

RCR Revalidation Helpdesk response to queries regarding patient feedback for doctors with no patient contact

The [GMC guidance on the supporting information for revalidation](#) does recognise, as does the RCR, that whilst patient feedback is desirable and intended to help doctors to reflect on their practice and support their professional development there can be difficulties for certain specialties to obtain this feedback. This could be the case for many radiologists (see page 17 of the [RCR guidance for Clinical Radiology and Clinical Oncology on the Supporting Information for Appraisal and Revalidation](#)).

The GMC does recognise that there may be particular practice settings where it is not appropriate to collect feedback from patients. The GMC does also recommend that doctors think creatively about what constitutes a “patient” in their practice.

There are some alternative ways that doctors with no patient contact could strengthen their supporting information:

- Collect views from people who are not conventional patients but have a similar role, like families and carers, students, or even suppliers or customers.
- Collect additional colleague feedback particularly from non-medical staff such as A&C staff, radiographers and radiographer assistants.
- We are also aware that some trusts have allowed individuals to submit departmental audits of patient satisfaction rather than (or in addition to) feedback on individual radiologists. This gives team feedback rather than individual but nevertheless is valuable.

The appropriateness of these will depend on your specific role.

If you believe that you cannot collect feedback from your patients, you should discuss this (as well as proposed alternatives) with your appraiser.

It is ultimately the decision of a doctor's Responsible Officer as to whether they can be revalidated without certain areas of supporting information, such as patient feedback. The Responsible Officer will look at their role and determine what supporting information is sufficient for a positive recommendation to be made for that doctor's revalidation.

You may wish to review further GMC guidance on feedback, particularly the FAQ section for doctors and employers, which can be accessed here: http://www.gmc-uk.org/doctors/revalidation/colleague_patient_feedback_resources.asp

More information on the role and duties of a responsible officer can be found on the GMC online guidance which can be accessed here: <http://www.gmc-uk.org/doctors/revalidation/12385.asp>

We hope this information is helpful.

Best wishes,
The RCR Revalidation Helpdesk

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