



ACP 360
MULTI-SOURCE
ASSESSMENT FOR
PSYCHIATRISTS

ACP 360 User Guide

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Contact Us

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What is ACP 360?

ACP 360 is the Royal College of Psychiatrists' 360-degree feedback system that helps psychiatrists collect the feedback they need for appraisal and revalidation. The system offers a formative assessment that enables personal development. It provides structured feedback to psychiatrists that includes two of the GMC's core domains – working with colleagues and relating to patients. ACP 360 covers eight domains in total that psychiatrists themselves have identified as being important:

- Communication
- Availability
- Emotional intelligence
- Decision-making
- Relationships with patients
- Relationships with relatives/ carers
- Relationships with other psychiatrists
- Relationships with their team

What is 360 Feedback?

360-degree feedback (sometimes known as multi-source feedback) is a model of assessment which aims to present more rounded feedback to an individual than the traditional “top-down” approach where feedback is gathered only from an individual's line manager.

Feedback is gathered using validated and reliable questionnaires that measure an individual's behaviour in certain areas. High quality feedback will only be achieved if the instruments have good psychometric properties.

The psychometric properties of ACP 360 have been tested and the results were published in the [British Journal of Psychiatry](#).

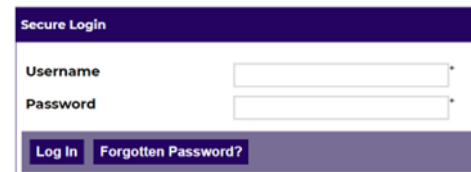
Multi-source feedback is the best way of assessing certain aspects of good medical practice as defined by the GMC. Revalidation requires psychiatrists to collect feedback for their appraisal and ACP 360 helps facilitate this process.

Log-in

Once you've completed your registration, select the option to 'Log-in' on the top right of the screen, of the ACP 360 system website:

<https://360.rcpsych.ac.uk/>

Your username will automatically be set-up as your email address. You can request this be changed. If you've forgotten your password, you can reset it by clicking 'Forgotten Password?' and following the instructions.

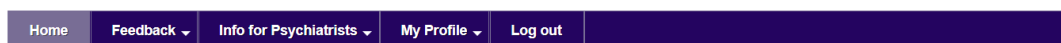


Home page

Under the '**Home**' menu tab you can find a welcome message and some key information on how to start your assessment.

We also provide links for you to give your feedback to the ACP 360 team, a reminder of our contact details, core working hours, terms and conditions and our privacy notice.

Any important announcements or changes that are relevant to users may also be displayed here.



Welcome to your ACP 360 account

To get started, please review the guidance available under '**Info for Psychiatrists**'. Here you'll find a Quick Guide, an explanation of the process in detail, plus templates you can use to request permission to collect feedback from your colleagues and patients.

When you're ready to begin your ACP 360 assessment, go to '**Feedback**', select '**Dashboard**' and then click '**Start new assessment**'.

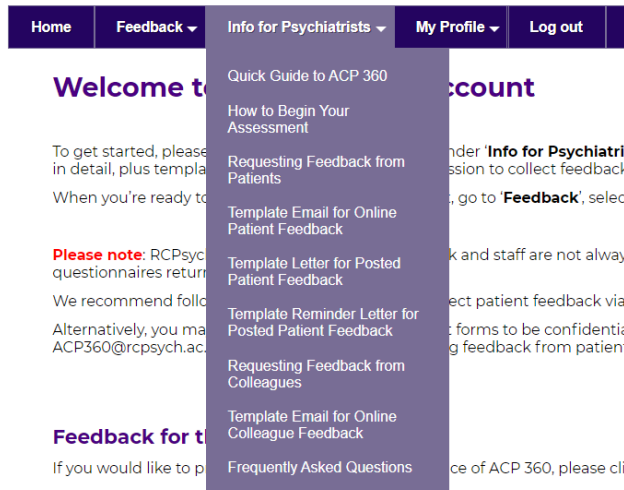
Please note: RCPsych operates a hybrid model of work and staff are not always available at the College to process printed patient questionnaires returned by post.

We recommend following the ACP 360 process to collect patient feedback via the online version of the questionnaire, where possible.

Alternatively, you may arrange for your printed patient forms to be confidentially collated, scanned and emailed to us at ACP360@rcpsych.ac.uk. Please refer to the 'Requesting feedback from patients' page under 'Info for Psychiatrists', for further help.

Info for Psychiatrists

Under the '**Info for Psychiatrists**' menu tab, you can find additional pages of information on using ACP 360.



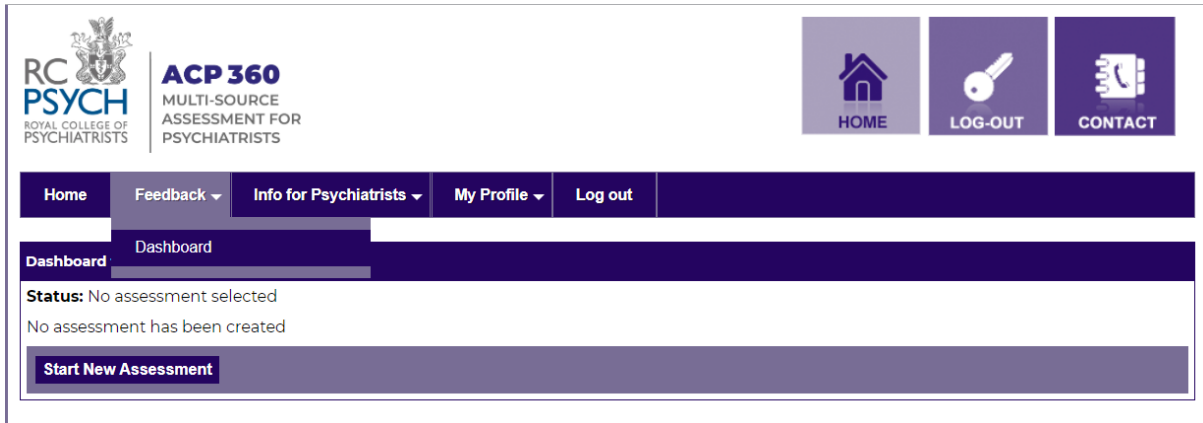
This documented user guide provides a one-stop record for all the key information on using ACP 360 system, with illustrations of the main system menus and pages. However, you may also wish to review the 'Information for Psychiatrists' pages for further tips and details on the process for starting your assessment and collecting feedback. These pages also include useful templates for communicating with your chosen contacts, if needed.

Under 'Info for Psychiatrists' you'll find:

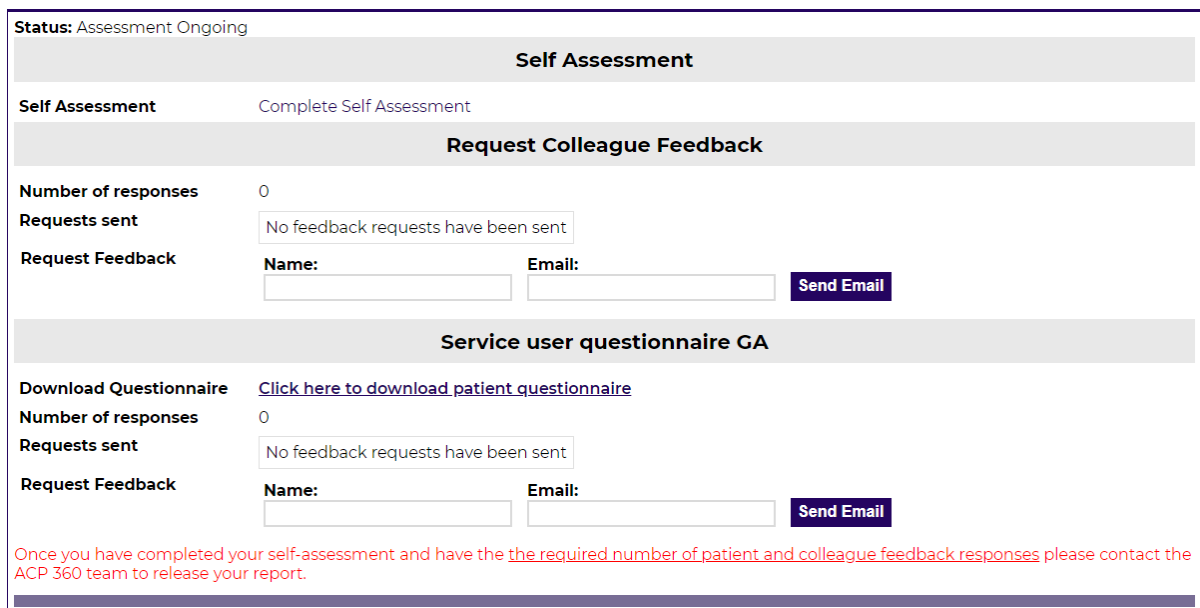
- Step by step guidance on the ACP 360 process
- Advice on how to select your colleague assessors and a sample of your patient group
- Detailed information on the steps for requesting feedback from your colleagues and feedback
- Template letters/emails to introduce ACP 360 to your colleague and patient contacts and to confirm they wish to participate (simply copy and paste the text into your email/letter and edit as required)
- A list of FAQs

Dashboard

This is where all the information relating to your assessment is located. To visit your dashboard, go to 'Feedback' – 'Dashboard'. Your dashboard will look as below until you select '**Start New Assessment**'.



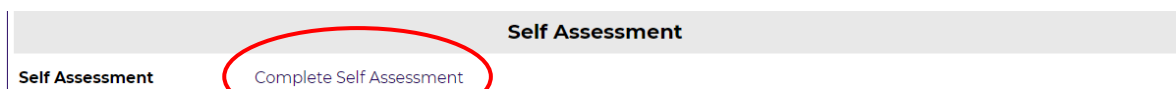
Once a new assessment start is selected your dashboard will look like the image below.



The Process

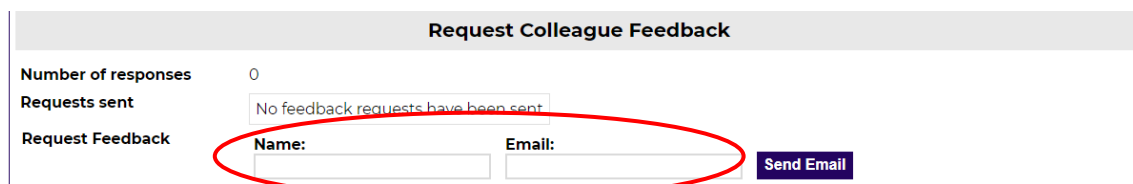
Self-Assessment

To complete your self-assessment, click '**Complete Self-Assessment**' as circled below. This should take approximately 10-15 minutes and will need to be completed before your report can be released.



Requesting Colleague Feedback

To request colleague feedback, enter the names and email addresses of those who you would like to request feedback from in the fields circled below and then click 'Send Email'.



| Request Colleague Feedback | | | | | | |
|----------------------------|---|--------|----------------------|---|----------------------|---|
| Number of responses | 0 | | | | | |
| Requests sent | No feedback requests have been sent | | | | | |
| Request Feedback | <table><tr><td>Name:</td><td><input type="text"/></td><td>Email:</td><td><input type="text"/></td><td><input type="button" value="Send Email"/></td></tr></table> | Name: | <input type="text"/> | Email: | <input type="text"/> | <input type="button" value="Send Email"/> |
| Name: | <input type="text"/> | Email: | <input type="text"/> | <input type="button" value="Send Email"/> | | |

Colleagues will receive an email containing a link to an **online questionnaire**. Consultants should ensure these details are entered correctly, to help maximise feedback responses. The system will send weekly reminder emails to colleagues who do not respond and automatically add the feedback from those who do. The number of responses will update each time a colleague submits a feedback response. You will also receive weekly emailed updates on responses received.

NB: you will not know which colleagues in your list have responded. It is also possible that some of your chosen contacts will choose to opt-out of the process.

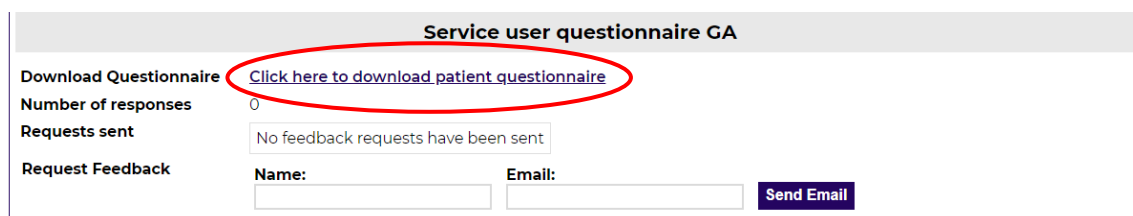
We recommend collecting at least **13** colleague and **25** patient responses, but you can receive your report with a minimum of **5** colleague and **5** patient responses. When ready to receive your report, contact the ACP 360 team.

Requesting Patient feedback

You can also use ACP 360 to send collect feedback from patients via an online questionnaire, by sending emails in the same manner as colleague feedback. However, it may not be appropriate or possible to do this.

Alternatively, you can download and distribute a printed version of the questionnaire to your patients. We recommend delegating the distribution and collection of paper questionnaires to any admin support that's available to you, to ensure this is done in a way that protects patient anonymity and the confidentiality of their feedback.

Select the link as show below on your Dashboard, to download a copy of the patient questionnaire.



| Service user questionnaire GA | | | | | | |
|-------------------------------|---|--------|----------------------|---|----------------------|---|
| Download Questionnaire | Click here to download patient questionnaire | | | | | |
| Number of responses | 0 | | | | | |
| Requests sent | No feedback requests have been sent | | | | | |
| Request Feedback | <table><tr><td>Name:</td><td><input type="text"/></td><td>Email:</td><td><input type="text"/></td><td><input type="button" value="Send Email"/></td></tr></table> | Name: | <input type="text"/> | Email: | <input type="text"/> | <input type="button" value="Send Email"/> |
| Name: | <input type="text"/> | Email: | <input type="text"/> | <input type="button" value="Send Email"/> | | |

Returning questionnaires to the ACP Team

Printed copies of the patient questionnaire can be scanned and returned by email to ACP360@rcpsych.ac.uk or posted to the College address.

Printed copies of questionnaires will be inputted manually onto the ACP system as soon as possible after receipt. Any written comments will be transcribed verbatim and added to the report with any identifying details removed.

Please note that the ACP team and other RCPsych staff are now following a hybrid model of work, meaning staff are based at the College for just 2 days per week. This means any posted responses may not be inputted on the day they arrive. For this reason, we recommend that printed patient questionnaires are collected, scanned and emailed back to the ACP 360 team.

You can find further advice on returning questionnaires on the [ACP 360 webpage](#), and under 'Info for Psychiatrists' tab on the ACP system.

Generating a report

Types of reports

- **360** – Full report – colleague and patient responses
- **270** – Self assessment and colleague only responses
- **Patient Report** – Patient only responses

Reports must first be released by a member of the ACP 360 project team before they are available to download. When ready, please contact the ACP team by email ACP360@rcpsych.ac.uk or phone 0208 618 4029

Once the ACP 360 team have released the report, a new set of options will appear at the bottom of the Dashboard: *Generate Full Report, Generate 270, Generate Patient Report, Send to Appraiser.*

Generate Full Report

Generate 270 Report

Generate Patient Report

Send to Appraiser

The options to **Generate** a report will download a PDF file of your required report. '**Send to Appraiser**' will automatically send an email to your nominated Appraiser with your full report attached – please ensure you update your contact details for your appraiser under the 'My Profile' tab before selecting this option.

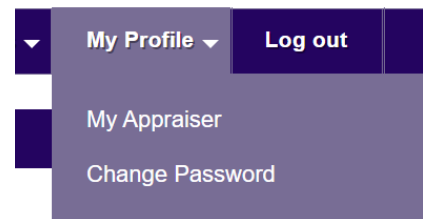
Closing your assessment

Once you've been given access to your report you have the option of immediately closing your assessment or leaving it open in case further responses are received – in this instance, please let us know if you need to update your report with this additional feedback. NB: If your assessment isn't closed right away, it will still be closed automatically after **4-weeks**. If necessary, the ACP 360 can re-open it.

My Profile, My Appraiser, Change Password

The final menu options on the ACP 360 system allow you to edit some of your contact and account details.

Select **My Profile** if you wish to edit your title, name, contact number or email address



NB: editing your email address will update the email we use to contact you, but will **not** change the email used as your Username when first registered. If you wish to update your Username, please contact the ACP 360 team.

Select **My Appraiser** if you wish to update the details of your Appraiser – this is important if you intend to use the 'Send to Appraiser' button on your Dashboard.

Select **Change Password** if you wish to change your existing password. You'll be asked to enter your old password first. (There's another option to change your password on the ACP 360 login page, if you've forgotten it).

Frequently Asked Questions

We hope the following is helpful. Please contact the ACP 360 team if you have any additional queries by email ACP360@rcpsych.ac.uk, or telephone 0208 618 4029.

How much does ACP 360 cost?

Please visit the [ACP 360 webpage](#) on the RCPsych website to see our current subscription rates.

We have separate rates for new joiners and returning members that wish to re-new. There's also a reduced rate for organisations that wish to set-up an account and register consultants on their behalf.

Memberships last for 5-years and there are no limits on the number of assessments that members can complete or the number of reports they can receive in that time.

How do I join ACP 360?

You first need to submit an online application. Once you've registered your details with us, please telephone the ACP 360 team to pay and complete your registration. Select 'Join Us' from the [ACP 360 system homepage](#), to start an application.

Can ACP 360 be used by SAS doctors who have completed their core training in psychiatry?

Yes.

Can ACP 360 be used by trainee doctors?

At present, ACP 360 is only intended for use by consultants and SAS doctors.

How long does the ACP 360 process take?

The process usually takes between 4-8 weeks. If you reach the recommended number of returns, reports can be generated within 1 working day, once requested from the ACP 360 team. There is no time limit set by the ACP Team.

How do I use the report as part of my appraisal?

The ACP 360 report should be included in the portfolio of information that you discuss with your appraiser. The discussion with your appraiser should consider the strengths and areas for development in a balanced way.

What if I am not able to collect patient feedback?

ACP 360 offers a '270-degree' version of the assessment. The report will be compiled of feedback from colleagues and your self-assessment, excluding the patient feedback section.

How many feedback responses do I need to collect before I can request my report?

We recommend that you collect at least 25 patient responses, and 13 colleague responses. However a minimum of 5 responses from each group is required to release a report. If you work in a setting where you have low numbers of patients or colleagues and need to generate a report with fewer numbers, please [contact the team](#) for advice.

Can I add feedback after generating a report ?

Yes, feedback can continue to be added and a updated report can be generated when requested. Once a report is generated, the assessment is left open and automatically closes after 4 weeks – you may close it immediately if desired.

How do I choose my colleague assessors?

You should nominate a range of colleagues that you work closely with, who will be able to comment on your work and their working relationship with you. Please refer to the guidance, '*Requesting feedback from colleagues*' under the 'Info for Psychiatrists' tab, for more details. You may also wish to contact your colleagues in advance, to ensure you have their agreement to participate - Templates for this are provided under 'Info for Psychiatrists' too.

How frequently are emailed requests for feedback sent to colleagues/patients?

Once a colleague or patient email is entered onto the system, invitations to complete the questionnaire are sent by email right away, and automatically once a week until a response is received. Emailed invitations will also stop once an assessment is closed, even if the questionnaire has not been completed.

What information is provided in the automated emails to colleagues/patients?

Automated emails to colleagues and patients explain the purpose of the feedback request, confirm that all feedback is optional and confidential, and include a link to our privacy notice explaining how we use their data. If your colleague/patient is happy to provide feedback online, a link within the email takes them to the online questionnaire.

Can colleagues/patients choose not to respond?

Colleagues/patients may choose not to complete their questionnaires. Those contacted by email to provide feedback online are advised they can contact the ACP 360 team at any time to opt-out and stop the requests for feedback.

My colleagues/patients say they have not received the email inviting them to provide feedback:

If a colleague/patient advises that they have not received this email, you may wish to:

- Ask your colleague/patient to check their junk email folder
- Check you have entered their email address correctly on your Dashboard (the system does not indicate which contacts have not responded, nor whether emails are undelivered).

If problems persist, please contact the ACP 360 team.

My colleagues/patients say they can't access the online questionnaire:

Colleagues/patients invited to provide feedback receive a link to an online questionnaire. They're required to enter their email address to verify who they are and login. If issues are reported, you may wish to check a few common mistakes:

- Have they entered their correct email address – the same one used to request their feedback?
- Are there any blank spaces before or after their email address (often due to copying and pasting)?
- Have they tried using a different web browser?

If you would like to direct any colleagues or patients experiencing difficulties with questionnaire to the ACP 360 team, we'll be happy to assist.

When should I undergo an ACP 360?

This should be discussed with your appraiser, as needs may vary. Beyond the requirement for revalidation, ACP 360 members are free to undertake as many assessments as they wish in their 5-year membership term at no extra cost.

How do I start a new assessment?

If you've received your report and closed your assessment, you will need to contact the ACP 360 team either by email or telephone to request a new assessment. This process will refresh your Dashboard and remove all previous contacts. You will then have an option to 'Start new assessment', allowing you to begin another appraisal round. If you wish to access previous assessments, you can still do this from a drop-down menu on your Dashboard.

How is free text feedback included?

Free text comments can complement the numerical feedback in the main report by giving you further insight into your strengths and areas for development. The experience from other multi-source feedback tools which use free text is that participants find this component of the assessment valuable and encouraging. Both colleagues and patients are given the option to leave free text comments in their feedback.

Could unfair criticism from one colleague skew my results?

A high number of colleagues and patients complete assessments and their responses are aggregated. Negative responses from one person will not greatly affect the mean scores. Also, the ACP 360 report is just one part of the portfolio of information that will be considered at your appraisal. Please be aware that we do not share individual colleague responses with participants. All data is presented in aggregate form and individual questionnaire responses are not available.

Could the results affect my revalidation?

No. The requirement for revalidation is likely to be participation in multi-source feedback, not the result itself. There is no 'pass' or 'fail' in ACP 360. The inclusion of multi-source feedback in revalidation procedures is to encourage reflective practice, and to ensure that doctors are engaged in a process of identifying areas for improvement. The benchmarking information is there as a guide for you, and cannot be used as an assessment of whether you are fit to practice.

What else can I do with the results?

We recommend that you develop an action plan to address any issues that have been identified by the ACP 360 process. This might be part of a wider personal development plan agreed with your appraiser and/or peer group. Some issues might also be taken into the job planning process with your clinical manager. For example, if it is agreed during the appraisal discussion that an unduly heavy workload is a factor affecting your results. We recommend that you make a diary note to review your action plan and progress 6 months after appraisal. The action plan can then be further reviewed at your next appraisal meeting.

What if I enrol and do not complete the process?

If you wish to withdraw from ACP 360 please contact us within 30 days of registration and we will offer you a full refund as long as you have started an assessment cycle.

What should I do if my account has expired or due to expire?

Your account is valid for 5-years and you will receive an automated email when your account is due to expire. If you have an ongoing assessment and your account expires you will not lose any feedback - if you choose to renew and reactivate your account you can pick-up where you left off.

To renew your membership, please telephone the ACP 360 team to make a payment. A discounted rate is available to renewing members, which will extend membership for another 5-years.