stage in the process"

"How to reduce and minimise the IT issues and the over all bureacracy"

"Focus on helping to produce a good PDP for each doctor"

"Perhaps not taking quite so long"

" "

"looking at the evidence and referencing in the summary "

"Adaptation to the new Clarity website"

"No concerns"

"I have subsequently read Jenny Rogers' book on Coaching which I have found v helpful"

"Awareness of my appraisee's variety of management roles"

"N/A"

"I agreed to undertake this appraisal at short notice (1 week) because the appraisee was flying to start work in Australia during the second week in November. However, the appraisee had completed her pre-appraisal documentation very well so the appraisal was very satisfactory."

" "

"N/A"

"N/A"

"As above"

"n/a"

"see previous comments Challenging doctors well can sometimes be difficult"