



MAEP

**MULTI-SOURCE
ASSESSMENT FOR EXPERT
PSYCHIATRIC WITNESSES**

How to use MAEP

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How to register

To register, visit the ACP 360 website and click 'Join Us' as circled below.

You will need to complete the registration form and then call the MAEP team to make a payment, find our price list on our website <https://www.rcpsych.ac.uk/improving-care/ccqi/multi-source-feedback/maep?searchTerms=maep>. Registrations last for 5 years.

Getting started...

Log in

The screenshot shows the top navigation bar of the ACP 360 website. The navigation bar is dark purple and contains the following elements from left to right: the text 'ACP 360 MULTI-SOURCE ASSESSMENT FOR PSYCHIATRISTS' and the 'CCQI' logo; a 'HOME' button with a house icon; an 'ABOUT' button with an information icon; a 'LOG-OUT' button with a key icon; and a 'CONTACT' button with a telephone handset icon. Below the navigation bar is a large white area featuring a portrait of a man with glasses, looking slightly to the right. Below the portrait is a dark purple navigation bar with four buttons: 'LOG-IN' (key icon), 'OVERVIEW' (speedometer icon), 'JOIN US' (puzzle piece icon), and 'ABOUT ACP360' (information icon). The 'LOG-IN' and 'JOIN US' buttons are circled in red.

ACP 360
MULTI-SOURCE ASSESSMENT
FOR PSYCHIATRISTS

CCQI

HOME ABOUT LOG-OUT CONTACT

LOG-IN
Log into your
ACP360 DASHBOARD

OVERVIEW
Get to know your way
around the ACP360 DASHBOARD

JOIN US
Details on how to Join us
and register your interest.

ABOUT ACP360
All you need to know about the
ACP360 System including FAQs

The Dashboard

This is where all the information relating to your assessment is located. To visit your dashboard, go to 'Feedback' – 'Dashboard'.

ACP 360
MULTI-SOURCE ASSESSMENT
FOR PSYCHIATRISTS

HOME ABOUT LOG-OUT CONTACT

Home Feedback Info for Expert Witnesses My Profile Stop Impersonating

Dashboard

Cumulative report*:

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

▼ 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 Reset

No assessments have been found

Please enter a 'Case Identifier' then click the button below to add a new case.

Case Identifier:

Add New Case

COLLEGE CENTRE FOR QUALITY IMPROVEMENT

Centre for Quality Improvement Royal College of Psychiatrists
21 Prescot Street London E1 8BB
MAEP Email MAEP@rcpsych.ac.uk Tel 020 3701 2696/95

RC PSYCH
ROYAL COLLEGE OF PSYCHIATRISTS

Your dashboard will look as above until you have created cases.

The box shown below allows you to filter cumulative reports. See '**Filtering Cumulative reports**' section for more detail. The box will appear at the top of your Dashboard until you add cases, after which it will appear at the bottom.

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**

Adding cases

To create a new case, go to 'Add New Case'

PLEASE NOTE: When adding new cases – be aware that the 'Case Identifier' is pulled through to the final report, therefore do not enter any confidential.

When cases have been created, they will look as follows:

2017

Status: Assessment Ongoing

Self Assessment

Self Assessment

[Complete Self Assessment](#)

Request Feedback from Professionals Involved in your Cases

Download Questionnaire [Click Here](#)

Total number of responses 1

Case Identifier

2017

Update Identifier

Requests sent

Name	Email	Date Sent

Request Feedback

Name:

Email:

Send Email

This assessment has not received the recommended number of responses but you have been given access to your reports

Generate Case Report

How to request feedback

For each case, you will need to request feedback. To do this, 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'.

responses

Case Identifier [Update Identifier](#)

Requests sent

Name	Email	Date Sent	
		.7	
		.7	

Request Feedback

Name: Email: [Send Email](#)

[Generate Case Report](#)

The system will then automatically send the feedback provider an email with a link in, to allow them to provide feedback for you. The system will also send email reminders to let them know you would like their feedback. These will be sent until each person has responded so there is no need to chase these requests yourself.

NB: If you are finding that colleagues have not received these emails, please ask them to check their junk/spam folders in their inbox.

How to complete your 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.

2017

Status: Assessment Ongoing

Self Assessment

Self Assessment

[Complete Self Assessment](#)

Request Feedback from Professionals Involved in your Cases

Download Questionnaire [Click Here](#)

Total number of responses 1

Types of reports

Through the MAEP system you can generate two types of reports: a [case report](#) and a [cumulative report](#).

Case report

A case report is designed to compile all the feedback relating to a certain case. You will need to complete a self- assessment and request feedback based on your work on that case.

To generate a case report, we recommend that you collect 4 feedback responses (although the report can be released with 2 responses if required).

Within your 5-year registration, you can collect feedback on as many cases as you wish.

Cumulative report

A cumulative report is the aggregated data of case reports. Cumulative reports can be generated up to 6 times within your membership.

These are designed to report your feedback over different cases, compiling the free text comments and reporting averages of your colleague feedback and self-assessment results from the cases you have entered on the system.

You will need a minimum of 4 feedback responses across all your cases to request a cumulative report.

If you have generated a cumulative report and then receive more feedback and wish to generate an updated cumulative report, please contact the team who will release and updated report for you.

Within your 5-year registration, you can request a cumulative report up to 6 times.

Requesting and downloading a report

To request a report please first ensure you have the required criteria as stated in '**Types of reports**', then contact the team by email or telephone to request that they release the report for you. This will be released within one working day of the request. Once released, you will be able to log back into your dashboard and download the required report by clicking the relevant button circled below:

test

Status: Assessment Ongoing

Self Assessment

Self Assessment Completed

Request Feedback from Professionals Involved in your Cases

Download Questionnaire [Click Here](#)

Total number of responses 2

Case Identifier **Update Identifier**

Requests sent

Name	Email	Date Sent	
		30/06/2016	
		30/06/2016	

Request Feedback

Name: Email: **Send Email**

Generate Case Report

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

NB: These buttons will remain grey until the relevant report has been released by the MAEP team.

Filtering Cumulative Reports

The box below, which is originally located at the top of your dashboard but will move to the bottom once cases have been added, allows for a filtered cumulative report to be created if there are multiple cases running. In other words, this function can be used generate a cumulative report including all cases during a certain time (i.e. cases from 01/01/17 to 01/01/18).

You do not have to enter anything into the 'Case identifier' box if you do not wish as the filters will work without this being filled in.

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**

The two buttons circled above will only appear when you have requested a cumulative report to be released.

Contact us

Tel: 0208 618 4029 (please note our core office hours are **weekdays, 10:00-16:00**)

Web: www.360.rcpsych.ac.uk

Email: MAEP@rcpsych.ac.uk

Address:

MAEP
College Centre for Quality Improvement (CCQI)
Royal College of Psychiatrists
21 Prescott Street
London, E1 8BB

FAQs

Using the system:

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

This means the report is open, which allows for additional feedback to be covered. If you would like the case assessment to be closed, please contact the MAEP team.

I have forgotten/can you resend my log in details?

Please contact the MAEP team who will reset your password/username.

Overall process:

What can multi-source feedback tell me?

It is an opportunity to gain insight into how key aspects of your work performance are perceived by people involved in the case (e.g. solicitors and barristers). Scores can help you to identify areas of good practice as well as areas that you might further develop.

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 psychiatric 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 different people involved in the proceedings to submit their feedback. Reports can then be produced within one working day of contacting the team, once all feedback has been received.

From whom should I obtain feedback?

In most cases, participants may only wish to request feedback from solicitors and barristers from the parties instructing you. If, however, your report has been disclosed to other parties involved in the case, then 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 judgments. MAEP will enable them to provide structured feedback.

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.

Could unfair criticism from one person skew my results?

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

If experts nominate several people for feedback, they will be able to download their feedback on a case by case basis once a minimum of four responses is reached. This means that they will know to which case the free text comments relate. The qualitative feedback can complement your numerical scores and offer additional 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.

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 the colleague who is conducting your appraisal, with your peer group, or with another trusted colleague or mentor. If you are still concerned, there is a National Advisor for MAEP who is an experienced consultant and can provide you with further confidential advice. The National Advisor can be contacted via the MAEP team.

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

Could the results affect my revalidation?

There is no 'pass' or 'fail' in MAEP. 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.

Contact the team

Phone: 0208 618 4029

Email: MAEP@rcpsych.ac.uk

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