



COLLEAGUE AND PATIENT FEEDBACK: SUMMARY OF GUIDANCE FOR SURGERY

Federation of Surgical Specialty Associations | The Royal College of Surgeons of Edinburgh
The Royal College of Surgeons of England | The Royal College of Physicians and Surgeons of Glasgow



Surgeons must collect feedback from colleagues and patients as one of the pieces of supporting information needed for revalidation. It is not a stand-alone tool to assess performance and any conclusions about a surgeon's practice should be based on all supporting information.

Key points for surgeons:

- » Feedback from colleagues and patients should be collected and included in the appraisal discussion at least once per revalidation cycle, normally every five years
- » Feedback will normally be collected through standard questionnaires that comply with GMC guidance
- » The patients and colleagues chosen to provide feedback should be representative of the whole scope of your practice
- » You should reflect on the feedback provided to you and act as appropriate. All actions should be recorded in your personal development plan.
- » Neither you nor your appraiser should be involved in distributing questionnaires or collating and analysing results for your own feedback exercise. It is the responsibility of the employing organisations to facilitate this exercise and provide a process for administering the questionnaires independently of the surgeon and their appraiser (usually through a third party)
- » An important aspect of the feedback exercise is self-assessment. A self-assessment questionnaire of your own performance should be completed and used as a supplement to the information provided through the patient and colleague feedback.
- » The results of the feedback exercise should be given to you, ideally before your appraisal, by someone who has been trained in interpreting and providing feedback.

Questionnaires

The GMC has written questionnaires for both colleague and patient feedback. In the case where no other questionnaire provider has been chosen, we recommend that surgeons use these questionnaires.

- » GMC questionnaire for colleague feedback
(link: http://www.gmc-uk.org/colleague_questionnaire.pdf_48212261.pdf)
- » GMC questionnaire for patient feedback
(link: http://www.gmc-uk.org/patient_questionnaire.pdf_48210488.pdf)
- » Self-assessment questionnaire
(link: http://www.gmc-uk.org/Self_assessment_questionnaire.pdf_48211367.pdf)

Guidance documents

The GMC has published extensive guidance on collecting colleague and patient feedback.

- » Instructions for administering questionnaires
(link: http://www.gmc-uk.org/Instructions_for_questionnairesfinal.pdf_48334410.pdf)
This contains useful information about the practicalities of distributing and collating questionnaires.
- » GMC guidance on colleague and patient questionnaires
(link: http://www.gmc-uk.org/Colleague_and_patient_questionnaires.pdf_44702599.pdf)
This GMC document outlines the principles and criteria for colleague and patient questionnaires
- » Interpreting and handling multisource feedback results
(link: http://www.gmc-uk.org/Information_for_appraisers.pdf_48212170.pdf)
This document allows appraisers to understand colleague and patient feedback results of an individual surgeon in the wider context

Frequently Asked Questions (FAQs)

- » FAQs for doctors
(link: http://www.gmc-uk.org/FAQs_for_doctors_and_employers.doc_48332764.pdf)
- » FAQs for appraisers
(link: http://www.gmc-uk.org/FAQs_for_appraisers.doc_48212065.pdf)