

Guide to the RCGP Revalidation ePortfolio

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Royal College of
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1 Introduction

Welcome to the RCGP Revalidation ePortfolio. After thorough piloting and testing, the College is extremely confident that this tool will add significant value to GPs' clinical practice and professional growth. It is a holistic learning system that incorporates all known and anticipated requirements for both Appraisal and Revalidation in the UK. You can read more about the pilot in Appendix 1.

This ePortfolio has been designed by working GPs. It is intended to be applicable to, and usable by, every GP in the UK. The heart of the tool is a log of continuing professional development (CPD), with events recorded in a simple format to aid reflection. As they are entered by the Appraisee, CPD items are organised into a format ready to be used as supporting information for Revalidation. As the requirements of Revalidation continue to be defined and refined, the College will update the Revalidation ePortfolio accordingly. We are always keen to hear new ideas and consider this Revalidation ePortfolio to be a living document that is constantly evolving.

The College's current criteria for Revalidation can be found in the *RCGP Guide to the Revalidation of General Practitioners*, always available on the Revalidation section of the RCGP website.¹ This document describes the requirements for Revalidation for GPs and is the basis for the RCGP Revalidation ePortfolio; it is frequently referred to throughout this guide. The answers to most queries about the process of Revalidation can be found in this document. In addition, the College website includes a video demonstration of

this Revalidation ePortfolio. Frequently asked questions (FAQs) and other resources will be added over time in response to identified user needs.

Key features of the Revalidation ePortfolio

- A **'traffic light' indicator** of a GP's progress to each Appraisal and (separately) each Revalidation.
- Template-based records to maximise the ability to **search and integrate** information.
- A **learning log** where each item can be optionally linked to appropriate areas of *Good Medical Practice* (GMP) and also to the RCGP's GP curriculum.
- An easy-to-use **cataloguing system** for learning done, allowing doctors to see at a glance the range and quantity of their activities in any Appraisal or Revalidation period.
- A fully **integrated Appraisal system**. This will allow GPs solely to use the RCGP system for both Appraisal and Revalidation. The system provides a summary overview of the information discussed during each year's Appraisal. A summary for each Revalidation is accumulated over 5 years.
- Functionality for Appraisers to be able to manage Appraisals and to view **shared log entries** at any time, but also for Appraisees to keep items confidential until they decide to share them.
- For the future – functions for Primary Care Organisations (PCOs) will be developed in Phase 2, allowing PCOs to **manage Appraisers** and provide reports aligned to guidance from the NHS Revalidation Support Team and regulators.
- Phase 3 will include **interoperability** with other College e-learning products, and (it is proposed) interaction with external bodies such as the General Medical Council (GMC).

- A **messaging function** whereby the system generates an automatic email to Appraisers and Appraisees, notifying them of specific 'events'. One such example would be a message to an Appraiser informing him or her that an Appraisee has submitted Appraisal information. Such messages are anonymous, and users are asked to log in to the system to check details.

Phase 1 – full functionality for Appraisal

Phase 1 of the Revalidation ePortfolio includes all the functionality required for Appraisal. Some Revalidation ePortfolio sections relating to Revalidation will be marked as 'optional' (explained further in Appendix 2) in Phase 1. As Appraisal moves towards the 'strengthened' Appraisal required for Revalidation, it is anticipated that users will choose to utilise more of these optional areas (such as CPD credit scoring, recording of multi-source feedback (MSF) and linkage of CPD to the GMP attributes). It is important to be familiar with the Appraisal requirements of your particular PCO because different organisations are moving towards strengthened Appraisal at different rates.

Accessing the Revalidation ePortfolio

College members can access the tool using their standard RCGP log-in details. Every UK PCO has been invited to start using this ePortfolio for Appraisal from 2010. Those PCOs who have accepted will be provided with log-ins for Appraisers and non-College member GPs (on a trial basis until April 2012, after which non-members will be required to either pay a standalone subscription to the ePortfolio or become associate RCGP members). Even if you are a College member whose PCO has not yet adopted this tool, you can still, if you wish, use it to log all your CPD. There is a function to save your entries into a PDF file to send to your Appraiser or upload on to whichever other electronic toolkit your PCO has currently chosen to use. Thus you will be able to benefit

from the functionality of the ePortfolio to categorise your CPD in line with the College Revalidation guidance during this current period of uncertainty, where PCOs are still deciding which electronic format to use for Revalidation.

How the Revalidation ePortfolio works

The Revalidation ePortfolio organises supporting information into 12 areas, as set out in the document, *RCGP Guide to the Revalidation of General Practitioners*.¹ These are displayed on the dashboard, shown below, which is the heart of the tool.

Summary overview of progress to date
Appraisal Date: 30 March 2011

Revalidation Areas	Appraisal		Revalidation	
	Guide	Status	Guide	Status
Area 1: Statement of Professional Roles	1	1	1	1
Area 2: Exceptional Circumstances	0	3	0	3
Area 3: Previous appraisal documents	1	1	5	1
Area 4: PDP	1	1	5	1
Area 5: PDP Review	1	1	5	1
Area 6: CPD Credits	50	61	250	61
Area 7: Colleague feedback (MSF)	0	1	1	1
Area 8: Patient Feedback (PSQ)	0	0	1	0
Area 9: Complaints/Cause for Concern	0	0	0	0
Area 10: Significant Events Analysis	0	1	5	1
Area 11: Clinical Audits	0	0	2	0
Area 12: Declarations	3	0	15	0

Each area has a **status bar** next to it. These are divided into the requirements for Appraisal and Revalidation. When the Appraisee has entered sufficient supporting information for his or her Appraisal requirements, the status box will be green; if there are insufficient entries in this area, the box will be red. Progress towards achieving the requirements achieves an amber rating. These Appraisal ratings are all based on the

Appraisee's self-assessment, but only translate into Revalidation ratings after Appraiser review – this is explained further below.

Each area of the dashboard contains a hyperlink so the user can **interrogate** that area, i.e. search for all evidence within the Revalidation ePortfolio linked to that area. Users also click on the area hyperlink to **add** more information.

Below the table are hyperlinks to reach the optional tables summarising **RCGP curriculum coverage** (see p. 26 of this guide) and **GMP attributes** (see pp. 25–6 of this guide).

The right-hand section of the dashboard shows how supporting information is accumulating for Revalidation. The process for this is currently set up as follows:

- information marked for Appraiser view by the Appraisee will be reviewed by the Appraiser during the Appraisal process
- if it has also been marked for Revalidation by the Appraisee, once agreed by the Appraiser it moves into the Revalidation column at Appraisal sign-off
- supporting information accumulates over 5 years but there is an option to **reset the start date** of the Revalidation 'score' to allow the Revalidation ePortfolio to be realigned to GMC Revalidation period dates (when known)
- thus users can practise using the ePortfolio for Revalidation straight away with the security of knowing they have control over clearing the right-hand column back to zero.

Throughout the Revalidation ePortfolio the user **enters as much or as little as he or she wishes** on each template. The only exception to this rule occurs when the Appraisee chooses to 'submit' his or her portfolio prior to the Appraisal discussion – the

Revalidation ePortfolio will then prompt Appraisees regarding essential fields left incomplete. Even at this stage users can still proceed to Appraisal with incomplete fields if they are confident they can justify this to their Appraiser and PCO. For example, an Appraisee may not have uploaded anything electronically into area 3 but has agreed with his or her Appraiser to bring this information in paper format. This is explained further in section 2, 'Summary of the Appraisal process using the RCGP Revalidation ePortfolio' (p. 9).

The Academy CPD 9-point grid

The Academy of Medical Royal Colleges has developed a categorisation of CPD to allow GPs to assess the 'spread' of their learning. This categorisation uses the following 'dimensions':

- **'personal'** – involving only the GP
- **'local'** – based around the GP's usual team
- **'external'** – at a regional or national level.

Area	Total Credits		Dimension					
			Personal (P)		Local (L)		External (E)	
	Reviewed	All	Reviewed	All	Reviewed	All	Reviewed	All
Clinical	0	31	0	1	0	0	0	30
Managerial	0	26	0	1	0	25	0	0
Professional & Academic	0	4	0	0	0	0	0	4
Total Credits	0	61	0	2	0	25	0	34

Examples of each field (row) are as follows:

- **clinical** – anything directly relating to the clinical care of patients

- **managerial** – anything related to managing a GP’s clinical practice or the clinical service. An example would be setting up a new system for repeat prescription monitoring or developing a new service through practice-based commissioning
- **professional and academic** – anything that advances the profession directly. This will include all teaching, research, mentoring and Appraisal. It will also include political activities.

The 9-point grid allows users to see at a glance if their spread of learning is appropriate to their work. For example, anyone working clinically should have some credits in the clinical area. For many GPs, all credits will be clinical (if they only work clinically and not in an academic or managerial role).

The CPD credit scheme

The RCGP has introduced a credit-based system to assist GPs in quantifying their learning for Revalidation. At its simplest, each recorded **hour** spent on a CPD activity (which can include planning and reflection) counts as a credit.

Additional credits can be earned by demonstrating the **impact** of the learning:

- impact on **patients** (e.g. implementing a new clinical guideline)
- impact on **service** (e.g. developing and implementing a new service)
- impact on **others** (e.g. teaching).

Demonstration of impact enables any claimed time-based credits to be **doubled**.

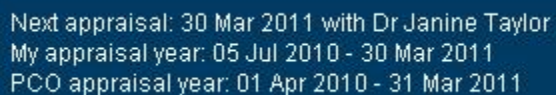
A full guide to the system is available at www.rcgp.org.uk/PDF/Credit-Based%20System%20for%20CPD_final%20version_201009.pdf.

Reflection on the outcomes and impact of developmental activity is an important part of CPD. While time spent accumulating knowledge is an important part of all doctors' lifelong development, the real measurement of progress is the effect on their practice and care of patients. Impact-scoring is designed to support this approach. The Revalidation ePortfolio contains reflective templates (based on guidance from the Academy of Medical Royal Colleges) to support documentation of reflection – these are described more fully under area 6 on pp. 24–9.

2 Summary of the Appraisal process using the RCGP Revalidation ePortfolio

Please see the 'quick start' guides for flow diagrams showing the steps required. The key features are as follows:

1. The **date** of Appraisal shown on the Revalidation ePortfolio is initially entered by the GP's PCO and can be edited by the Appraiser.

A screenshot of a dark blue rectangular box containing white text. The text lists appraisal details: 'Next appraisal: 30 Mar 2011 with Dr Janine Taylor', 'My appraisal year: 05 Jul 2010 - 30 Mar 2011', and 'PCO appraisal year: 01 Apr 2010 - 31 Mar 2011'.

Next appraisal: 30 Mar 2011 with Dr Janine Taylor
My appraisal year: 05 Jul 2010 - 30 Mar 2011
PCO appraisal year: 01 Apr 2010 - 31 Mar 2011

2. During Appraisal preparation the GP should **review dashboard areas 1–12** and check he or she has made entries in all fields appropriate for the current year's Appraisal. As discussed elsewhere in this guide, requirements may change from year to year or between PCOs.
3. The **short cuts** on the page after log-in are intended to assist the Appraiser in quickly moving to the key entry areas (see screen shot below). These include CPD (shortcut 2) and **Personal Development Plan** (PDP, shortcut 3).

Short Cuts

- ▶ 1. Upload/view historical appraisal documents
- ▶ 2. Add CPD entry
- ▶ 3. Add / Edit PDP
- ▶ 4. Go to Dashboard
- ▶ 5. Go to CPD 9 point grid

4. GPs, when first using the Revalidation ePortfolio, should **upload their current Appraisal summary** (e.g. form 4) via **short cut 1** (which directs the user to area 3 of the dashboard).

Area 3: Previous appraisal documents

 Add a past appraisal

	Date	Appraiser	Organisation	Outcome	
	04 July 2010	John McClain	LAPD	Satisfactory	 

5. There is an option to upload the **existing PDP** in a PDF or Word document file format but it is better to **cut and paste each item** into the RCGP template via dashboard area 4 (**short cut 3** can be used for this). The '**actual outcome**' of the PDP item should be entered before signing off (explained further on pp. 20–1), so your Appraiser can then comment on and approve the item.

Areas 4 & 5 - Review of PDP from each appraisal

The screenshot shows a software interface with three tabs: 'All PDPs', 'Review PDP Objectives', and 'Add a Previous PDP'. The 'Review PDP Objectives' tab is active. The form contains the following fields and controls:

- Type:** A dropdown menu with 'Previous' selected.
- Start date:** A text input field with a calendar icon to its right.
- End date:** A text input field with a calendar icon to its right.
- Actual outcome:** A large text area with a vertical scrollbar on the right side.
- Documents:** A dark blue button labeled 'Add Previous PDP document'.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.

6. The tool also has a function to add '**proposed**' PDP items, either to add to the current year's PDP (with the agreement of the Appraiser) or to include in a future year. This is explained on p. 21.
7. CPD entries must be '**marked for Appraisal**' within the template (see pp. 28–9) if they are to be included in the Appraisal discussion. Please note that, once marked, they can be seen by the Appraiser even if the Appraisal documentation is not yet signed off.
8. **Short cut 4** takes the user to the **dashboard** (see pp. 4–6) and **short cut 5** to his or her **CPD 9-point grid** (see pp. 6-7), to assist the Appraisee in reviewing overall progress.
9. Once the Appraisal documentation is complete, the **Appraisee must 'submit'** (this is explained in more details in section 4, p. 35).

10. The **Appraiser should review the Revalidation ePortfolio prior to the Appraisal meeting** to ensure sufficient documentation is present for the Appraisal process. The Appraiser may, if he or she wishes, add comments to items at any point after Appraiser sign-off (including before, during or after the Appraisal meeting).
11. If during the Appraisal discussion it is mutually agreed to **edit** an item (e.g. a credit score), the Appraiser can log in, **un-submit** and edit accordingly.
12. At the end of the Appraisal process the Appraiser should review the 12 dashboard areas and ensure he or she has commented across the whole range of the Appraiser's professional practice. **The Appraiser comment log forms an equivalent document to 'form 4' of the existing Appraisal process**
13. After Appraiser sign-off, the Appraiser is notified automatically by email and has an opportunity to add his or her own comments and complete a feedback questionnaire (see p. 37).
14. Once the Appraiser accepts the outcome of the Appraisal, this locks the whole process and creates an **Appraisal summary document in PDF file format** that moves automatically into area 3 of the dashboard.
15. Finally, both Appraiser and PCO receive an email stating the Appraiser has accepted the Appraisal outcome, and the PCO receives a copy of the Appraisal summary document.

3 How to use individual sections of the Revalidation ePortfolio

At the top of every page is the following summary of the user's key dates of Appraisal:

Next appraisal: 30 Mar 2011 with Dr Janine Taylor
My appraisal year: 05 Jul 2010 - 30 Mar 2011
PCO appraisal year: 01 Apr 2010 - 31 Mar 2011

The Appraisal date is set by the PCO administrator. However, the Appraiser can log in to the system, select an Appraisee and re-schedule an Appraisal. The Appraisee will receive an automated message stating that his or her Appraisal date has been changed. If the date is not convenient, the Appraisee can contact his or her PCO.

Dashboard area 1 – Description of roles

Area 1 is the place the Appraisee enters his or her qualifications and current posts/roles.

Area 1: Statement of Professional Roles







Personal Information	Registration & Qualifications	Your Professional Roles	Additional Information
Primary Medical Degree:	<input type="text" value="PHD"/>	GMC Number:	2255882
Qualifications:	<input type="text" value="MA"/>  <input type="text" value="MBBS"/> 	GMC Status:	
	<input type="button" value="Add Qualification"/>	Full Registration Date with Licence to Practice:	
		GP Registration Date:	
		RCGP Membership:	non member
		PCO:	PCO Birmingham
			<input type="button" value="Save"/>

Area 1: Statement of Professional Roles

Personal Information		Registration & Qualifications		Your Professional Roles		Additional Information	
+ Add another role							
Date started	Post	Type	Employer	Post title	Actions		
01 November 2010	Current	Extended	Colin Medical university	GPwSI			

Click on each turquoise tab to turn it navy and add data. The 'Additional Information' tab is optional (use it if you have a particularly complex work situation or role to explain to your Appraiser).

Area 1: Statement of Professional Roles

Personal Information		Registration & Qualifications		Your Professional Roles		Additional Information	
+ Add an additional information							
	Text	Date created					
	test 2 pdf	11 November 2010 13:36					
	test 1 word	11 November 2010 13:36					

Within the '**Registration and Qualifications**' tab you will be asked for your GMC registration and licence dates.


Within the '**Your Professional Roles**' template there is a place to specifically record out-of-hours work and to record extended and other roles.

Area 1: Statement of Professional Roles

Personal Information	Registration & Qualifications	Your Professional Roles	Additional Information
Employer Name	Colin Medical university	Hours/wk	8
Post	Current	In hours/wk	0
Type of Role	Extended	Out of hours/wk	0
Post Title	---Select---	Approved Clinical Environment	<input type="radio"/> yes <input checked="" type="radio"/> no
Post Description	Main Extended Other	How did you qualify to take this role?	yes
Employee Address	Fredrich	How do you keep up to date in this role?	yes
Date started:	01/11/2010	How can you demonstrate that you are fit to practise in this role?	yes
		Optional Supporting Document or CV	Add an attachment
			Back Save

Because the Revalidation ePortfolio is intended to be used throughout a GP's career, the fields are very flexible. The dropdowns should be used to complete as many fields as are necessary for the Appraiser to understand each role, starting with the GP's main role (the one taking up most of his or her professional time). Extended roles, which build upon the main role, can also be entered (e.g. GP with a Special Interest). These roles are paid positions that could not be undertaken without being employed in a substantive post.

'Approved clinical environment' refers to whether the post has a system of active clinical governance or not. Most NHS practice posts (with a PCO or salaried contract) will be in approved environments. Some posts have active performance review in conjunction with or in addition to a GP's normal Appraisal; if this is the case, select yes.

There is a facility  to upload any document associated with performance review or any other aspect of the GP's role.

Recording in- and out-of-hours work

Normal hours are 8.00 a.m. to 6.30 p.m. in most parts of the country. Some jobs may involve working both in and out of hours, or flexibly. Enter an 'average' week, bearing in mind this field is merely to assist the Appraiser in getting a picture of the Appraisee's working week.

Dashboard area 2 – Exceptional circumstances

This is the place to record any exceptional circumstances that have prevented the GP documenting a full portfolio of supporting information. For example, maternity leave or sickness may have precluded working for a substantial part of the five-year cycle. Please see the *RCGP Guide to the Revalidation of General Practitioners* for more information about area 2.¹

Area 2: Statement of Exceptional Circumstances (optional)

+ Add an exceptional circumstance			
Date From	Date To	Title	
01 September 2010	01 November 2010	maternity leave	 

Dashboard area 3 – Previous Appraisal documentation

This is the storage area for previous Appraisal output documentation. The Appraisee's latest form 4 (or equivalent) is the minimum upload required to turn the dashboard green, but more documentation can be added if wished.

To attach a document from an existing electronic toolkit such as form 3 or 4, first the

user needs to download it to the computer on which he or she is working.

Users of the NHS Appraisal toolkit can select the 'Reviewing Information' tab on the left-hand menu, then 'Appraisal Statement'. Click on 'Preview' (the document symbol with two yellow ticks) and a Word document will open – it can take a few seconds. This can then be saved to a folder or the desktop of the computer.


To attach the document to the Revalidation ePortfolio click on area 3, then 'Add a past Appraisal'. Within the template, select 'Browse'. Search for the document in the files of the computer being worked on, open it and click for the document to upload.

Area 3: Evidence of previous participation in annual appraisals

+ Add a past appraisal					
	Date	Appraiser	Organisation	Outcome	
	04 July 2010	John McClain	LAPD	Satisfactory	 

Area 3: Evidence of previous participation in annual appraisals

Add/edit a past appraisal document (e.g. form 4)

Appraiser:	<input type="text" value="John McClain"/>
Responsible Organisation	<input type="text" value="LAPD"/>
Outcome:	<input type="text" value="Satisfactory"/>
Date:	<input type="text" value="---Select---"/> <input type="text" value="Satisfactory"/> <input type="text" value="Pending"/>
Attachments	Files: <input type="text" value="Keep Existing"/> <input type="text" value="View..."/> 
<input type="button" value="Add an attachment"/>	
<input type="button" value="Save"/>	

For the 'outcome' dropdown, it is anticipated in nearly every case the 'satisfactory'

option can be chosen. Only select 'pending' if you have not yet received notification from your PCO that your previous year's Appraisal is completed, or if you are going through a complaint or review process regarding its outcome.

Dashboard areas 4 and 5 – Your PDP

If you click on area 4 you will see a screen with three tabs like this:

Areas 4 & 5 - Review of PDP from each appraisal



Period of coverage	Type	
01/01/2009 - 23/03/2009	Previous	 
04/10/2010 - 31/10/2010	Previous	 
08/11/2010 - 16/11/2010	Previous	 
01/04/2010 - 31/03/2011	Review	

The 'All PDPs' tab will list the period of coverage of your current PDP for 'Review' (i.e. a PDP that has not been reviewed by an Appraiser) and your previous PDP.

A PDP that has been reviewed by an Appraiser within the system will be listed as a previous PDP.

A previous PDP file can also be uploaded via the 'Add a previous PDP' tab to give a viewable document.

However, it is recommended that in order for the Appraisee and Appraiser to benefit from the full functionality of the Revalidation ePortfolio, items should be cut and pasted into the template shown via the central 'Review PDP Objectives' tab. After clicking on this tab you are given the option to either create new objectives using 'Add

another objective for this PDP', or to enter existing items using 'Add an agreed PDP objective from last Appraisal'.

Areas 4 & 5 - Review of PDP from each appraisal

All PDPs		Review PDP Objectives		Add a Previous PDP			
+ Add another objective for this PDP		+ Add an agreed PDP objective from last appraisal					
Objective title	Objective	How will I address this	Date to achieve goal	Anticipated outcome	Status	Action	
Authority	I'm too nice to everyone	Stop letting people walk over me	18/12/2010	improved delegation	Proposed		
Chest infection	inflamed chest	provide prescription	10/10/2010	cough will clear	Proposed		
Diabetes	new instances of type 2 in my patch	Demographic study	27/11/2010	Should improve prescription	Proposed		
Fear of Blood	I'm scared of blood	Hypnotism	24/11/2010	still scared of blood	Agreed		
High Blood pressure	patient needs prescription	issue medication	06/06/2010	blood pressure reduced with medication	Agreed		

The template used for either type of entry look virtually the same, as follows:

Areas 4 & 5 - Review of PDP from each appraisal

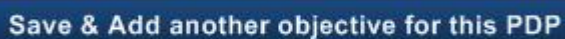
All PDPs		Review PDP Objectives		Add a Previous PDP	
Type:	Review	Date to achieve goal	<input type="text" value="18/12/2010"/>		
Title:	<input type="text" value="Authority"/>	Anticipated outcome:	<input type="text" value="improved delegation"/>		
Status:	Proposed	<input type="checkbox"/> GMP attributes demonstrated (optional)			
Description:	<input type="text" value="I'm too nice to everyone"/>	Include?	<input checked="" type="radio"/> This year <input type="radio"/> Next year		
How will I address this?	<input type="text" value="Stop letting people walk over me"/>	Actual outcome	<input type="text"/>		
		Documents:	<input type="text" value="Keep Existing"/> <input type="button" value="View..."/>	<input type="button" value="Add an attachment"/>	
		Appraiser comments:	<input type="text"/>		
		<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Save & Add another objective for this PDP"/>			

The above template for an 'agreed PDP objective from last Appraisal' shows an item already agreed, so 'status' is marked green ('**Agreed**'). In the second, the 'add another objective' template, the items show an amber '**Proposed**' status.

Adding additional 'proposed' items

Every GP knows that his or her year's learning does not always exactly map to the PDP agreed with his or her Appraiser. Areas and topics come up during the year that, for various reasons, become appropriate for CPD. For example, seeing a patient with a rare or unfamiliar condition may prompt the GP to do some additional reading and enter this under 'patient-led learning' (equivalent to 'PUN' in Richard Eve's 'PUNs and DENs' model). A new practice-based commissioning pathway may lead to a meeting or audit relating to this area. The RCGP Revalidation ePortfolio gives users the option to **add extra items they have either already completed or plan to do in future**. These should be marked as 'proposed'. **If the Appraiser concurs** they were appropriate PDP items, he or she can approve them by adding (and saving) a comment within the log-in, which **changes the status to 'agreed'**. The Appraisee and Appraiser can then mutually agree which year's PDP to add them to (current or future).

To add more proposed objectives whilst you are on the PDP objective template, click



Save & Add another objective for this PDP

Anticipated and actual outcome

The RCGP has developed the 'normal' PDP outcome field to allow the user to document both his or her anticipated (planned) and actual outcome. Actual outcome is what actually happened by the end of the 'date to achieve goal' stated. Every GP knows

it is not always possible to finish every PDP item within the time anticipated. Reasons can be documented here, and if appropriate the item can be moved forward into next year's PDP by selecting the '**next year**' radio button on the form by the '**Include?**' section. During your Appraisal your Appraiser can review the proposed objective and accept it for the following year.

Furthermore, if appropriate the item can be included in this year's PDP by selecting the '**this year**' radio button. During your Appraisal your Appraiser can review the proposed objective and accept it as part of this year's PDP.













GMP attributes demonstrated

You can optionally link your PDP item to the GMP attributes using this tab. GMP attributes are explained more fully on pp. 25–6.

PDP table

As PDP items are added via the template described above, a table is created with each item occupying one row. This will be a familiar format to previous users of the NHS Appraisal paperwork or toolkit.

Area 4 & 5 - Review of PDP from each appraisal

All PDPs		Review PDP Objectives		Add a Previous PDP		
+ Add another objective for this PDP		+ Add an agreed PDP objective from last appraisal				
Objective Title	Objective	How Will I Address This	Date to Achieve Goal	Anticipated outcome	Status	action
 Authority	I'm too nice to everyone	Stop letting people walk over me	18/12/2010	improved delegation	Proposed	 
Chest infection	inflamed chest	provide perscription	10/10/2010	cough will clear	Proposed	 
Diabetes	new instances of type 2 in my patch	Demographic study	27/11/2010	Should improve prescription	Proposed	 
 Fear of Blood	I'm scared of blood	Hypnotism	24/11/2010	still scared of blood	Agreed	 
High Blood pressure	patient needs pescription	issue medication	06/06/2010	blood pressure reduced with medication	Agreed	 

To go directly to this table, click  if you are on the PDP template form or go to the 'Review PDP objectives' tab.

It is important for the Appraisee to remember, before signing his or her pre-Appraisal documentation, to comment on all agreed PDP items in the comments box. This allows the Appraiser to review progress and add his or her own comments at or after the Appraisal meeting.

Dashboard area 6 – Log of CPD (including credits)

The heart of the Revalidation ePortfolio is the **CPD log**. It is best used in real time to record learning events. The log drives all the other applications.

Area 6 – Learning Log - Learning Credits distribution

CPD Evidence Summary by Area and Dimension

Date Start: to

Add New CPD Item

	Date	Type	Dimension	Area	Title	Credits	Shared	Reviewed	Actions
	11/12/2010	professional conversation	Personal	Clinical	Probity Leicester	1	yes	no	
	24/11/2010	significant event audit	Local	Managerial	test1	25	yes	no	
	01/06/2010	E-learning	Personal	Managerial	mangerial course manger+	1	yes	no	
	01/01/2010	teaching	External	Professional & Academic	Trainer reapproval	4	yes	no	
	01/01/2005	colleague feedback (MSF)	External	Clinical	test	30	yes	no	

Column 2, **'Type'**, refers to what type of CPD this is – the user is provided with a dropdown pick list to chose from when making an entry (see below). Columns 3 and 4, **'Dimension'** and **'Area'**, are explained above on pp. 6–7.

The **'Credits'** column refers to the credits the Appraisee has self-scored. **'Shared'** marked 'yes' indicates the entry has been marked for the Appraiser to view.

'Reviewed' will only be marked 'yes' after the Appraiser has reviewed and agreed the item (including the credit score) – see below.

The **'Actions'** column allows items to be edited and deleted by the Appraisee at any point up until the pre-Appraisal sign-off. This sign-off can be 'undone' during the Appraisal discussion if items require editing.

Patient-identifiable information – important note

The RCGP strongly advises users NOT to enter information that contains or leads to the identification of specific patients. This is a potential breach of GMP guidance.

For example, if attaching documents such as complaints:

- *remove identifiers such as name, address and date of birth*
- *consider removing other identifiers such as rare diagnoses/drugs or distinctive family/social history data.*

Adding a new entry to the CPD log

By clicking ‘add new CPD item’ the following template appears:

Area 6 – Learning Log - Learning Credits distribution – Add new CPD item

The screenshot shows a web form for adding a new CPD item. The form is organized into two columns. The left column contains the following fields: 'Title' (text input with 'Probity Leicester'), 'Date' (text input with '11/12/2010' and a calendar icon), 'Type' (dropdown menu with 'professional conversation'), 'Dimension' (dropdown menu with 'Personal'), 'Area' (dropdown menu with 'Clinical'), and 'Description' (text area). The right column contains: 'Credits' (text input with '1'), 'Marked for appraisal' (radio buttons for 'Yes' and 'No', with 'Yes' selected), 'Marked for revalidation' (radio buttons for 'Yes' and 'No', with 'Yes' selected), three expandable sections: 'GMP attributes demonstrated (optional)', 'RCGP curriculum coverage demonstrated (optional)', and 'Record reflections', a 'Documents' section with an 'Add an attachment' button, and an 'Appraisee comments' text area. At the bottom right, there are 'Cancel' and 'Save' buttons.

‘Title’ refers to the name the Appraisee chooses for his or her CPD item – users please note there is the option to search using this at a later date, so you may wish to make the first word distinctive (since you can search alphabetically) or to use consistent keywords such as ‘child protection’.

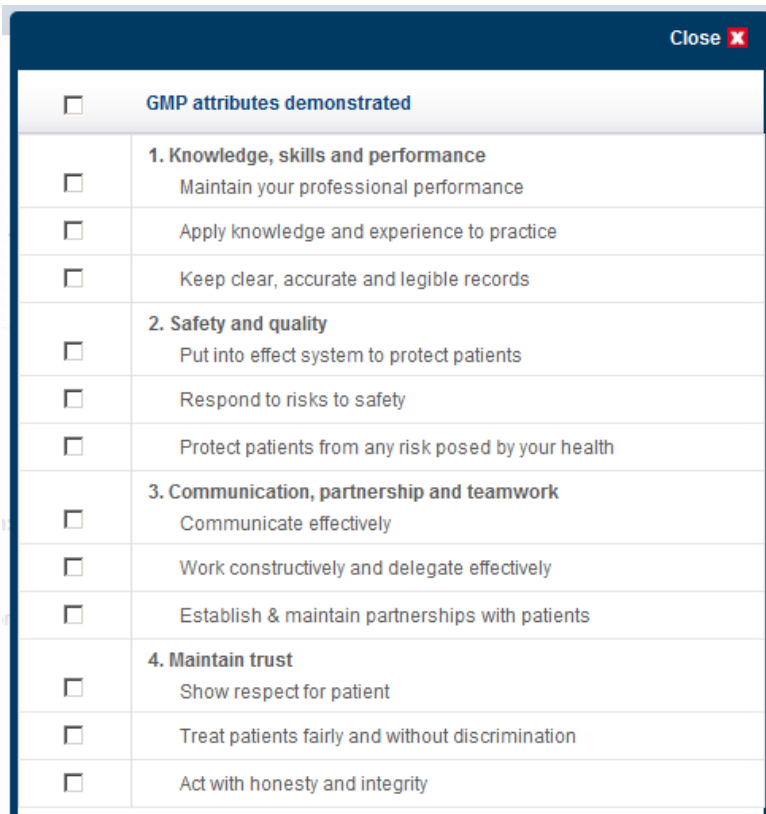
Clicking on 'Type' produces a dropdown list of different types of CPD activities to help speed up data entry. This will also organise entries into the 9-point grid described on pp. 6–7.

'Description' is a field to enter a brief description and reflection on your learning. Further comments can be added in 'Appraisee comments' but this field is primarily to comment on the credit score selected. CPD credit scoring is explained above (p. 7).

In blue you will see three optional links: GMP attributes demonstrated (optional); RCGP curriculum coverage demonstrated (optional); record reflections.

CPD link 1 – Recording GMP attributes

Clicking on the optional [GMP attributes demonstrated \(optional\)](#) link allows the user to demonstrate that learning covers at least one area of GMP.



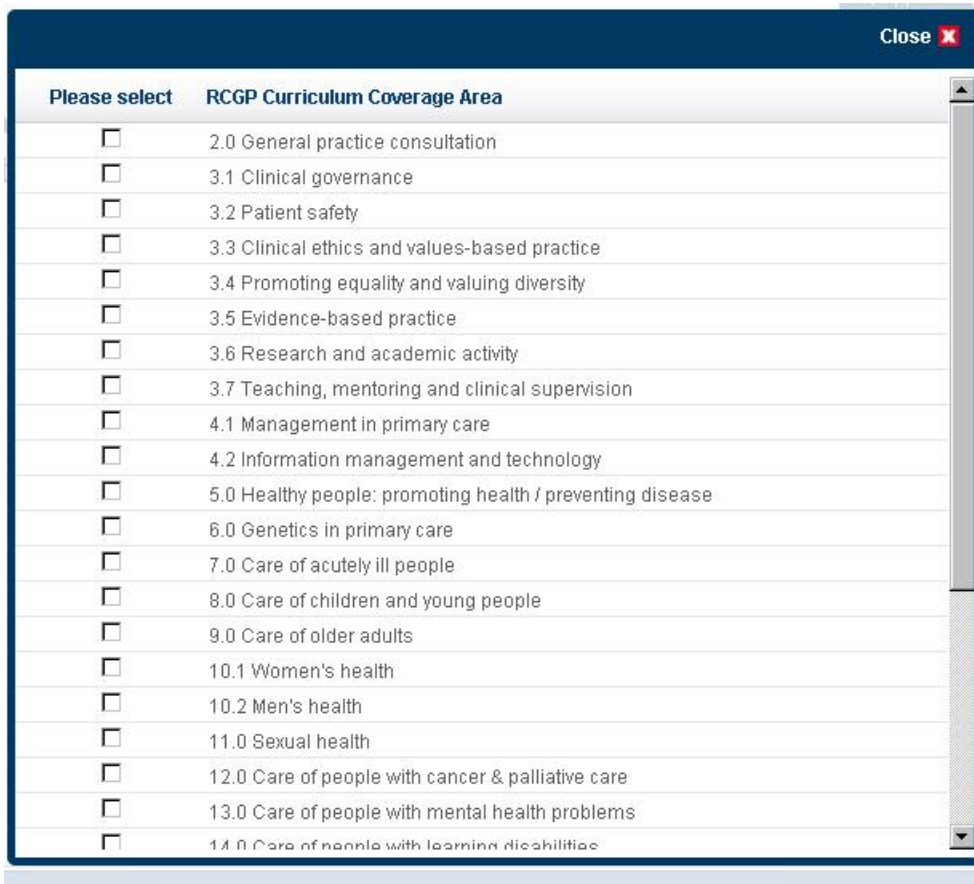
The screenshot shows a modal window titled "GMP attributes demonstrated" with a "Close" button in the top right corner. The window contains a list of 13 items, each with a checkbox and a description. The items are grouped into four categories:

<input type="checkbox"/>	GMP attributes demonstrated
<input type="checkbox"/>	1. Knowledge, skills and performance
<input type="checkbox"/>	Maintain your professional performance
<input type="checkbox"/>	Apply knowledge and experience to practice
<input type="checkbox"/>	Keep clear, accurate and legible records
<input type="checkbox"/>	2. Safety and quality
<input type="checkbox"/>	Put into effect system to protect patients
<input type="checkbox"/>	Respond to risks to safety
<input type="checkbox"/>	Protect patients from any risk posed by your health
<input type="checkbox"/>	3. Communication, partnership and teamwork
<input type="checkbox"/>	Communicate effectively
<input type="checkbox"/>	Work constructively and delegate effectively
<input type="checkbox"/>	Establish & maintain partnerships with patients
<input type="checkbox"/>	4. Maintain trust
<input type="checkbox"/>	Show respect for patient
<input type="checkbox"/>	Treat patients fairly and without discrimination
<input type="checkbox"/>	Act with honesty and integrity

GMP attributes are currently being piloted and their use in Revalidation is subject to the outcome of these pilots. At present one substantive item of supporting information is required per attribute per Revalidation period. The benchmark for ‘substantive’ is not yet defined. Therefore the attributes are shown here in the Revalidation ePortfolio to allow users to get a feel for them, as opposed to Appraiser scoring. Further guidance will be added to the ePortfolio as it is known.

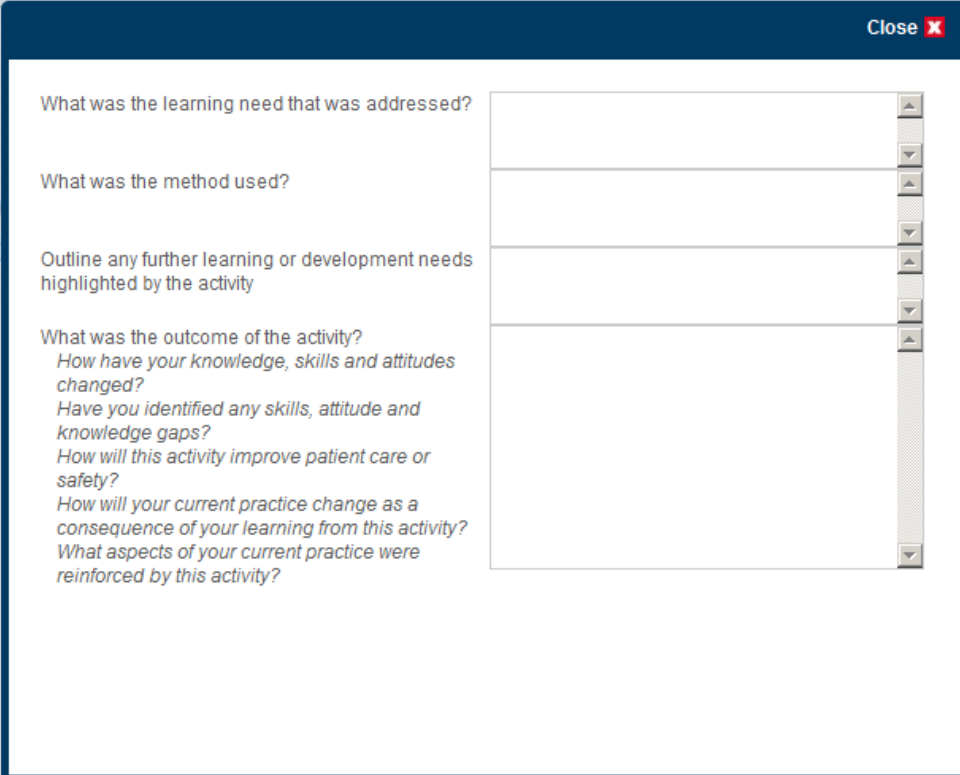
CPD link 2 – Recording RCGP curriculum coverage

CPD entries can also be optionally linked to the RCGP curriculum areas. This will allow users to see the spread of their learning across the curriculum. This is optional, but takes little time; we suspect many GPs will find this facility useful to enable the identification of gaps in learning later on.



CPD link 3 – Recording reflections

It is important to record as many reflections as you can. By clicking on the tab a new template opens to allow the user to structure his or her thoughts in a format suggested by the Academy of Medical Royal Colleges.



The image shows a screenshot of a web-based form for recording reflections. The form is titled "Close" in the top right corner. It contains four main sections, each with a text input area and a vertical scrollbar on the right side:

- What was the learning need that was addressed?**
- What was the method used?**
- Outline any further learning or development needs highlighted by the activity**
- What was the outcome of the activity?**
 - How have your knowledge, skills and attitudes changed?*
 - Have you identified any skills, attitude and knowledge gaps?*
 - How will this activity improve patient care or safety?*
 - How will your current practice change as a consequence of your learning from this activity?*
 - What aspects of your current practice were reinforced by this activity?*

Completing the template will provide the Appraiser with an insight into the relevance of the learning done.

Each CPD entry can be selected to be **shared** or kept **private**, and Appraisees **can select whether entries are 'Marked for Appraisal', 'Marked for Revalidation' or kept private to themselves**. If they choose, Appraisees can 'hold' an item on their CPD log not marked for view by their Appraiser and change their mind later. For example, if an Appraiser has done an audit that he or she is hoping to develop further, it can be brought into his or her Appraisal discussion at a later date. This decision can be taken at

any point until the Appraisal sign-off. Appraisees should bear in mind that their Appraisers can view their portfolio at any stage.

Please note that it is not possible to mark an entry for Revalidation if it has not been marked for Appraisal, since the Appraiser needs to sign it off before it can be used for Revalidation. Data that Appraisees mark 'No' will not be visible via the Appraiser's log-in.

Appraiser CPD review tools

At the bottom of the CPD entry template is a field where the Appraiser should comment on the quality of the entry and the number of credits claimed.

Note for Appraisers: by adding your comment you are locking the item, which effectively validates the credit score in the dashboard. If you are not happy with the credit score, please ask the Appraisee to alter it before you add your comments.

CPD analysis – interrogating the CPD log

Area 6 – Learning Log - Learning Credits distribution

CPD Evidence Summary by Area and Dimension

Date Start:		to		SEARCH				
+ Add New CPD Item								
Date	Type	Dimension	Area	Title	Credits	Shared	Reviewed	Actions
11/12/2010	professional conversation	Personal	Clinical	Probity Leicester	1	yes	no	
24/11/2010	significant event audit	Local	Managerial	test1	25	yes	no	
01/06/2010	E-learning	Personal	Managerial	mangerial course manger+	1	yes	no	
01/01/2010	teaching	External	Professional & Academic	Trainer reapproval	4	yes	no	
01/01/2005	colleague feedback (MSF)	External	Clinical	test	30	yes	no	

On the learning credit table (shown above) any column can be sorted by clicking on the relevant column title. This then sorts alphabetically (for non-numerical entries) or numerically, e.g. by date order. Furthermore, a term can be entered in the search box such as 'teaching' and all entries of this type will move to the top of the list. This also works for keywords, e.g. if 'diabetes' is put in the search box, all entries with diabetes in the title fields will move to the top of the table. The software has been designed to provide maximum functionality to enhance the Appraisal discussion by focusing on any particular part of the CPD log that users wish to scrutinise. The College is confident that GPs will find this unique feature very helpful in ensuring that their Appraisal discussion remains formative and not merely a 'tick box' exercise.

The Revalidation ePortfolio also provides an analysis of the type of supporting information mapped to each area of GMP. The GMP table can be accessed via a link at the bottom of the dashboard. Users can click on each row (such as 'maintain your professional performance') to see a breakdown of the evidence provided.

Similarly, if the Appraisee has linked his or her CPD to the curriculum, the Appraiser can click on the area title in the curriculum table (also via a link under the dashboard) to bring up a list of the entries linked to this.

Dashboard area 7 – Colleague feedback (MSF)

This area of the dashboard displays any MSF data uploaded. Appraisees can upload by clicking either directly on this part of the dashboard or via the CPD log. Either way, the user will be asked to complete the usual CPD template, to allow him or her to add CPD credits and reflections, and link to GMP and curriculum coverage if wished. **Appraisees who have not yet participated in MSF (like most GPs) are still encouraged by the**

RCGP to document any other supporting information and reflections they can provide on relationships with colleagues, to fulfil the requirements of Appraisal.

If the Appraisee has received feedback on his or her MSF from another person or organisation (such as a commercial MSF analysis provider) this can be uploaded in the 'upload' section. The RCGP is exploring options for future interoperability with approved MSF providers so data can stream automatically into this part of the ePortfolio.

Dashboard area 8 – Patient feedback (PSQ)

This area of the dashboard displays any patient feedback data uploaded. Users can upload by clicking either directly on this part of the dashboard or via the CPD log. As for MSF, either way the Appraisee will be asked to complete the usual CPD template. **Appraisees who cannot yet provide patient survey data are still encouraged by the RCGP to document any other supporting information and reflections they can provide on relationships with patients, to fulfil the requirements of Appraisal.**

The RCGP is exploring options for future interoperability with approved patient survey providers so data can stream automatically into this part of the ePortfolio.

Dashboard area 9 – Complaints


It is important that any formal complaints are discussed at Appraisal, as part of the formative learning process. To neglect to include them would be a serious probity issue. Relevant documentation should therefore appear within the Appraisee's Revalidation ePortfolio. It is important that any documentation (including attachments) is anonymised, both to protect patient confidentiality and for data protection (see box on p. 24).

The Appraisee should attach sufficient information about any complaint for the Appraiser to understand it fully. Use the template to record the following:

1. Is the complaint resolved or ongoing?
2. If ongoing, are other bodies (such as the PCO or the GMC) involved?
3. What steps have been taken to deal with the complaint?
4. What response has the Appraisee had from the complainant?
5. What other information can be provided to reassure the Appraiser that the issue will not be recurrent?

The template is shown here:

Area 9 – Description of any cause for concern and/or formal complaint

Title:	<input type="text"/>	Credits:	<input type="text"/>
Date:	<input type="text"/> 	Marked for appraisal:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Type:	---Select---	Marked for revalidation:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Dimension:	---Select---	<input type="checkbox"/> GMP attributes demonstrated (optional) <input type="checkbox"/> RCGP curriculum coverage demonstrated (optional) <input type="checkbox"/> Record reflections	
Area:	---Select---	Documents:	<input type="button" value="Add an attachment"/>
Description:	<input type="text"/>	Appraisee comments:	<input type="text"/>
What is the current status of the complaint/cause for concern? What other bodies were involved? (SHA, NCAA, GMC)	<input type="text"/>	What changed as a result of the complaint or cause for concern? Were there any outcomes/ actions?	<input type="text"/>
Describe the nature of the complaint or cause for concern	<input type="text"/>	Record your personal key learning points	<input type="text"/>
What were the findings?	<input type="text"/>	How has the experience affected patient care in practice?	<input type="text"/>
		Record your next steps in this area	<input type="text"/>
		<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

It is advisable for all Appraisees to use the ‘comments’ box to declare the fact they have submitted all formal complaints from the year (or if none, to state this). Please refer to the *RCGP Guide to the Revalidation of General Practitioners* for guidance on complaints and Revalidation.¹

Dashboard area 10 – Significant Event Analysis

As for areas 7–9, information can be added directly to area 10 or via the CPD log. The template for significant event analysis facilitates addition of reflections in the GMP domains. Please refer to the *RCGP Guide to the Revalidation of General Practitioners* for further guidance on this area.¹

Dashboard area 11 – Clinical Audits

As for areas 7–9, information can be added directly into area 11 or via the CPD log. The template is designed to promote a structured account of the audit to reflect good practice.

Area 12: Statement on probity & health

I have met the probity requirements as defined by either the GMC or the Academy of Medical Royal Colleges	<input type="radio"/> yes <input checked="" type="radio"/> no	Date <input type="text"/>
I have met the health requirements as defined by either the GMC or the Academy of Medical Royal Colleges	<input type="radio"/> yes <input checked="" type="radio"/> no	Date <input type="text"/>
I have met the insurance requirements as defined by either the GMC or the Academy of Medical Royal Colleges.	<input type="radio"/> yes <input checked="" type="radio"/> no	Date <input type="text"/>
Appraisee comments <input type="text"/>	Appraiser comments	

As with certain other aspects of the RCGP Revalidation ePortfolio, prior to the formal commencement of Revalidation these declarations are technically optional. Also, their actual content is still subject to pilots and refinement. However, it is already part of the existing Appraisal process for Appraisees to discuss these topics with their Appraiser. **Users of the ePortfolio are encouraged to document reflections and/or attachments regarding probity and health via their CPD log, perhaps using the 'professional conversation' heading.** This will allow the Appraiser to add comments, which will enter the comment log to form a record of the discussion. It is also possible to upload the Leicester statement template to focus the conversation. These can be accessed using the following link: www.revalidationsupport.nhs.uk/downloads.asp#leicesterstatement.

4 Completing the Appraisal Process

Appraisee submits Appraisal

When the Appraisee has completed recording his or her supporting information in areas 1–12 for the year, he or she should click the **Submit Appraisal** button at the bottom of the dashboard. Following this, it will not be possible to update the Appraisal record, apart from areas 4 and 5 – PDP and PDP Review. However, the Appraisee can ‘un-submit’ the Appraisal if his or her Appraiser is not satisfied with the Appraisal information. This action is possible as long as the Appraiser has not marked the Appraisal as satisfactory. The Appraisee can resubmit his or her Appraisal information for review at a later date.

- > Home
- > Dashboard
- > Messages
- > Help

SWITCH ROLES

Appraiser

Appraisee ✔

Summary overview of progress to date

Appraisal Date: 30 March 2011

Revalidation Areas	Appraisal		Revalidation	
	Guide	Status	Guide	Status
Area 1: Statement of Professional Roles	1	1	1	1
Area 2: Exceptional Circumstances	0	3	0	3
Area 3: Previous appraisal documents	1	1	5	1
Area 4: PDP	1	1	5	1
Area 5: PDP Review	1	1	5	1
Area 6: CPD Credits	50	61	250	61
Area 7: Colleague feedback (MSF)	0	1	1	1
Area 8: Patient Feedback (PSQ)	0	0	1	0
Area 9: Complaints/Cause for Concern	0	0	0	0
Area 10: Significant Events Analysis	0	1	5	1
Area 11: Clinical Audits	0	0	2	0
Area 12: Declarations	3	0	15	0

▸ RCGP Curriculum Coverage Summary

▸ GMP Attribute Summary / Self Assessment

Only upon completion of areas 1, 3, 4 and 6 should you proceed to **Submit Appraisal**

You can download your ePortfolio by using this button **Download appraisal**

It is the responsibility of the Appraisee to add PDP items for Appraiser review. By the end of the Appraisal process the Appraisee and Appraiser need to have finalised the Appraisee's **new PDP**. The Appraiser reviews each item and clicks '**include**' if he or she agrees for it to be included for the year indicated by the Appraisee. This process can take place before or during the Appraisal meeting if the Appraisee has already prepared his or her entries. If not, it will need to take place after the Appraisal meeting.

Appraiser completion of the Appraisal process

At the very bottom of the Appraiser's dashboard is a box, '**Mark Appraisal as Satisfactory**', which takes him or her to a checklist (as shown here).

Complete Appraisal

1. Have you reviewed areas 1,3,4,5,6 and 12?

2. Have you agreed the Personal Development Plan (PDP) for next appraisal year?

General comments

I've finished commenting and reviewing [Complete appraisal](#)

OR

[Back to Conduct Appraisal - Dr William Bryce](#)

All your comments:

Subject	Comment	Edit
Statement of professional roles	No comment	Edit
Exceptional circumstances - Sabbatical	No comment	Edit
Historical appraisal - 26/11/2010	No comment	Edit
PDP objective - Exped med	No comment	Edit
PDP objective - Update on back pain	No comment	Edit
CPD - Case review 12/11/2010	No comment	Edit
CPD - Pt survey 14/10/2010	No comment	Edit
CPD - Puns and dens 10/11/2010	No comment	Edit
Declarations	No comment	Edit
GMP attribute summary	No comment	Edit
RCGP curriculum coverage summary	No comment	Edit

Once the Appraiser is happy that everything necessary is in place, he or she adds any final comments and then clicks '**Complete Appraisal**'.

Appraisee accepts Appraisal outcome

After the appraiser clicks 'Complete Appraisal', an automatic email is generated to the Appraisee telling him or her that the Appraisal is finished. The Appraisee is asked to log in to the ePortfolio. After logging in, the system will allow him or her to review the Appraisal summary report and accept the Appraisal outcome. To accept the Appraisal outcome, the Appraisee must complete the post-Appraisal questionnaire, after which they click 'Submit form' and receive an acknowledgement message. The system will automatically generate and send a message to the Appraiser to notify him or her that the Appraisee has accepted the Appraisal outcome. The outcome summary report moves automatically to area 3 of the dashboard – previous Appraisal documents.

Finally, both Appraiser and PCO get an email stating that the Appraisee has accepted the Appraisal outcome, and the PCO receives a copy of the PDF summary document.

5 The future of the RCGP ePortfolio

Phase 1

The RCGP Revalidation ePortfolio is intended to be used for Revalidation. However, Phase 1 is being launched in late 2010 for use initially as a standalone Appraisal tool. For this reason the anticipated requirement of the ePortfolio to facilitate Appraisers in validating supporting information has been removed. Appraisers are still requested to review supporting information and to add comments. The ePortfolio can be used flexibly and it is not essential for all dashboard areas to be green to proceed to completing Appraisal. The summative Appraiser sign-off declarations and attributes scoring tables have been removed, pending the outcomes of national pilots of these processes.

Phase 2

Phase 2 in 2011 will include full functionality for the Responsible Officer to view whichever areas of the ePortfolio are deemed appropriate by the GMC and Revalidation Support Team (the RCGP currently anticipates the Responsible Officer will need access to the same fields as the Appraiser, in order to quality-assure the Appraisal process). In addition, Phase 2 will include advance functionality to manage Appraisers in line with the guidance of the Revalidation Support Team.² There will be functions to upload Appraiser training and CPD. Appraisee questionnaire feedback scores will automatically enter the Appraiser management area, where mean scores compared with PCO mean will be available. There will be functions to provide outputs for reporting such as AQMAR or equivalent. Phase 2 will also include options for PCOs to upload clinical governance data into ePortfolios, for example the Quality and Outcomes

Framework (QoF) or prescribing reports. The College anticipates it will remain at the discretion of the Appraisee as to whether such items are marked for Appraiser view.

Phase 3

Phase 3 in late 2011 or early 2012 will include **interoperability** with other College e-learning products, so that learning done and credits earned will automatically flow into the user's CPD log. The RCGP is discussing with providers of patient and colleague survey reports whether a similar process could occur for these reports (to be confirmed). Phase 3 is also planned to include interaction with external bodies such as the GMC. At present the GMC has not announced what output it requires for Revalidation, but the College is planning to integrate any template produced into this ePortfolio, so that GPs and PCOs using this tool will not have to do any further work to prepare reports for the GMC. There will also be a function for material to be passed to PCO Revalidation panels as described in the RCGP guide, should they be created.

As stated elsewhere in this document, the RCGP will continue to monitor the outcome of ongoing Revalidation pilots and new national guidance, and incorporate it into future ePortfolio releases in a timely way. User feedback is also a key part of our quality assurance process.

References

- 1 Royal College of General Practitioners. *RCGP Guide to the Revalidation of General Practitioners* (Version 4.0) London: RCGP, 2010,
[www.rcgp.org.uk/PDF/PDS Guide to Revalidation for GPs.pdf](http://www.rcgp.org.uk/PDF/PDS_Guide_to_Revalidation_for_GPs.pdf).
- 2 NHS Revalidation Support Team. *Strengthening the Training of Appraisers for Revalidation: minimum requirements for training and assessment of appraisers for the pathfinder pilots* London: NHS Revalidation Support Team, 2010.

Further reading

- NHS Revalidation Support Team. *Strengthening NHS Medical Appraisal to Support Revalidation in England: a proposal paper for piloting from the NHS Revalidation Support Team* London: NHS Revalidation Support Team, 2009.

Links

The Revalidation Support Team home page shows a number of key links and articles. The 'resources' tab goes to further links to all the main sites of interest. See www.revalidationsupport.nhs.uk/.

Appendix 1 – Background to the phase 1 release, including the pilot

The RCGP Revalidation ePortfolio was piloted on a range of GPs in five UK PCOs in 2009–10 and subsequently further refined in response to an external usability review.

The pilot Revalidation ePortfolio contained the principal functionality of the Phase 1 release product, and also some additional Appraiser Revalidation assessment functionality that has been excluded from the Phase 1 release (see Appendix 2).

Pilot response of Appraisees

The majority of Appraisees found the ePortfolio ‘fair’ or easy to get started with, which given the unfamiliar Revalidation language and format was considered a positive result. Uploading of CPD was also rated ‘fair’.

Positive comments were received which demonstrated that the ePortfolio was more productive than previous tools and that its use became faster as familiarity increased. The fact it was a dynamic document that could be used throughout the year was viewed positively, along with the traffic light system and curriculum section.

Various issues to be addressed were identified:

- to fix the system ‘bugs’ (including Appraiser not being able view Appraiser uploads and an issue with unexpected PDP deletions)
- to improve helpdesk and on-screen support

- to improve recording of CPD score decisions and domain scoring (link to evidence)
- to improve PDP functionality including editing.

One hundred per cent of Appraisees agreed that the ePortfolio would aid preparation for Revalidation and 91 per cent would use the ePortfolio again.

Pilot response of Appraisers

The largest Appraiser group rated both getting started with the ePortfolio and validating CPD as 'fair', as opposed to easy or hard. Given the newness of the structure of Revalidation this was an encouraging result for the RCGP, with the additional support being developed for post-pilot users expected to improve this further.

Various positive comments were received from Appraisers, including the fact that the ePortfolio helped the Appraiser make decisions.

Additional issues to address beyond those identified above were:

- training issues – the need for the Appraiser to see/learn the tool from the Appraiser perspective and to understand the new sign-off structure and how to maximise the formative aspects
- more scope for free text/comments
- allowing the Appraiser to alter credits
- allowing the Appraiser to 'go back' to view evidence during sign-off.

The large majority of Appraisers agreed the ePortfolio would assist in preparation for Revalidation and two-thirds would use the ePortfolio again. A third were not

convinced, but the Appraisers' suggested changes were incorporated into the post-pilot review process.

Post-pilot review

In response to the pilot feedback and the usability review, extensive revisions were made to the ePortfolio, particularly the 'flow' of the tool, in order to improve the user experience. The College has also invested significant resources in submitting the revised tool to an extensive programme of testing for security and stability, and developing a comprehensive helpdesk resource.

Appendix 2 – Refocusing the Revalidation ePortfolio for standalone Appraisal, 2010–12

The Appraisal ‘arm’ of the Revalidation ePortfolio is structured for ‘Strengthened’ Appraisal. GPs and PCOs using the tool prior to the formal commencement of Revalidation do not necessarily intend to change their Appraisal approach or policy to adopt a summative approach immediately. Furthermore, aspects of the ePortfolio such as scoring of domains are still being piloted by the NHS Revalidation Support Team.

Therefore, for Phase 1, the College has refocused the tool as follows:

- PDP as the key summative outcome (i.e. the same as for current Appraisal process)
- CPD credit scoring encouraged but not compulsory
- domains/attributes scoring optional
- Appraisers review supporting information in a structured way, but do not have to make formal decisions as to summative achievements
- health, probity and insurance declarations kept as optional (at Appraiser discretion)
- Appraiser sign-off declarations and attribute scoring dropped. Sign-off to simply consist of Appraiser confirming that he or she is satisfied with PDP outcome and CPD progress, and has agreed next year’s PDP. The Appraisal can be completed with areas of dashboard still red, if Appraiser is comfortable that progress is within the parameters appropriate for his or her PCO at that point in time.