



MAEP
MULTI-SOURCE
ASSESSMENT OF
EXPERT PRACTICE

Guidance for MAEP users

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What is 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. Feedback is collected from the professionals involved in the case, such as solicitors and barristers.

MAEP was devised by Professor Keith Rix for the Royal College of Psychiatrists and initially made available to expert witnesses in the field of mental health. However, MAEP can now be used by any expert providing assistance to courts and tribunals, whatever their profession.

By encouraging reflection on the reported scores and feedback, MAEP supports expert witnesses in achieving and maintaining high standards of ethical and professional practice. This information will not be publicly available and there is no 'pass' or 'fail'. Feedback is intended to guide professional development and learning and can be shared with peer groups. It may be submitted as evidence for annual appraisal and may also be suitable to support medical experts' revalidation as doctors.

MAEP subscribers complete a self-assessment as well as asking professionals for feedback. The questionnaire for professionals involved in the instant case (for example, instructing solicitors) contains the same questions.

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

1. Professionalism
2. Ethics
3. Skills
4. Reliability of opinion
5. Presentation of opinion/report
6. Understanding of law, procedure, and rules of evidence
7. Oral testimony
8. Business manners and affairs

Users can generate a Case Report for each individual case, or Cumulative Reports, which compile the feedback from multiple cases over a set time period.

How to register

To register, visit the system site for MAEP (also the portal for our 'ACP 360' tool) then click 'Join Us' and select the MAEP project from the drop-down option:

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

You can make a payment online to complete your application to register, or contact the MAEP team by telephone to make a payment.

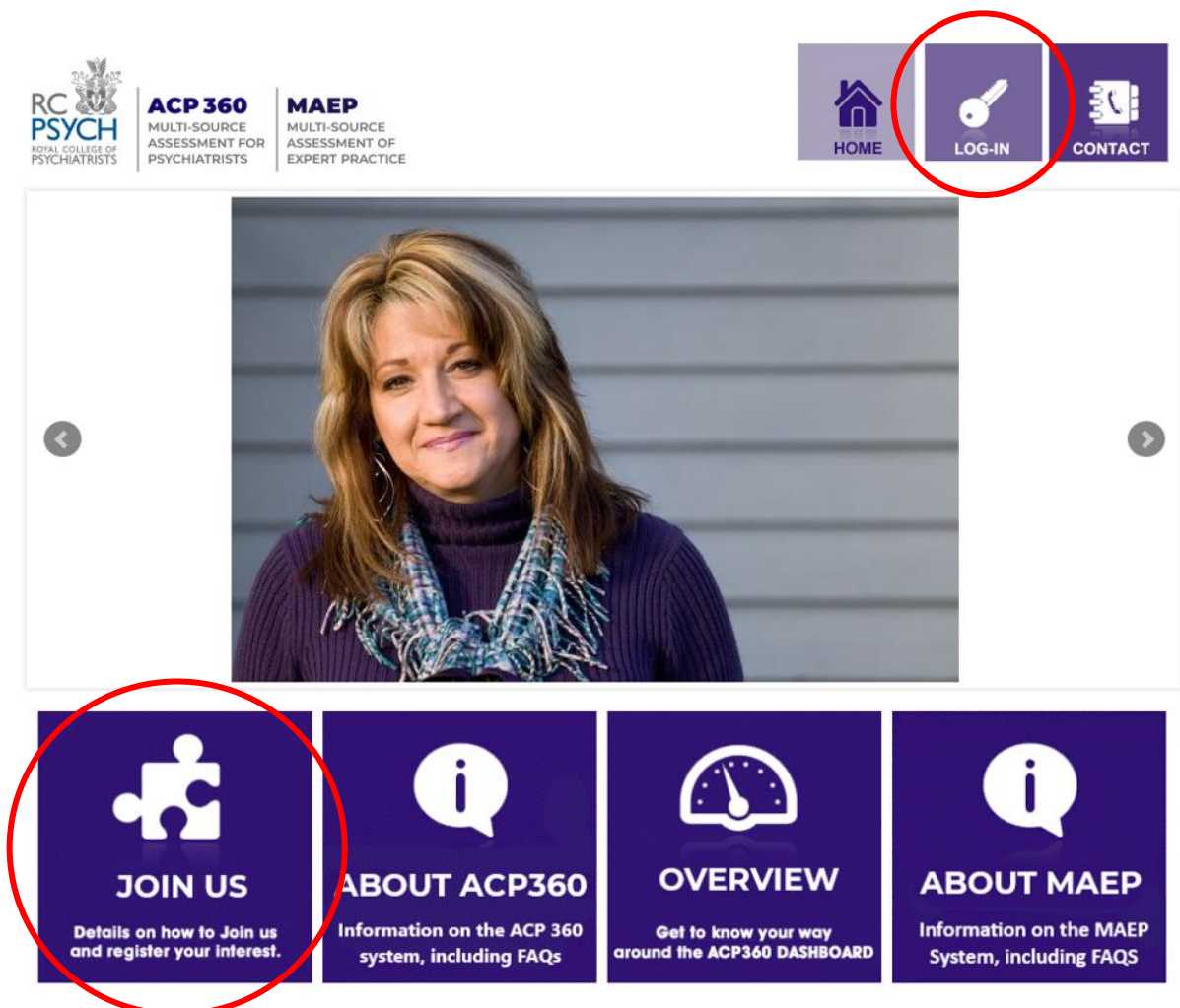
All MAEP subscriptions last for 1-year. Up-to-date information on fees can be found on the MAEP page of the RCPsych website:

<https://www.rcpsych.ac.uk/improving-care/ccqi/multi-source-feedback/maep>

Getting started

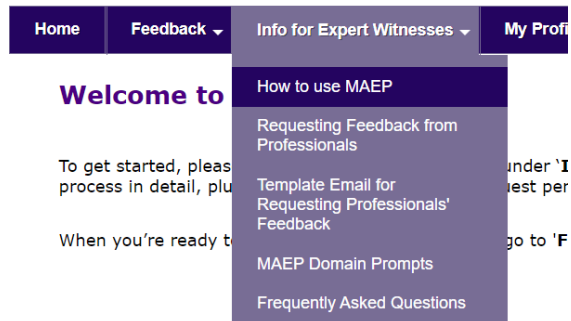
Log-in

Once you've completed your registration, you can log-in from the main page:



Info for Expert Witnesses

Under the **'Info for Expert Witnesses'** menu, you can find additional pages of information on using MAEP.



You may wish to review the information here first, before starting a case and collecting feedback.

Here you'll find:

- Guidance on the MAEP process, a brief overview and steps for requesting feedback from professionals (including tips on troubleshooting email issues)
- A template to email to introduce MAEP to your chosen contacts, to confirm they wish to participate (simply copy and paste the text into your email and edit as required)
- A reminder of the MAEP Domain Prompts that form the basis of the assessment, which respondents use to guide them in providing their scores and feedback
- A list of FAQs for further help.

Dashboard

The Dashboard is where you manage all your cases and feedback requests. To visit your Dashboard, go to tab on the menu bar called 'Feedback' and select 'Dashboard'.

The image below show how your dashboard will look before creating your cases.

The screenshot displays the dashboard interface. At the top, there is a navigation bar with several tabs: 'Home', 'Feedback', 'Info for Expert Witnesses', 'My Profile', and 'Stop Impersonating'. The 'Feedback' tab is highlighted with a red circle. Below the navigation bar, there is a sub-menu with 'Dashboard' selected. The main content area is titled 'Cumulative report*:' and includes a note: '*A cumulative report generates your average colleague feedback and self-assessment scores over the cases uploaded on the system.' Below this, there is a 'Filters' section with input fields for 'Start Date', 'End Date', and 'Case Identifier', along with 'Filter' and 'Reset' buttons. A message states 'No assessments have been found'. At the bottom, there is a section for adding a new case, with a text input field for 'Case Identifier' and an 'Add New Case' button, both of which are circled in red.

Adding cases

To create a new case, enter an appropriate Case Identifier to reference your case, (e.g. R v Naughton) and click the 'Add New Case' button, as shown above.

NB: Your 'Case Identifier' will be shown on reports and will be used in the automated emails that request feedback. Please enter an identifier that clearly indicates the relevant case to your chosen professionals providing feedback. Please do not add any confidential information.

You can create as many cases as required within your membership term.

Each new case will be listed on your Dashboard as shown in the image on the next page. From here you can complete your self-assessment, request feedback and track responses. If you need to change your Case Identifier, simply amend the text in the Case Identifier field and select 'Update Identifier'.

An image of an example case on the Dashboard, once created:

R v Naughtan

Status: Assessment Ongoing

Self Assessment

Self Assessment

Complete Self Assessment

Request Feedback from Professionals Involved in your Cases

Total number of responses 0

Case Identifier

R v Naughtan

Update Identifier

Requests sent

No feedback requests have been sent

Request Feedback

Name:

Email:

Send Email

You have an insufficient number of feedback responses to generate your report

Generate Case Report

How to request feedback

Before you collect feedback using MAEP, you may first wish to email the professionals from whom you'd like to collect feedback, to introduce the MAEP process and confirm their agreement to participate. If you wish to send an email in advance, a template has been provided under 'Info for Expert Witnesses': **'Template email for requesting Professional Feedback'**. You can copy, paste and edit this content as required in your email.

When ready to start collecting your feedback using MAEP, enter the names and email addresses of your contacts on your Dashboard under 'Request Feedback' and click **'Send Email'**. Your emailed requests for feedback will be listed under **'Requests sent'**. You can keep track of feedback responses under **'Total number of responses'** (the system does not reveal which recipients have responded).

Total number of responses 0

Case Identifier

R v Naughtan

Update Identifier

Requests sent

| Name | Email | Date Sent |
|----------------|-------------|------------|
| Example Name 2 | name2@email | 29/03/2023 |
| Example Name1 | name1@email | 29/03/2023 |

Emails to these 2 contacts have been sent, but no responses have been received yet.

Request Feedback

Name:

Email:

Send Email

The system will automatically send an email to your chosen recipients with a link to an online questionnaire. They will also receive automated, weekly email reminders. These will be sent until a response is received or until the assessment is closed - there is no need to chase these requests yourself.

NB: If your chosen professionals advise they have not received these emails, please ask them to check their junk email folders.

How to complete your self-assessment

To complete your self-assessment, click 'Complete Self-Assessment' as circled in the image below. It can be completed at any time.

R v Naughtan

Status: Assessment Ongoing

Self Assessment

Self Assessment

Complete Self Assessment



Types of reports

Through the MAEP system you can generate two types of reports: a **Case Report** and a **Cumulative Report**.

Case Reports

A Case Report compiles all the feedback relating to a specific case, including your self-assessment scores.

To generate a Case Report, we recommend that you collect **4** feedback responses. However, a Case Report will be available once a **minimum** of **2** responses are received.

Within your membership term, you can generate as many Case Reports and collect feedback on as many cases as you wish.

Cumulative Reports

A Cumulative Report contains the aggregated data of multiple Case Reports.

These reports compile the free text comments and reporting averages of your feedback and self-assessment scores from either all cases or a specified range.

You will need a **minimum** of **4** feedback responses **across your cases** to request your first Cumulative Report from the MAEP team – once you have requested the activation of your Cumulative Reports, you don't need to do this again.

Within your 1-year membership term, you can generate as many Cumulative Reports as you wish.

Reporting for closed and ongoing cases

If you've received enough feedback responses, you will be able to receive reports on your cases whether their status is closed or ongoing.

But, once you've collected enough responses against an individual case and have generated your report, you may wish to close this case by contacting the MAEP

team. This will stop further automated emails being sent to contacts that have not already responded. However, cases will close automatically after 4 weeks once you've generated your Case Report. Once a case is closed, you will not be able to add more names or send further requests.

If you wish to re-open your case at any time in order to collect more feedback, please contact the MAEP team.

As long as the status of your assessment/case is ongoing, generating a report does not prevent you from requesting and receiving feedback. Newly received feedback will be included in your reports automatically – simply download a new copy of the report to see the updated content.

Downloading a report

For each case, make sure to complete your self-assessment. Monitor the number of responses you've received for each case, either from your Dashboard, or by reviewing your weekly emailed updates.

For **Case Reports**, once you've received the minimum number of 2 responses or more, you will be able to click the previously inactive '**Generate Case Report**' button, as shown below. A PDF copy of the report will download.

Total number of responses 2

Case Identifier [Update Identifier](#)

Requests sent

| Name | Email | Date Sent |
|----------------|-------------|------------|
| Example Name 2 | name2@email | 29/03/2023 |
| Example Name1 | name1@email | 29/03/2023 |

Request Feedback

Name: **Email:** [Send Email](#)

[Generate Case Report](#)

For **Cumulative Reports**, you will need to contact the MAEP team by telephone or email to request access, once the you have 4 responses or more across multiple cases. You will then be able to generate a report that collates feedback from all your cases, or specify a particular range, by selecting either:

'Generate a cumulative report for all cases' - to collate feedback from all cases within your membership term.

'Generate Filtered Cumulative Report' - to filter the cases to be included in your report within your specified timeframe (for more information on filtering cases, see next section).

Cumulative report*:

*A cumulative report generates your average colleague feedback and self-assessment scores over the cases uploaded on the system.

[Generate a cumulative report for all cases](#)

▼ **Filters**

To generate a cumulative report for cases over a specific time period, please use the filter option below.

Start Date

End Date

Case Identifier

[Filter](#) [Generate Filtered Cumulative Report](#) [Reset](#)

Filtering cases and Cumulative Reports

The fields used to filter results for a Cumulative Report can be found in the box located at the bottom of your Dashboard (image below). This function allows the user to generate a Cumulative Report based on a specified timeframe, providing enough feedback responses have been received within that time.

To generate a filtered report, enter a **'Start Date'**, an **'End Date'**, then select **'Generate Filtered Cumulative Report'**.

NB: the selection date for the filtered cases is based on the date the case was **opened**, not when it was closed, nor when particular feedback was requested or received. After entering your dates, it may be helpful to first select the **'Filter'** button, to check which cases are included/excluded. If you're happy with this selection, click 'Generate Filtered Cumulative Report' to download the report based on that selection.

The filename for the downloaded PDF will always show the date your first case was opened, regardless of the dates filtered. The filtered dates will be displayed on the front cover of the downloaded report.

If you have a long list of cases and wish to focus on a specific case, you can also use this feature to the filter and view the required case, excluding all others. Enter the required **'Case identifier'** and select **'Filter'**. When done, select **'Reset'** to view all cases again.

Cumulative report*:

*A cumulative report generates your average colleague feedback and self-assessment scores over the cases uploaded on the system.

[Generate a cumulative report for all cases](#)

▼ **Filters**

To generate a cumulative report for cases over a specific time period, please use the filter option below.

Start Date

End Date

Case Identifier

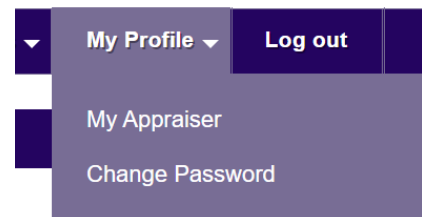
[Filter](#) [Generate Filtered Cumulative Report](#) [Reset](#)



My Profile, My Appraiser, Change Password

The final menu options on the MAEP 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 MAEP team.

Select **My Appraiser** if you wish to update the details of your Appraiser. This allows the MAEP team to send your report direct to your appraiser, if requested.

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 MAEP login page, if you've forgotten it).

Frequently Asked Questions

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

I am receiving summary emails even though I have already completed my report for a case – why is this?

This means the assessment for this case is still open. Though you have enough feedback for a report, it may be useful to leave a case open if you're still awaiting some responses and would like to add these to your report. The system will continue to send reminders to non-responders. If you want to refresh your report with late feedback, or close the assessment, contact the MAEP team.

I'm unable to login/I've forgotten my password

You can reset your password from the [Login](#) page – click 'Forgotten password?' and follow the instructions to reset. An email will be sent to the email address you have registered on MAEP.

If you've forgotten your username, this is typically the same as your email address. If you need a reminder, or would like to change your username, please contact the MAEP team.

How many reports can I generate as a member of MAEP?

You can generate as many Case Reports and Cumulative Reports as you wish within your 1-year membership term. If you have enough responses, feedback that you can associate with a particular case may assist you more than the same feedback in a cumulative

report. Although you may need cumulative reports no more than annually, a circumstance may arise, such as an enquiry from potential instructing solicitors, for which you may want to submit evidence as to your expert witness.

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

We recommend that you collect at least two responses for Case Reports.

For a Cumulative Report, at least 4 responses across all the cases entered on the system are required.

For both reports, this is alongside completing your self-assessment. If collecting the above amount of responses is not achievable, please contact the MAEP team.

From whom should I obtain feedback?

In the majority of cases, participants may only wish to request feedback from solicitors and barristers from the parties instructing you. If your report has been disclosed to other parties involved in the case, you may also wish to seek further feedback from that side's instructing solicitors, barrister(s), and any expert instructed by them.

If your MAEP report is read by the judge or if you give oral evidence, feedback may also be requested from the judge. Judges in the family courts are expected to provide feedback to experts and may comment on experts and their reports in their judgements. MAEP will enable them to provide structured and anonymous feedback.

Will feedback be sought from the subjects of reports?

At present, feedback will only be collected from other professionals involved in the case.

When should I obtain feedback?

You should seek feedback when the case is concluded. In a civil case where a report has been sought at the pre-action stage and proceedings are not issued, it is when the decision is taken not to issue proceedings. In a civil case which is discontinued or which settles without going to trial it is following discontinuation or settlement. If the case goes to trial, feedback may be requested at any point once the proceedings have concluded.

As it may be a while before you have completed cases about which to obtain feedback, you may consider seeking feedback about cases completed in the few months prior to your registration in the scheme.

Which types of cases can I use MAEP for?

MAEP can be used to assess performance as an expert in all courts and tribunals and in other circumstances where expert evidence is needed to resolve disputes (e.g. civil, criminal, family, employment tribunals and coronial cases). The tool is suitable for cases that are settled or do not proceed to trial, as well as those that go to trial.

How long does the MAEP process take?

The MAEP process per case will only last as long as it takes for the various people involved in the proceedings to submit their feedback. Reports can then be produced within one working day when all feedback has been received.

Could unfair criticism from one person skew my results?

A number of people involved in the case will complete the assessments and their responses are aggregated so that negative responses from one person will not necessarily affect the mean scores. Please be aware that we do not share individual responses with participants.

If subscribers nominate several people for feedback, they will be able to download their feedback on a case by case basis. This means that they will know to which specific case the free text comments relate. The qualitative feedback can complement the numerical scores and offer additional insight into the subscriber's 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.

With whom should I share my report?

Firstly, you should take time yourself to reflect on what you can learn from the report. After that, the best setting to discuss your report is with your peer group and in your appraisal meeting. You may also want to say that you participate in MAEP on your CV and in any expert witness register.

What should I do if I am concerned about my results?

Discuss any concerns with your peer group, with another trusted colleague or mentor, or the colleague who is conducting your appraisal.

Please remember that MAEP is not an examination; there is no pass or fail, and the process is designed to be formative, which means enabling you to reflect on and improve your practice.

Could the results affect my revalidation?

There is no 'pass' or 'fail' in MAEP. The purpose of inclusion of multi-source feedback in GMC revalidation procedures is to encourage reflective practice, and to ensure that doctors are engaging in a process of identifying areas for improvement.

What if I enrol and do not complete the process?

If you wish to withdraw from MAEP, please contact the team within 30 days of registration and we will offer you a full refund as long as you have not activated your account.