

Development and Quality Assurance of the Assessor Faculty NCAS Approach

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Outline

- Background – what does NCAS expect of its assessors
- Selection and recruitment
- Continuing assessment
- Training
- Feedback
- QA
- Discussion

Who we are

- Arms Length Body – with NHS LA from April 2013
- Multidisciplinary team – advisers from clinical, medical management, legal, HR backgrounds
- Coverage
 - National – and associated states
 - Public and independent sectors
 - Self-referral
 - Free at the point of delivery
- Statutory responsibilities
 - Performers List Regulations (2013)
 - Maintaining High Professional Standards in the NHS (2005)

...and what we do

- Active involvement in over 1,000 new referrals each year

- Assessment intervention in around 50 or so cases per annum

The NCAS approach to assessment

Purpose

- To provide an independent view on the performance of the practitioner within the wider context of their practice
- To identify satisfactory practice and any areas of concern
- To identify factors that may be contributing to these concerns
- To make recommendations for addressing any difficulties identified

Characteristics

- Takes account of but does not focus on the areas of concern
- Takes a holistic approach across the four domains of performance: health, behaviour, clinical capability, context of practice
- Is blueprinted to professional standards (e.g. from Regulator) and the content of practice of the practitioner
- Uses peer clinical and lay assessors, trained and quality assured
- Consistent approach across the disciplines and specialties
- Structured gathering of information across the scope of practice

Components of the assessment

- Occupational health assessment
- Behavioural assessment
- Clinical assessment

OH Assessors

- Recruited and selected via application and workshop with case materials
- Work quality assured
 - Case by case
 - Annual sampling by external assessor
- Regular programme of QA and development

BA Assessors

- Contracted
- Work quality assured
 - Case by case
 - Annual sampling by external assessor
- Regular QA/Development

NCAS Clinical assessment methods

- Review of information provided by the practitioner and the employer/contracting body
- Review of clinical records
- Direct observation of practice
- Multisource feedback from patients and colleagues
- Review of site and equipment
- Case based assessment
- If indicated, clinical simulation
- Interview with the practitioner

The assessment report

- Includes the findings and conclusions from the three components
- All findings linked to the evidence source
- Triangulation is sought for all findings

Roles and responsibilities in performance assessments

Role of the clinical assessment team

- To work within the NCAS assessment framework to:
 - Plan for a robust workplace-based assessment
 - Capture evidence in the assessment workbooks
 - Weight, synthesise and judge evidence as peers
 - Report on the performance of the practitioner to enable the RB to resolve the performance concerns.

Assessors' responsibilities

- To contribute to the planning process
- To conduct the assessment in accordance with NCAS training and guidance
- To apply judgement according to expected standards
- To accurately record evidence and judgements
- To work effectively as a team member with fellow assessors and case manager
- To contribute fully in the report writing process
- To adhere to NCAS requirements on data security

Value of the Lay Assessor

- To represent the patient/public perspective
- To record and judge the patient/public aspects of the practitioner's work and the impact of the practitioner on carers/patients
- To work with the AM to facilitate and support the smooth running of the assessment
- To interpret the professional standards from the point of view of the patient/public
- To be alert to the needs of the practitioner during the assessment visit

The assessors

- Panel of 170 + trained assessors, representing a wide range of specialties and lay people
- Recruited and selected against specific criteria
- Assessors must be competent practitioners in good standing
- Appointed subject to satisfactory completion of 3-day training programme
- Performance is reviewed and have mandatory ongoing training
- Peers who practice in the same clinical field and understand the context
- Additional assessors may be appointed to the team for specific assessments
- Have no conflict of interest in the case

Recruitment and Selection

- Advertisement
 - NCAS and associated web-sites
 - Specialty targeting
 - Individual correspondence
- Application
 - CV
 - Competence-based form
- Shortlisting
 - NCAS
 - Specialty advice
- References
- Workshop

Workshop

- 3 day
- Simulates NCAS assessment
- Trainers are “NCAS Assessor Training Team”
- Applicants are required to demonstrate the already agreed competencies for an assessor
 - Observe
 - Record
 - Judge
 - Ask questions using case-based assessment format
- Not all applicants are assessed as suitable at the end of the workshop

Successful candidates

- Offer of appointment
- Become panel member
- Ready to go out on assessment usually with a more experienced assessor team

- And then.....

Continuing assessment

- Direct feedback against a defined QA framework from other assessment team members
- Feedback given
 - For the purpose of development
 - To target future training needs
- Regular programme of QA for assessments
 - Assessor training team members
 - Assessment advisers

Continuing Training

- Annual schedule of refresher training for all assessors
 - MANDATORY
 - Led by ATT
 - Assessment components e.g. CBA or assessment of context
- May be targeted toward individual assessor needs
- May be targeted toward particular assessments or developments in the assessment process
- Assessors place on panel is always subject to successful completion of training

Additional Assessors

- Used when panel assessors are not appropriate
 - Sub-specialty
 - Conflict of interest or perception of bias
- Usually sourced from College or similar specialty organisation
 - Apply with CV only
- Fast track training – half to whole day
- Trying to move toward regular programme with possibility of some selection

Additional Assessment Interventions

- General Dental Council review service
- Record review

- Different competencies, skills, behaviours required e.g.
 - Report writing
 - Working alone
- Application, shortlisting, selection specific to purpose
- With review, refresher....

***Questions?
Discussion?***

Thank you