

Verification of appraisal and revalidation checks

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Target Audience	Agency Workers
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One Call 24 supports the Revalidation process that went live in October 2015 and will provide a range of assistance to agency nurses to help them fulfil their obligations.

Information and updates regarding the Revalidation process will be posted on One Call 24's website in order to sufficiently notify their temporary workers with current and any updated legislation changes. This will enable temporary staff to access material at any time that suits them. The One Call 24 website will also be used to signpost staff to additional resources provided by the NMC and other approved bodies.

OneCall24 will be looking to receive 'Designated Body' status once they have been approved on the framework.

Performance review data, formally gathered as a part of the standard appraisal and review process, will be made available to support individual nurses' portfolios. This will include:

- Standards of practise
- Comprehensive revalidation checklist to assist the worker throughout the process
- Lessons learned and any issues arising
- Review of feedback from the temporary worker's placement supervisor
- CPD undertaken and planned
- Training and development needs
- Review of objectives from the previous appraisal
- Objective setting for the forthcoming period
- Bulletin of infection control, virus outbreak, or other local matters
- legislation and Framework update – circulation of information as required by participating authorities, and any relevant legislative changes

One Call 24 will be able to provide its nursing staff with a large proportion of the information required for revalidation from within recruitment software. The system can export the following data to support revalidation:

- Practise hours undertaken whilst working for One Call 24 that contribute to the 450 hours minimum.

- Portfolio records, including dates of practice, hours, details of the organisation and timesheet evidence.
- CPD and training provided by One Call 24
- Feedback received centrally via One Call 24's feedback system

One Call 24 will also help nurses achieve the required 40 hours of CPD by actively providing CPD approved learning and development opportunities. Guidance and support will also be provided to ensure that staff has the required levels of professional indemnity insurance cover.

One Call 24 will assist eligible workers with financial contributions made towards their CPD elements of their revalidation. Information on eligibility for financial contributions can be found in the OC24 Agency Worker Handbook, found on our website.

OneCall24's Clinical Nurse Manager (Dinah Lesley Hubert) will assist the agency worker throughout the process, reviewing all of their submissions and sign off on the portfolio.

OneCall24 at all times, follow the guidance supplied by the NMC, RCN and NHS.

<http://revalidation.nmc.org.uk/>

<https://www.rcn.org.uk/professional-development/revalidation>

<https://www.england.nhs.uk/professional-standards/medical-revalidation/appraisers/med-app/#:~:text=Medical%20appraisal%20is%20a%20process,on%20their%20scope%20of%20work.>

For Doctors, guidance is sought from the GMC, which includes six types of supporting information that doctors will be expected to provide and discuss at their appraisal at least once in each five year cycle. They are:

- Continuing professional development (CPD)
- Quality improvement activity
- Significant events
- Feedback from colleagues
- Feedback from patients
- Review of complaints and compliments

One Call 24 will use the guidance to:

- Understand the supporting information that the GMC requires doctors to provide
- Develop their appraisal systems and policies
- Check they have the right clinical governance systems (such as complaints systems and clinical audits) in place that can give doctors access to the supporting information they need for appraisal

One Call 24 will ensure that each candidate has a Responsible Officer who can provide guidance with the Doctors revalidation. Currently, OneCall24 are looking to arrange for services of MEDSU (<https://medsu.org/>) to be utilised in the supporting of Doctor Revalidation.

One Call 24 will at all times adhere to the 7 Key Principles and Core Values that guide the NHS, including the latest guidance supplied via:

- ✓ www.nmc.org.uk/standards
- ✓ www.gmc-uk.org/doctors/revalidation/revalidation_gmp_framework.asp
- ✓ www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx
- ✓ www.hcpc-uk.org/aboutregistration/standards
- ✓ <http://www.nhsemployers.org/your-workforce/retain-and-improve/managing-your-workforce/appraisals>

Further to this, One Call 24 will comply with the clauses detailed:

- **Appraisal and revalidation** checks, at all times in line with the seven (7) key principles and core values that guide the NHS (the 'NHS Constitution') (see www.nhs.uk/NHSEngland/thenhs/about/Pages/nhscoreprinciples.aspx) and latest:
- Nursing and Midwifery Council's Code: Professional standards of practice and behaviour for nurses and midwives (see www.nmc.org.uk/standards/), other additional standards (see <https://www.nmc.org.uk/standards/guidance/>) and revalidation (see <https://www.nmc.org.uk/revalidation/>), where the Job Role of the Temporary Agency Worker supplied for hire relates to Nursing and Midwifery staff Assignments; or
- General Medical Council's Standards and ethics guidance for doctors (see www.gmc-uk.org/publications/standards_guidance_for_doctors.asp) and Good Medical Practice framework for appraisal and revalidation (see www.gmc-uk.org/doctors/revalidation/revalidation_gmp_framework.asp), where the Job Role of the Temporary Agency Worker supplied for hire relates to Medical staff Assignments; or
- General Dental Council's Standards for the Dental Team (see <https://standards.gdc-uk.org/Assets/pdf/Standards%20for%20the%20Dental%20Team.pdf>), where the Job Role of the Temporary Agency Worker supplied for hire relates to dental staff Assignments; or
- Health and Care Profession Council's Standards (see www.hcpc-uk.org/aboutregistration/standards/), where the Job Role of the Temporary Agency Worker supplied for hire relates to Other clinical staff Assignments; or
- NHS Employers guidance on appraisal (see <https://www.nhsemployers.org/system/files/2021-07/Appraisals-and-KSF-made-simple.pdf>); and

- other Good Industry Practice, where the Job Role of the Temporary Agency Worker supplied for hire is not covered by an appropriate Professional Body, such as GCC or GDC or GMC or GPhC or GOC or GOSC or HCPC or NMC etc.
- Indemnity arrangement checks, at all times in line with the Health Care and Associated Professions (Indemnity Arrangements) Order 2014 (Statutory Instrument 2014 No. 1887) (see <http://www.legislation.gov.uk/uksi/2014/1887/contents/made>).

Where applicable and in respect of the specific duties required on the Assignment or Engagement, as appropriate, evidence of the Candidate's:

- Professional Indemnity Insurance held in accordance with the Health Care and Associated Professions (Indemnity Arrangements) Order 2014 (Statutory Instrument 2014 No. 1887);

And in the case of Nursing and Midwifery staff,

- successful completion of a preceptorship programme, as required by the Participating Authority; and
- where the Candidate is a registered midwife, intention to practise including name of the Candidate's supervisor, the supervisor's place of work and date of their last supervisory interview or performance review
- Skills for Care and Skills for Health:
 - Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
 - Care Certificate Framework

In the case of Medical and dental staff,

- valid Ionizing Radiation Certificate;
- valid Section 12 (2) Mental Health Act 1983 approval

In the case of Other Clinical staff,

- valid Ionizing Radiation Certificate;
- Skills for Care and Skills for Health:
 - Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England;
 - Care Certificate Framework

One Call 24 will ensure that the following information is obtained and made readily available to its clients as part of the booking process, as well as auditors:

- the appraisal arrangements in place; and

- the Appraiser's name, qualifications and relevant Professional Body status; and
- the dates of when the last appraisal was conducted and the date of the next scheduled appraisal, with a period of not greater than twelve (12) months between the two; and
- confirmation that the Appraisal has taken place in line with the latest relevant Professional Body's requirements or framework for appraisal and revalidation; and

Appraisal and Performance Checks

As Part of our contractual obligations, we shall individually meet with each newly-employed or newly-engaged Temporary Worker within the first six (6) months of their first involvement in the provision of the Services to discuss that individual Temporary Worker's performance, standards of practice and to discuss any issues arising. We will ensure that all such meetings take place in a location that is secure and private.

Furthermore, we shall ensure that each Temporary Worker supplied in the provision of the Services is appraised annually by an appropriately experienced and qualified practitioner of the same discipline ('Appraiser'), with seniority where appropriate to the Job Profile.

In order to verify the appraiser's ability and competency, we retain on file documentary evidence to demonstrate that they (the appraiser) has been appropriately trained in the conduct of appraisals and has been regularly re-trained as appropriate. In addition, it will be down to our appraiser to take into account when assessing the clinical practice of the individual Temporary Worker the results of any quality assessment questionnaires ("End of Placement Assessment reports") completed by the Authority.

Information regarding the performance of the Temporary Worker and where they have provided their services will be made available to the Appraiser. If any concerns are raised regarding the performance of the Temporary Worker, OneCall24 will not deploy that Temporary Worker to any other Participating Authority until such time that the concerns about the performance of the Temporary Worker have been fully investigated and resolved. The Temporary Workers' appraisal will be deferred until the investigation is completed and resolved.

In order to have standardised process, we utilise a standard appraisal form for all Temporary Workers to enable written records to be kept by us on the content and outcome of each meeting that takes place. Such records are placed on the file of each Temporary Worker. At any appraisal meeting, the form completed at the previous meeting is reviewed in order to ensure that previously agreed actions or outcomes were undertaken.

Review

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This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.