

Revalidation

Professional development for doctors and what it means for patients

What is revalidation?

Revalidation is how the General Medical Council (GMC) ensures that doctors are working to a good standard. All doctors working in the UK must be licensed and registered with the GMC and they must go through a process known as 'revalidation' every five years.

Every year your doctor must have a meeting with a specially trained appraiser to review and talk about his or her work. At the meeting they discuss the 'folder of evidence' which your doctor puts together to show how they are meeting the GMC's standards.

The folder of evidence includes feedback from patients and colleagues along with proof of their on-going training and education and a plan for future professional development.

Every five years, information collected from the annual appraisals is passed to a senior doctor at the hospital who makes a revalidation recommendation to the GMC. The GMC makes the final decision whether to revalidate the doctor or not.

The revalidation process is overseen by a Responsible Officer (RO) who is responsible for all the care delivered by the doctors within the organisation and making recommendations for five yearly revalidation to the authorising body, the GMC. At Queen Victoria Hospital the RO post is held by the Medical Director.

What does revalidation mean for patients?

The process of appraisals and revalidation means that you can be confident your doctor is competent, their skills are kept up to date, complaints and concerns are managed consistently and they are working to expected high standards. It means doctors must themselves regularly review how they treat and care for patients and identify ways they can improve.

It also means that any feedback you provide about your experience of your doctor – good or bad – is very valuable and will help them to improve the care they provide.

Your feedback

At least once in every five-year revalidation cycle, some patients will be picked at random and asked to give feedback about the doctor by completing an anonymous questionnaire.

In addition, any patient can give feedback – both positive and negative - at any time. You can provide feedback by writing directly to your doctor, by contacting the Patient Advice and Liaison Service (PALS) or by writing to the Responsible Officer (see back page for

contact details). You may also be asked to provide feedback as part of patient surveys about your treatment and care.

Before providing any feedback, you might like to look at the GMC's Good Medical Practice which sets out the standards doctors are expected to meet:

www.gmc-uk.org/guidance/good_medical_practice.asp

Concerns and complaints

At Queen Victoria Hospital (QVH) we strive to do our best for all our patients, but sometimes patients may be unhappy about some aspects of their experience. We take all concerns raised seriously.

If you are not happy with your care or experience, please tell your doctor or the person in charge of the ward or department as soon as possible. They will be happy to help if they can. If you still have concerns you can also contact the Patient Advice and Liaison Service (PALS) which is a confidential service for anyone who would like help, advice, information or support or who may have a concern about their care.

If your problem or query is not resolved and you wish to make a formal complaint, please contact our Patient Experience Manager or write directly to the Chief Executive.

Useful contact details

Queen Victoria Hospital NHS Foundation Trust
Holtye Road
East Grinstead
West Sussex
RH19 3DZ
Switchboard Tel: 01342 414000

PALS / Patient Experience Manager
Tel: 01342 414355, pals@qvh.nhs.uk

General Medical Council (GMC)
www.gmc-uk.org
Tel: 0161 923 6602

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