

Multisource Assessment of Expert Practice

Feedback tool for expert witnesses



What is the tool?

Driving up standards in expert witness practice

Providing expert assistance to courts and tribunals requires professionals to achieve and maintain high standards of ethical and professional practice.

Although judges sometimes include criticism of experts in judgments, positive feedback is less common and, in many cases, experts receive no feedback at all, including in the Family Court where a practice direction requires it.

‘Multisource Assessment of Expert Practice’ (MAEP) is a system that can be used by any expert, whatever their professional discipline, for anonymously obtaining and collating feedback (and comparing their performance with that of other experts who have registered for MAEP).

The feedback can be used to guide professional development and learning, such as a personal development plan or programme of continuous professional development, and shared with a peer group so as to support professional and personal development.

For medical experts it can be submitted as evidence at the annual appraisal which informs the responsible officer’s recommendation to the General Medical Council as to the doctor’s revalidation and relicensing. It has the same potential application for other professionals who are subject to appraisal systems.

An expert may choose to disclose the results to potential instructing lawyers if they ask for evidence as to the expert’s



competence. The mere fact of being registered for, and using, MAEP can indicate to potential instructing lawyers or their clients how seriously the expert takes their responsibility to monitor their expert witness practice. Likewise, bodies concerned with the education, training, registration or certification of experts may ask to see applicants’ or members’ MAEP feedback as part of their admission, registration or certification processes or at least have regard to the fact of the expert’s registration for MAEP.

How does it work?



Simple feedback forms with powerful insights

MAEP is incredibly easy to use.

Once a case is concluded and contacts for feedback are confirmed, users can generate automated emails to the professionals involved in their case, inviting them to provide feedback anonymously, by completing a short, online questionnaire. The user dashboard manages emailed invitations for feedback and tracks the number of responses.

Invited contacts are sent weekly reminders and their participation is voluntary. See the example overleaf.

Feedback is provided on up to eight domains of expert witness practice:

- Professionalism
- Ethics
- Skills
- Reliability of opinion
- Presentation of opinion/report
- Understanding of law, procedure and rules of evidence
- Oral testimony
- Business manners and affairs

For each of the eight domains there are examples of 'negative' and 'positive' features to guide respondents. On each

Feedback can be sought from the instructing lawyer, the instructing party's counsel, the adverse party or parties' lawyers and counsel, other experts, including the expert or experts instructed by the adverse party or parties and, if the case proceeds to a hearing or trial, the judge or tribunal chair.

The screenshot shows the MAEP case dashboard for 'T v Knight'. It includes a status bar indicating 'Assessment Ongoing' and 'Self Assessment'. Below this, there's a section for 'Request Feedback from Professionals Involved in your Cases'. It shows 'Total number of responses' as 2. A table lists the invited professionals: David Andrews, Esther Odewunmi, and John Brown. The 'Requests sent' section shows a list of sent requests with columns for Name, Email, and Date Sent. The 'Request Feedback' section shows the 'Case Identifier' as 'T v Knight' and a 'Send Email' button. A 'Generate Case Report' button is also visible at the bottom.

Name	Email	Date Sent
David Andrews	david.andrews@email	11/09/2023
Esther Odewunmi	e.odewunmi@lawyers	11/09/2023

Name	Email
John Brown	j.brown@email

MAEP case dashboard

The screenshot shows an example of a feedback invitation email. It starts with the 'Case Identifier: T v Knight' and 'Dear John Brown'. The email body explains that Jane Thompson has invited the recipient to provide feedback as part of their participation in MAEP (Multi-source Assessment of Expert Practice). It states that MAEP is managed by the Royal College of Psychiatrists and is suitable for use by all professionals working as expert witnesses. The email emphasizes that participation is voluntary and responses are confidential. It provides a link to access the questionnaire and lists four points to read before clicking the link. The email concludes with a note about the need to enter an email address to access the questionnaire and a closing signature from the MAEP team.

Case Identifier: T v Knight

Dear John Brown

Jane Thompson has invited you to provide feedback as part of their participation in MAEP (Multi-source Assessment of Expert Practice). MAEP is an online tool that is designed to help expert witnesses who provide evidence for courts and tribunals, collect feedback on their performance.

MAEP is managed by the Royal College of Psychiatrists. However, the assessment provided is suitable for use by all professionals working as expert witnesses. MAEP gathers feedback from a range of people who are involved in the case, including instructing solicitors, barristers, and judges.

Your participation is voluntary and your responses are confidential. You are one of a number of professionals that Jane Thompson has invited to provide feedback and they would be grateful if you could complete a short, online questionnaire at your earliest convenience.

The expert witness would like your feedback in relation to a specific case, indicated by the 'Case Identifier' at the top of this email.

If you are willing to contribute please read the following points and click on the link below to access the questionnaire (if the link doesn't work, you may need to copy and paste it into your web browser):

<https://360.rcpsych.ac.uk/FeedbackLink.aspx?id=aTest123-aTest123aTest123>

- You will not be asked to enter your name on the questionnaire.
- The expert witness will receive a summary of the grouped responses and will not see the questionnaire that you have completed.
- By completing the questionnaire, you are consenting to your feedback being used (anonymously) in the summary mentioned above.
- Please be completely frank when completing the form. The expert witness is participating in this assessment because they want honest feedback about their strengths and areas for improvement.

You will need to enter your email address to access your questionnaire (this will not be linked to your feedback in the report). Please enter your email address exactly, taking care to avoid spelling errors and blank spaces.

If you have any queries, please email MAEP at MAEP@rcpsych.ac.uk

Kind regards,
The MAEP team

Example of a feedback invitation

domain the expert is rated between 1 (extremely unsatisfactory) and 6 (excels at standards).

Respondents can also provide ‘free text’ comments as to ‘What you like about this expert’s practice’, ‘What you do not like about this expert’s practice’ and ‘What you would like this expert to do in order to improve their practice’. An example of the questionnaire is shown below.



MAEP
MULTI-SOURCE
ASSESSMENT OF
EXPERT PRACTICE

HOME

LOG-IN

CONTACT

Complete feedback for Jane Thompson

Please rate Jane Thompson in the following areas:
You may click the save button at any time to save your progress and come back later. Click the link in your email to come back to this form with your saved responses.
For each domain, select 'Question Guidance' to see the associated positive and negative features, to help focus your rating.

Domains	Greatly exceeds standards	Exceeds standards	Very good	Good	Satisfactory	Exceeds minimum standards	Meets minimum standards
Professionalism/Professional demeanour (Question Guidance)							
Ethics (Question Guidance)							
Skills (Question Guidance)							
Reliability of opinion (Question Guidance)							
Presentation of opinion/report (Question Guidance)							
Understanding of law, procedure and rules of evidence (Question Guidance)							
Oral testimony (Question Guidance)							
Business manners and affairs (Question Guidance)							

Please comment on what you do not like about this expert's practice (up to 3 areas for development):
Very clear, thorough presentation of evidence, knowledgeable and authoritative, but occasional over challenges.

Please comment on what you would like this expert to do in order to improve their practice (up to 3 suggestions):
No serious concerns but one slight delay in communication.

Please comment on what you like about this expert's practice (up to 3 strengths):
He Thompson was excellent. No recommendations for improvement.

Save

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Complete



CCQI
COLLEGE CENTRE
FOR QUALITY
IMPROVEMENT

ACP 360 / MAEP
College Centre for Quality Improvement
Royal College of Psychiatrists
21 Prescot Street, London, E1 8BB
ACP360@rcpsych.ac.uk / MAEP@rcpsych.ac.uk
0208 698 4029

Example questionnaire

Results

Once enough feedback has been collected, subscribers can generate their individual [Case Report](#) or a [Cumulative Report](#), which combines feedback from multiple cases over a set period of time.

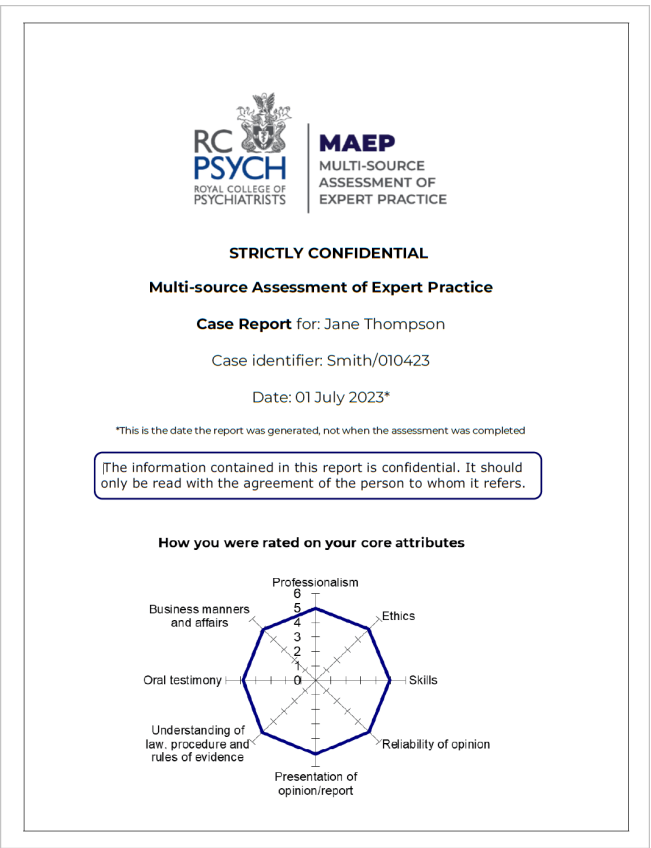
A minimum of two responses are required for Case Reports, and four responses for Cumulative Reports. Subscribers can collect feedback on an unlimited number of cases and generate as many reports as they wish at no extra cost.

Results are summarised in a ‘radar chart’ and also presented in tabular form, where the expert’s self-ratings are compared to ratings from their chosen contacts. ‘Free text’ comments on the expert’s strengths and areas for improvement are presented to help contextualise these scores.

The report provides an excellent resource for guiding personal and professional development, as well as having the ability to

provide future clients with reliable, robust feedback on the expert's performance.

Click the image below to see an example report.



Example report

What are the benefits?

Quality evidence of best practice

There are three main benefits to using MAEP: professional development, demonstrating your best practice and ease of use/affordability.

Professional development

MAEP feedback can be used to guide your professional development and learning, such as a personal development plan or programme of continuous professional development, and can be shared with a peer group to support professional and personal development.

For medical experts it can be submitted as evidence at the annual appraisal which informs the responsible officer's recommendation to the General Medical Council as to your revalidation and relicensing.

It can be used in a similar way for other professions and disciplines who are subject to appraisal systems.

Demonstrate your best practice to referrers, clients, judges and partners

By registering and using MAEP you are indicating to potential instructing lawyers and their clients how seriously you take your responsibility to monitor your expert witness practice.

This practice of continually requesting feedback, planning improvements based on the feedback, and reviewing performance differentiates your practice to many others. By doing so, you are also demonstrating your willingness to follow recommendations arising from the Family



Justice Council that highlighted a need for continuous feedback and improvement mechanisms amongst expert witnesses.

Easy to use and economical

The system is incredibly easy to use and provides high-quality insights. See our current subscription rates [here](#).

How do I sign up?

It's quick and easy to join

Follow the simple steps below.

1. Visit the [MAEP system website](#)
2. Select 'Start new registration' to begin your application
3. Make a payment online to complete your application



Thank you for reading

Multisource Assessment of Expert Practice

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