

# ACP 360

## *Multi-source Assessment for Psychiatrists*

### **INSTRUCTION PACK**

There are five steps to the assessment process.  
We suggest that your secretary/PA helps you with this.

- **STEP 1:** Activate your assessment by sending us an email
- **STEP 2:** Complete your online self-assessment
- **STEP 3:** Enter the details of your colleague assessors online
- **STEP 4:** Send out paper questionnaires to your patient assessors
- **STEP 5:** Receive your report

Your ratings will be added to the cumulative data that are used to calculate our benchmark scores. Also, we will from time to time analyse and report on the aggregate findings, including publications in journals. For all of these purposes, the cumulative data are fully anonymised.

Your enrolment will lapse if you do not start within 12 months of receiving the pack,

Please refer to the *Frequently Answered Questions* section of our webpage if you have any questions about the process:

[www.rcpsych.ac.uk/acp360/participantinfo](http://www.rcpsych.ac.uk/acp360/participantinfo)

**Step 1 – activate your assessment**

When you wish to start, email us at [acp360@cru.rcpsych.ac.uk](mailto:acp360@cru.rcpsych.ac.uk). We will send you an email with a link to your ACP 360 assessment homepage.

**Step 2 – complete your online self-assessment**

You access the online self-assessment questionnaire via your ACP 360 assessment homepage. Please note that you need to complete this in one session.

**Step 3 – enter the details of your colleague assessors**

Please discuss your list of colleague assessors with your appraisal manager before submitting their details. If you opt to use the version of ACP 360 that includes ‘free text’ comments, the list of colleague assessors will be sent to your nominated appraisal manager together with their free text comments.

We recommend that you select at least 18 colleagues to ensure the minimum number of 13 returns that we need for the analysis. You may select more than 18 if you wish.

***Criteria for selecting your colleague assessors:***

Choose colleagues that work sufficiently closely with you for them to be able to comment on your work and their working relationship with you.

- Select a balanced set of assessors; people with whom you have a range of working relationships and who reflect the ethnicity, gender and age mix of your colleagues. The box shows the type of mix to aim for.
- We recommend that you do not exclude a colleague who meets these criteria without first discussing it with your appraisal manager.

Category		Target Number
1	Line manager (medical director/clinical director/CEO)	1
2	Peers (psychiatrists)	5
3	Other clinical colleagues (team managers, GPs, nurses, OTs, social workers, junior doctors, therapists etc)	7
4	Administrative, clerical and secretarial staff	5

Further guidance on choosing assessor colleagues can be found on our web page: <http://www.rcpsych.ac.uk/acp360/choosingcolleagues>

Once you have compiled your list of colleague assessors, e-mail each of them the letter on the following page. When your colleagues have responded, log on to your ACP 360 assessment homepage, and enter their e-mail addresses – you can do this in more than one session.

**PLEASE DOUBLE-CHECK THAT YOU HAVE ENTERED THE CORRECT E-MAIL ADDRESS FOR EACH COLLEAGUE. WE WILL NOT KNOW IF YOU HAVE MADE A MISTAKE.**

We will e-mail your colleague assessors inviting them to complete an online questionnaire. The instructions will emphasise the voluntary and confidential nature of their participation. If we do not receive enough online returns from colleagues within 2 weeks, we will e-mail them a single reminder.

Dear Colleague

### **ACP 360 Multi-Source Assessment for Psychiatrists**

As part of my professional development, I am taking part in a system for assessing the quality of the work of psychiatrists managed by the Royal College of Psychiatrists. This gathers feedback from a range of people who are affected by my work including psychiatrist colleagues, other members of the clinical team, administrative and management staff and patients.

I have selected you as a colleague whom I would like to assess me. **Your participation is voluntary.** If you are willing to help me with this, please reply to this email and I shall forward your e-mail address to the Royal College of Psychiatrists. You will then receive an email containing a link to the questionnaire which takes 10-15 minutes to complete online.

**Your responses will be confidential.** You will not be asked to enter your name in the questionnaire. I will receive a summary of the grouped responses of my colleagues and I will not see the questionnaire that you have completed. Although a list of colleagues who were invited to participate may be seen by my appraisal manager, I will not know who has responded or be able to attribute any response to an individual.

Your email address will only be used by the Royal College of Psychiatrists to direct you to the online questionnaire and you will receive a maximum of two emails from the College. Your email address will be purged from the system once the report is complete.

Yours sincerely

«title» «surname»

## STEP 4: ask 40 patients to complete a questionnaire

At the same time you are asking your colleagues to contribute, please send the patient questionnaire to a minimum of 40 patient assessors.

### How to select patient assessors:

#### **For psychiatrists with a caseload size greater than 60**

- Number each patient on your caseload consecutively starting from one and let the ACP 360 team know the total number of people on your caseload. The team will generate a random list of 40 numbers representing the patients to whom to send the questionnaire.

#### **For psychiatrists with a caseload size between 40 and 60**

- Include all of the patients on your caseload.

#### **For psychiatrists with a caseload size of fewer than 40**

- Include all of your current caseload. Make the number up to 40, or the highest number practical, by including in consecutive order those patients who have been most recently discharged from your caseload.

**Please do not exclude any eligible patient who is on your caseload. If you do, please document the reason and discuss this with your appraisal manager.**

You may wish to record the names and contact details of the patients you have selected to assess you on a template form. This is available from our resources page at [www.rcpsych.ac.uk/acp360/resources](http://www.rcpsych.ac.uk/acp360/resources).

Send each of the patient assessors on your final list the template letter on the following page, printed on your local headed paper and signed by you. Remember to enclose with each letter a **stamped** addressed envelope that the patient can use to return the questionnaire to us confidentially.

### **CONFIDENTIAL**

**ACP 360 ID «ID»  
Royal College of Psychiatrists  
Centre for Quality Improvement  
4<sup>th</sup> Floor Standon House  
21 Mansell Street  
London E1 8AA**

### Template letter to patients

**NB: Please amend the covering letter where indicated in paragraph 4 to include the relevant person to contact should any unwanted feelings arise in patients on receipt of the questionnaire.**

Dear *Name*

**Re: ACP 360 Multi-Source Assessment for Psychiatrists**

As part of my professional development, I am taking part in a system for assessing the quality of the work of psychiatrists. This is managed by the Royal College of Psychiatrists. This gathers feedback from a range of people who are affected by my work including psychiatrist colleagues, other members of the clinical team, administrative and management staff and people who receive care from me. You have been randomly selected as one of around 40 service users whom I am asking to participate in my assessment. I would be very grateful if you would complete the enclosed questionnaire about me within the next ten days. This should take no more than 15 minutes.

**Your participation is voluntary.** If you are willing to take part, please complete the enclosed form. Once you have completed the form, please seal it in the envelope and post it back to the Royal College of Psychiatrists. If you decide not to take part it will not affect your care in any way.

**Your responses are confidential.** I will not see the questionnaire. The number on the assessment questionnaire and envelope is to identify me and the Royal College of Psychiatrists will not be able to identify who it has come from. I will receive a summary of the ratings of all of the service users I have approached. I will not be able to identify the responses of any one individual. The questionnaire and envelope will be destroyed once the assessment process has been completed.

**If completing the questionnaire makes you anxious or brings up any unwanted feelings,** please contact your care coordinator or call **PLEASE INSERT DETAILS HERE** for support.

Please be completely honest when completing the form. I am participating in this assessment process because I am seeking honest feedback about my performance. This will help me to understand what my strengths are and to identify any issues on which I need to work.

Many thanks for your help

Best wishes,

«title» «surname»

## Template reminder letter to patients

*If we have receive fewer than 25 questionnaires 6 weeks after we have received the first return, we will ask you to send this reminder letter to all of the patient assessors on your list (we will not know which individuals have not responded).*

Dear *Name*

**Re: ACP 360 Multi-Source Assessment for Psychiatrists: a reminder**

I wrote to you several weeks ago asking whether you could help with my participation in a system for evaluating the quality of the work of psychiatrists. I hope my letter reached you.

The letter asked that you post a questionnaire back to the Royal College of Psychiatrists. They have informed me that we have not yet received enough. Since we do not know who has replied (the envelopes do not show who they are from), I am writing to ask all the people on my randomly selected list to check whether they completed the questionnaire. If you have, thank you and I am sorry to have troubled you with this second letter.

Once again, I would emphasise that your participation is voluntary, that you do not have to complete the questionnaire if you do not wish and that nobody will know whether you have or have not done so and that if you decide not to take part it will not affect your care in any way.

If you choose not to complete the questionnaire, you do not need to let us know and I will not trouble you with any further reminder letters.

Best wishes

«title» «surname»

## STEP 5: receiving your report

When we have sufficient returns to analyse (13 colleague and 25 patient questionnaires, we will send your report as a PDF to the email address that you have given us. This will present your self-ratings alongside the ratings made by your colleague and patient assessors. These scores will also be compared to benchmark data gathered from previous participants in ACP 360.

If you (or your Trust on your behalf) have opted on enrolment to also be sent a printed copy of your report, this will be sent by Recorded Delivery. If you decide at a later date that you would like a copy, please send a cheque payable to the Royal College of Psychiatrists for £17.63 (£15.00 + VAT) to ACP 360, Royal College of Psychiatrists' Centre for Quality Improvement, 4<sup>th</sup> Floor Standon House, 21 Mansell Street, London E1 8AA.

If you or your Trust has registered a person to receive on your behalf feedback about free text comments made by colleagues, we will send this unedited, by email, to this person together with a full copy of your report and a list of colleagues who were invited to participate. You should arrange a meeting with this person to discuss your findings. During this meeting you should set targets arising from your participation in ACP 360 and incorporate these into your personal development plan.

We constantly strive to improve our assessment tool and welcome feedback about our process. We will therefore contact you after you receive your report and invite you to complete a short online questionnaire, on which you can also make free text comments.

## ACP 360 Targets and Responsibilities

### The ACP 360 team will:

- Send the assessment pack by email within 5 working days of receiving a completed enrolment form and payment being confirmed to psychiatrists who enrol as individuals, or as part of a bulk enrolment of fewer than 10 psychiatrists.
- Send the assessment pack by email within ten working days of receiving a completed enrolment form and payment being confirmed to psychiatrists who enrol as part of a bulk enrolment of more than ten psychiatrists or as agreed with the Trust if there are more than 40 to be enrolled at one time.
- Send the final ACP 360 report within 10 working days of the minimum number of returns.
- Send a reminder e-mail to colleague assessors two weeks after they were initially contacted if the recommended minimum number of 13 colleagues has not submitted questionnaires by that time. A maximum of 2 emails will be sent to colleagues therefore the participating psychiatrist will be notified there are still insufficient returns two weeks after the reminder has been sent.
- Inform the participating psychiatrist if the recommended minimum number of 25 patient questionnaires has not been returned within 6 weeks of the first questionnaire reaching the CCQI.
- Reserve the right to produce a report 6 months after the first questionnaire was returned, using the colleague and patient questionnaires that have been received, if the minimum number of colleague or patient returns has not been received before that time.
- Add a disclaimer to reports which are based on data from fewer than the recommended minimum number of colleague or patient returns.

### The participating psychiatrist:

- Must inform the ACP 360 team on enrolment if they require the final report in less than 8 weeks from the date that the assessment starts or if it is needed by a particular date.
- Is responsible for ensuring that the assessment process starts within 12 months of their receiving the instruction pack. Their enrolment will lapse after this time.
- Should input details of additional colleagues via their assessment homepage if the minimum number of 13 have not submitted questionnaires two weeks after the reminder e-mail has been sent (this will be four weeks after the assessment has started – see paragraph 4 above).