

Preparing for revalidation

# Reflection on complaints: a tool for clinical oncologists and clinical radiologists

Tools for improving professional practice in clinical oncology and clinical radiology

This tool is designed by The Royal College of Radiologists (RCR) to help clinical oncologists and clinical radiologists to collect the supporting information required for revalidation.

The RCR would also recommend using these methods to help improve professional practice, irrespective of when the first round of revalidation is implemented.

A series of further tools and pro formas is currently in development and will be added in the future.

As the revalidation process develops and changes with implementation, the RCR will review its tools and would expect the portfolio to evolve. Any feedback to assist with this process would be most welcome.

### **List of generic tools published**

- *Reflection on compliments: a tool for clinical oncologists and clinical radiologists*
- *Reflection on serious untoward incidents (SUIs): a tool for clinical oncologists and clinical radiologists*
- *Revalidation audit tool*
- *Revalidation continuing professional development (CPD) summary tool*
- *Reflection on 'near miss' incidents: a tool for clinical oncologists and clinical radiologists*
- *Attendance at mandatory training: a tool for clinical oncologists and clinical radiologists*
- *Supporting information for health for use in appraisal and revalidation*
- *Supporting information for probity for use in appraisal and revalidation*

### **List of radiology-specific tools published**

- *Multisource feedback: recommended specialty-specific questions, generic questions related to performance and guidance for use*
- *Peer review: guidance on the use of double reporting*
- *Personal reflection on discrepancies and adverse events*
- *Self-review of practice for diagnostic radiologists*
- *Self-review of practice for clinical radiologists undertaking interventional procedures*
- *Recording attendance at radiology discrepancy meetings*
- *Case-based discussion for diagnostic radiologists*

# Introduction

The Royal College of Radiologists (RCR) considers it important to provide tools to help Fellows and members produce the supporting information that they will require to achieve revalidation, and to support them in improving their professional practice.

The RCR has developed this tool to allow clinical oncologists and clinical radiologists to reflect on any complaints received and record any resulting outcomes or changes to practice. This could be used as a form of supporting information for revalidation.

The RCR has published its specialist standards framework<sup>1</sup> which details the types of supporting information clinical oncologists and clinical radiologists will need to produce to enable them to revalidate. Evidence of reflection on complaints comes under the 'practice' section.

Please anonymise all patient information/data entered in the pro forma.

As revalidation processes develop and change with implementation, the RCR will review its revalidation tools and would expect them to evolve over time. We would welcome any feedback from those who use the template to assist with this process.

Approved by the Board of the Faculty of Clinical Oncology: 2 July 2010

Approved by the Board of the Faculty of Clinical Radiology: 25 June 2010

# Reflection on complaints pro forma

**Date of complaint**

**Description of nature and key issues of complaint**

**Were any other individuals/bodies/organisations involved?**

**What was the outcome of the complaint?**

**What did you learn from the complaint?**

**How has your practice/service changed as a result?**

**Are any other changes/actions being implemented? Eg changes to departmental policy etc**

# Reference

1. The Royal College of Radiologists. *Specialty standards and supporting information for revalidation*. London: The Royal College of Radiologists, 2010.

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