

# ACP 360

## Multi-Source Assessment for Psychiatrists

### INSTRUCTIONS

There are four steps to the assessment process. We suggest that your secretary/PA helps you with this. This page lists the four steps and the following pages will take you through in detail.

- **STEP 1:** Collect responses from colleagues
- **STEP 2:** Collect responses from service users
- **STEP 3:** Complete your own self-assessment form online
- **STEP 4:** Receiving your report

This pack is also available as an electronic document (this will make it easier to use the templates).

You can start the process any time within 12 months of receiving the pack, after which time your enrolment will have lapsed.

If at any stage you have any questions or comments about the process, please contact:

Krycia Zalewska  
020 7977 6663  
[acp360@cru.rcpsych.ac.uk](mailto:acp360@cru.rcpsych.ac.uk)

# ACP 360

## Multi-Source Assessment for Psychiatrists

### **STEP 1 – ask colleagues to complete an assessment form about you**

To be confident about the results of your 360 degree assessment analysis has shown that the minimum number of returns should be 13. The higher the number of respondents, the more confident you can be that your results are gained from a representative spread of views. We recommend selecting at least 18 colleagues to ensure 13 returns. You may select more than 18 if you wish.

If you are unable to collect 13 returns, we will process the report with less, but only when you have given permission.

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

- Choose colleagues with whom you work sufficiently closely to be able to comment on your work and their working relationship with you.
- Select a balanced set of assessors; that is people with whom you have a range of working relationships and who reflect the ethnicity, gender and age mix of your colleagues.

The box below is an example of the mix you should aim for:

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

- This is a suggested target, and your own mix of colleagues will depend on your individual practice. As above, you may also choose to select more than 18 colleagues to appraise you.

ID

# ACP 360

## Multi-Source Assessment for Psychiatrists

### FORM 1A

*List on this form the colleagues you have chosen to assess you and the category they are from:*

(1=line manager; 2=peer; 3=other clinical; 4=admin).

	Name	Email Address <sup>1</sup>	Category 1-4 (see above)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

# ACP 360

## Multi-Source Assessment for Psychiatrists

### FORM 1B

Contact your selected colleagues by email using the template below:

Dear Colleague

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

I am taking part in a system for evaluating the quality of the work of psychiatrists that is being run by the Royal College of Psychiatrists' Centre for Quality Improvement. This will gather feedback from a range of people who are affected by my work. This includes my psychiatrist colleagues, other members of the clinical team, administrative and management staff and service users.

I have chosen you as one of several colleagues that I would like to assess me. This will involve completing an online questionnaire which should take about 10-15 minutes.

**Your participation is voluntary.** If you are willing to contribute, please reply to this email and I shall forward your contact details to the Royal College of Psychiatrists. They will email you the link to the questionnaire along with the details that you will need to complete it.

**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. Your email 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 before they dispose of your email address.

Yours sincerely

Dr Jenkins

# ACP 360

## Multi-Source Assessment for Psychiatrists

When your colleagues have responded, send a list of their email addresses to [acp360@cru.rcpsych.ac.uk](mailto:acp360@cru.rcpsych.ac.uk).

You may type the email addresses into the body of the email, attach them in a Word document or attach Form 1A as an attachment if you have downloaded this document from [www.rcpsych.ac.uk/acp360/resources](http://www.rcpsych.ac.uk/acp360/resources).

**Please ensure that your colleagues' email addresses are spelt correctly!**

We shall be sending an email to the colleagues you have listed. The email will invite your colleagues to complete the online questionnaire and will contain instructions on how to do so, reiterating the voluntary and confidential nature of their participation.

If we do not receive enough online returns from colleagues within 4 weeks we shall send one email to remind them.

Unless they contact us, your colleagues will only receive these two emails from the College regarding your assessment.

# ACP 360

## Multi-Source Assessment for Psychiatrists

### **STEP 2: ask 30-40 service users to complete an assessment form about you**

To be confident about the results of your 360 degree assessment our analysis has shown that ideally the minimum number of service user returns should be 25. The higher the number of respondents, the more confident you can be that your results are gained from a representative spread of feedback. We recommend selecting around 40 service users to ensure these 25 returns. You may select more than 40 if you wish. If you need more questionnaires, they can be downloaded and printed from: [www.rcpsych.ac.uk/acp360/resources](http://www.rcpsych.ac.uk/acp360/resources)

You will also need to hand out more SAEs addressed to:

ACP 360 ID 1425

Royal College of Psychiatrists' Centre for Quality Improvement  
4<sup>th</sup> Floor Standon House  
21 Mansell Street  
London E1 8AA

If you are unable to collect 25 returns, we will process the report with less, but only when you have given permission.

#### **Criteria for selecting service user assessors:**

- Choose service users with whom you have had significant and recent contact in a care setting (e.g. under your care as an in-patient or day patient; regular contact as an out-patient or through psychotherapy; regular contact through the CPA process).
- Try to reflect the ethnicity, gender, age and diagnostic mix of your caseload.
- If your service users are unable to complete the questionnaire independently, please ensure that the accompanying letter addresses this issue. You may want to send the letter to a carer to complete in conjunction with the service user.

Try to distribute the service user questionnaires around the same time as you send us your colleague's email addresses. This will mean we shall expect the returns at around the same time. We shall contact you if we have not received enough service user responses.

ID

# ACP 360

## Multi-Source Assessment for Psychiatrists

### FORM 2A

*List on this form the names and contact details of the service users you have chosen to assess you:*

	Name and address		Name and address
1		11	
2		12	
3		13	
4		14	
5		15	
6		16	
7		17	
8		18	
9		19	
10		20	

**KEEP THIS LIST SAFELY  
DO NOT SEND A COPY TO US**

ID

### FORM 2A (continued)

	Name and address		Name and address
21		31	
22		32	
23		33	
24		34	
25		35	
26		36	
27		37	
28		38	
29		39	
30		40	

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# ACP 360

## FORM 2B

**Template of the letter to be sent by you to service users who are assessing you along with the questionnaire and return envelope**

**Please ensure that a stamp is attached to each return envelope.**

Dear *Name*

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

I am taking part in a system for evaluating the quality of the work of psychiatrists. This gathers feedback from a range of people affected by my work. This includes my colleagues and people who receive care from me. I have chosen you as one of around 40 service users that 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' Centre for Quality Improvement. 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' Centre for Quality Improvement 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.

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

Dr Jenkins

# ACP 360

## Multi-Source Assessment for Psychiatrists

### FORM 2C

**A template reminder letter to use if we receive fewer than 25 returns from service user assessors. We will contact you if we have your self-assessment and colleague returns, but too few service user returns.**

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' Centre for Quality Improvement. 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 I selected if they could 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. If you choose not to complete the questionnaire, you do not need to let us know; this is the last reminder you shall receive.

Best wishes

Dr Jenkins

# ACP 360

## Multi-Source Assessment for Psychiatrists

### **STEP 3: complete your own self-assessment**

To complete your self-assessment follow these instructions:

- Please visit [www.rcpsych.ac.uk/snapsurveys/acp360/360general](http://www.rcpsych.ac.uk/snapsurveys/acp360/360general)
- Select that you are assessing yourself
- Enter your own **ID number** (1425)
- Read through the instructions and enter **your name** and the information regarding your practice
- Following this are the questions regarding your effectiveness in a number of areas of your practice which you will rate on a scale from 'Very Low' to 'Very High'
- Please try to answer every question and be as honest as you can about your strengths and weaknesses

# ACP 360

## Multi-Source Assessment for Psychiatrists

### **STEP 4: Receiving your report**

When enough responses have been received, you will receive your report as a PDF to the email address that you have given us. This will present the scores that you have given yourself alongside those given to you by your colleagues and service users. These scores will also be compared to benchmark data gathered from previous participants in ACP 360.

If you selected on your enrolment form that you wish to be sent a bound, colour copy of your report, you shall receive this by Recorded Delivery. If you would like a copy sent to you, you will need to send a cheque for £17.63 (£15.00 + VAT) to ACP 360, Royal College of Psychiatrist's Centre for Quality Improvement, 4<sup>th</sup> Floor Standon House, 21 Mansell Street, London E1 8AA stating that you wish a copy to be sent to you and specifying the address to which you would like it sent.

If you have registered a person to receive free text feedback on your behalf, this will be sent unedited to this person at the same time you receive your report. This person shall also receive a full copy of your report by email. You should arrange a meeting to discuss your report together with the free text feedback that your colleagues have given as part of the online questionnaire. 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.