

Verification of appraisal and revalidation checks

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Target Audience	Agency Workers
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Revalidation is a process introduced by the Nursing and Midwifery Council (NMC) in October 2015 to ensure that nurses and midwives maintain their professional standards and continue to deliver safe, effective care. It is a mandatory requirement for all nurses and midwives to revalidate every three years in order to remain on the NMC register. The process involves reflecting on practice, gathering feedback, completing continuing professional development (CPD), and undertaking regular appraisals.

Appraisals are a formal review of a healthcare professional's performance, learning, and development over a set period. They provide an opportunity to reflect on achievements, identify training needs, and set future objectives. These appraisals are a core component of the revalidation process and help to support professional growth and accountability.

OneCall24 Limited (OneCall24) is fully committed to supporting its agency nurses through the revalidation process. We offer a range of tools, resources, and guidance to ensure that our healthcare professionals can meet their revalidation requirements confidently and efficiently.

To ensure nurses remain informed about revalidation requirements and any legislative changes, OneCall24 will regularly update its website with relevant news and information. Our website will also direct nurses to trusted resources provided by the NMC and other recognised professional bodies.

OneCall24 supports revalidation requirements through access to appraisal evidence, documentation, and guidance. Revalidation administration and confirmation support is delivered via an external third-party provider (Healthier Business), rather than in-house. OneCall24 does not currently act as a Designated Body but ensures workers have access to appropriate confirming arrangements in line with professional body requirements.

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 practice
- 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

OneCall24 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:

- Practice hours undertaken whilst working for OneCall24 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 OneCall24
- Feedback received centrally via OneCall24's feedback system

OneCall24 will support nurses to meet the required thirty-five (35) hours of CPD, of which at least twenty (20) hours must be participatory. Where a worker requests access to CPD-approved learning, OneCall24 will provide or signpost appropriate opportunities where reasonably practicable. Where applicable, guidance and support will be provided to ensure that staff are aware of, and meet, any professional indemnity insurance requirements relevant to their role and registration.

OneCall24 will assist eligible workers with financial contributions made towards their CPD elements of their revalidation.

OneCall24's Clinical Nurse Manager or appropriately qualified practitioner will support the agency worker throughout the process, including the review of appraisal evidence and provision of appropriate confirmation in line with NMC requirements.

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

<https://www.nmc.org.uk/revalidation/>

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

<https://www.england.nhs.uk/professional-standards/medical-revalidation/appraisers/med-app/>

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

OneCall24 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

OneCall24 will ensure that each candidate has a Responsible Officer who can provide guidance with the Doctors revalidation. Where required, OneCall24 will ensure appropriate Responsible Officer arrangements are in place via an external third-party provider.

OneCall24 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
- ✓ <https://www.gmc-uk.org/registration-and-licensing/managing-your-registration/revalidation>
- ✓ <https://www.gdc-uk.org/standards-guidance/standards-and-guidance>
- ✓ www.hcpc-uk.org/aboutregistration/standards

Further to this, OneCall24 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 <https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england#principles-that-guide-the-nhs>)
- 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 <https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors>) 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 <https://www.hcpc-uk.org/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 <https://www.legislation.gov.uk/ukdsi/2014/9780111114483>).

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 practice 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

OneCall24 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.

OneCall24 shall ensure that each Temporary Worker supplied in the provision of the Services is appraised as follows by an appropriately experienced and qualified practitioner of the same discipline (“Appraiser”), with seniority where appropriate to the Job Profile:

- an initial appraisal within six (6) months of the Temporary Worker’s first shift;
- a further appraisal within twelve (12) months of the Temporary Worker’s first shift; and
- annual appraisals thereafter, with no more than twelve (12) months between appraisals.

In order to provide assurance of the appraiser’s suitability, OneCall24 ensures that appraisals are undertaken by appropriately experienced and qualified practitioners of the relevant discipline. Where applicable, information relating to an appraiser’s professional background, role and experience will be considered when allocating appraisal responsibilities.

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 a 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

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.