

Acknowledgements

Patients and Clinicians of the Local NHS England Regional
“Leading Together Programme

Trust Lead for membership, engagement, equality and
diversity Tracey Underhill

Clinical Leads Buckinghamshire Hospitals NHS Trust incl Dr
Sara Law

Approved by:

Patient Experience Group (Trust Patient Group)

Dr Tina Kenny – Medical Director and RO

How can I help reduce healthcare associated infections?

Infection control is important to the well-being of our patients and for that reason we have infection control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. We ask that you, and anyone visiting you, use the hand sanitiser available at the entrance to every ward before coming in to or after leaving the ward. In some situations hands may need to be washed at the sink using soap and water rather than using the hand sanitiser. Staff will let you know if this is the case.

www.buckshealthcare.nhs.uk

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Helping your doctor to
improve the quality of the
care they give you

A guide for patients
developed with patients and doctors
via the Leading Together Programme

Patient Information Leaflet

If you require a translation of this leaflet please call
01296 316042

Safe & compassionate care,

every time

Assuring us about care doctors give

All doctors treating us have to have a licence to practise. They have to show regularly, at least every 5 years, that they can continue to hold that licence. The General Medical Council (GMC) sets the standards they have to meet. To show how they meet those standards the doctor continually collects a portfolio of evidence that is discussed each year during their appraisal. This evidence includes information about their day to day clinical work, continuing professional development (CPD) which includes the way doctors plan to improve the care they give and feedback from any patient compliments or complaints.

Doctors constantly think about the quality of care they give. Every year a doctor meets with an appraiser who is specially trained to discuss the doctor's portfolio. They need to demonstrate whether the evidence is sufficient to show they have met the standards and reflect upon how they can improve their treatment of patients. They also discuss what patients and colleagues have said about them. This helps the doctor to develop a plan to improve the care they provide for patients.

A senior doctor known as a Responsible Officer (RO) has legal duties to monitor the conduct and performance of doctors in their organisation. On the rare occasion it is needed, the RO supports the doctor to improve his / her practice. Should it become needed the RO will take any action necessary in the interests of patient safety and quality of care. The Responsible Officer also ensures that appraisals are carried out to appropriate standards which supports doctors to improve their care.

Useful contact details

PALS Patient Advice & Liaison Service

for information, compliments or concerns

Please phone 01296 316042 or

Email: Pals@buckhealthcare.nhs.uk

Entrance 3,

Stoke Mandeville hospital,

Mandeville Road,

Aylesbury,

Bucks,

HP21 8AL

<http://www.buckshealthcare.nhs.uk/>

Medical Director & Responsible Officer

Dr Tina Kenny

BUCKINGHAMSHIRE HEALTHCARE NHS TRUST

Hartwell Wing (old NEC Building),

Stoke Mandeville Hospital,

Mandeville Road,

Bucks,

HP21 8AL

General Medical Council

Please phone 0161 923 6602 or

Email: gmc@gmc-uk.org

<http://www.gmc-uk.org/>

Other

We would like to encourage you to provide any feedback, positive or negative following your treatment or care. This helps us better understand what works well and what works less well from the patient and carer perspective . It also helps to inform us what really matters to patients eg. The importance of the doctor or other staff members introducing themselves when they greet you.

There are a number of ways you can do this:

- You can speak to a member of staff at the time
- You may wish to write a letter - if you wish to do that, please be sure to seek the name of any individual, the department and the address before you leave to ensure the details are correct.
- Contact our patient, advice and liaison service **(PALS)** if you wish to raise a concern, feedback a compliment or make a formal complaint. Our PALS team can also help with providing information and offers help with signposting. See opposite for contact details.

About this leaflet

Written for patients, by patients and clinicians as a result of a local “Leading Together “ project, we hope this leaflet is useful. It provides information on how patients can participate in the process that doctors have to undertake to demonstrate they are fit to treat us. Below is a list of words that are used in the leaflet with their meanings explained.

Appraisal : A meeting with a doctor and trained colleague to discuss how well they have done and how they plan to improve the care given to us.

Continuing Professional Updates also known as Continuing Professional Development (CPD):
The way doctors plan to improve the care they give.

Revalidation: The system to assure us a doctor is fit to treat us. The system is overseen by the GMC (see 1st paragraph page 2).

Clinical Governance: Clinical governance can be defined as a framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

Your doctor should:

- Introduce themselves by name
- Treat patients as individuals
- Be honest and trustworthy
- Work with you to ensure that you get the best possible care
- Put patients' safety first
- Make sure that the care provided is safe and effective
- Involve you in decisions about your treatment and care

Furthermore, we welcome your feedback positive or negative it is important to us. There are a number of ways to provide your comments about the care and treatment you have received by any member of our staff please see page 6 for more information.



How you can contribute as a patient or carer - Tell us your experience.

Patient Feedback

Doctors have to provide feedback periodically as part of their appraisal portfolio. As part of this, doctors have to include results from a specific patient survey. Patients may be asked to take part in such a survey either online or via a paper copy. Patients should be aware their responses should not be identifiable and will not affect their care in any way.

Written or verbal praise

As well as complaints doctors also include letters of compliment in their portfolios. Letting doctors know what they have done well encourages them to do more of the same.

Compliments / Concerns

Patients and the public can raise any concerns or compliments that they may have about a doctor or the care provided directly or, via PALS, our patient advice and liaison service or the Trust complaints and compliments process. These are entirely separate from the appraisal process. However, doctors are asked to consider and reflect on any complaints they may have received as part of their annual appraisal. This helps them to improve their practice.

Quality Assurance

Local processes in NHS organisations are externally quality assured via local and regional assessment and input from patients and carers.