Generated Date	17 Sep 2025 18:04
Action Criteria	
Project	Public Board

Public Board							
Reference	Minute Reference	Agenda Item	Detail	Owner	Fixed Target	Variable Target	Last Update
							Description
4664	15/07/25	Medical Appraisal & Revalidation Report	Integration of the Quail AI tool to ensure all relevant complaints were included in the appraisal system for all staff members (not just doctors)	Chief People Officer	26 Nov 2025	26 Nov 2025	Propose close - The basis for medical appraisals is different from non-medical. Medical colleagues are required to use their appraisals for revalidation; complaints and compliments are part of this and form part of GMC requirements. Our non-medical appraisals are set up to support people to meet organisational objectives and support their development. Any learning from complaints that involved individuals would be picked up through our PSIRF processes. Any behavioural and performance issues would be picked up throughout the year by managers, supported by HR processes. It would be for the manager to determine the extent to which this is reflected in the end of year review. The Quail AI tool would not support this process further. In addition, we are working with Quantium to look at how they can support the development of teams. They are working with us to deliver a product for us called "Workforce Assist", which will provide thematic analysis of feedback (from multiple data sources (anonymised) which will be shared at a team level. The go live date is October. We will bring an update through Strategic People Committee.