**SOAR Overview for Local Admins – Video Transcript**

*http://www.appraisal.nes.scot.nhs.uk/help-me-with/soar/admin-teams/overview.aspx*

[00:00 - Introduction]

This overview of SOAR is designed to cover the core functions for Health Board admin teams supporting appraisal and revalidation at a local level.

If there are any specific topics not covered, please contact the SOAR helpdesk for further assistance.

SOAR stands for Scottish Online Appraisal Resource, and is an online system used to aid the appraisal process, managed locally by the territorial health boards, and supported nationally by NHS Education for Scotland.

We also have the Medical Appraisal Scotland website, used as a portal for all relevant information regarding appraisal and revalidation for those working in NHS Scotland; as well as guidance on navigating through SOAR.

To visit this website, or to access SOAR, please visit [www.appraisal.nes.scot.nhs.uk](http://www.appraisal.nes.scot.nhs.uk), and follow the appropriate links.

The Medical Appraisal Scotland website has a lot of useful tools and resources, primarily for doctors working in Scotland.

But you will find these useful as well, to get an understanding of the appraisal process.

There is also a specific SOAR section for admins too.

If time allows for it, it would be useful for you to familiarise yourself with the material on this website. It will help provide a background to some of the queries you may receive.

As agreed nationally at Scottish Government level, all appraisals in Scotland are to be undertaken by a NES-trained Appraiser to ensure consistency in approach and quality. If a doctor expresses an interest to become an Appraiser, they need to liaise with your Appraisal Lead first before submitting an application.

Contact details of all Local Admin teams are available on the Medical Appraisal Scotland website. This enables local users with specific Appraisal or Revalidation queries to contact you directly. Contact details are also used by yourself, so you know who to contact when it comes to transferring users on SOAR. But more on this later.

If your details need updating, please contact the helpdesk and we will make the changes from there.

[02:25 - Overview of SOAR processes]

Let's take a look at the overview of the appraisal process on SOAR.

There are three key user roles on the system:

* The Local Admin teams,
* The Appraisee, and
* The Appraiser.

The key tasks for the local admin teams are:

* Assign Login requests as they come in; and
* Allocate Appraisers to Appraisees.

In Scotland, you cannot pick and choose your own Appraisers. This is all managed by the Admin teams in collaboration with the Local Appraisal Leads.

Admins can also create interviews on SOAR, but due to resources this is normally done by the Appraisers after they have arranged the interview meeting, outside of the system.

Once the interview is added, the Appraisee has three very important tasks they must do prior to the appraisal:

First, they need to complete the Appraisal Forms 1, 2, and 3.

Appraisal forms can be completed throughout the year in preparation for the appraisal, they just cannot be shared with the Appraiser until an interview is created first.

Once the documentations are ready, including the uploading of relevant supporting information, the Appraisee is asked to go to the interview page to:

* Agree the Confidentiality Statement (the opening chat before every appraisal); and to
* SUBMIT the completed Appraisal Forms (including the uploaded documents) in order to share it with the Appraiser.

When submitted, the system will send out relevant automated email notifications to confirm, inviting the Appraiser to review the submitted documents prior to the Appraisal meeting.

After the Interview – it is the Appraiser’s job to draft and forward the Appraisal Form 4 (Summary) to the appraisee.

The Form 4 process is as follows:

* The Appraiser completes and forwards the Form 4 to the Appraisee for their review;
* If the Appraisee does not agree with the content, whether it’s a typo or incorrect detail, they make a change request and the Form 4 is returned to the Appraiser for editing. The Appraiser will re-forward the edited Form 4 back to the Appraisee when finished.
* The change request cycle goes back and forth until the Appraisee is happy with the content, and signs it off.
* Once both Appraiser and Appraisee have approved the Form 4, the system will send automated emails to confirm that the process is completed on SOAR.

That, is the overview of the appraisal process on SOAR.

Primary and Secondary Care appraisal forms are slightly different, but the overall processes are exactly the same. For the purposes of this video, we will mainly be looking at the Secondary Care setup on SOAR.

Now, let's take a look at SOAR in action.

[05:27 - Login to SOAR]

SOAR is the online tool used for Medical Appraisal in Scotland. Access to it is gained via the Medical Appraisal Scotland website: [www.appraisal.nes.scot.nhs.uk](http://www.appraisal.nes.scot.nhs.uk)

Follow the links for SOAR and you will be redirected to the login page.

If you are a new local health board administrator, your fellow local admins will be able to add you to SOAR. If you are stepping into the role with no handover, please ask your Appraisal Lead to email the SOAR helpdesk, verifying who you are, and the roles and access you require. We will take things forward from there.

[06:13 - Admin Functions]

Once you have logged in, familiarise yourself with the dashboard interface.

On the main dashboard, you have an Interview widget, which shows a list of interviews that are awaiting the Appraisees' submission; and a list of interviews that are in progress.

This lets you see at a glance if any appraisals require chasing up, and who etc.

There is also a “What do you want to do” widget which enables you quick access to create new users, new interviews, view unassigned appraisees, and reviewing which of your appraisees require reassignment.

Revalidation is the process all doctors go through to renew their licence to practice. For the purposes of Revalidation, which is based on a 5-year cycle, each doctor requires to have been appraised by at least two different appraisers in the past 5 appraisals.

In this widget, it indicates how many appraisees, in the last five appraisals, have had the same appraiser for more than three occasions.

Generally, you would liaise with your Appraisal Lead to help with the reassigning exercise.

You also have a Revalidation widget showing how many of your doctors are due for revalidation, and how many the system has deemed as “Ready” and “Not Ready”. We will discuss this more later towards the end of this presentation.

There are also widgets for “Last Logins”, and “News Alert Opt Ins”. These two widgets are available to all users on SOAR, showing when the last time you logged in and from which IP address; and also which News Alerts you wish to receive.

The menu on the left gives you access to all functions on SOAR.

[08:09 - Access & Permissions]

Access to SOAR is restricted by the user role you have. As Health Board Admin, you have almost full access to users in your own health board. But not users in other areas – you will have read-only access to them, but we will discuss this more later.

For users in your health board, you have the function to update their contact details, login details, and interview details like date/time/location etc.

You will not, however, have access to a doctor’s Appraisal itself, things like appraisal documents. You will not be able to access things like appraisal documents, form submissions, content, feedback forms, etc. These are strictly confidential to the Appraiser and Appraisee ONLY.

Now, let’s start with the basic search functions.

[09:10 - Search Functions]

You can look up a user’s details by searching the User Search, Appraisers, or Appraisees pages.

User Search allows you to search for everyone on SOAR. As stated earlier, you have almost full access to those belonging to your health board. For everyone else access will be restricted, and in read-only mode.

You can search for all Appraisers belonging to your health board. Appraisers are normally added by the NES team following successful completion of the NES Appraiser Training courses. Thereafter it is up to you to maintain them, things like Session or SPA details, or if they cease to be an Appraiser etc.

We will go into assigning of Appraisers shortly.

You can also search for all Appraisees in your health board by clicking on “Appraisees” from the menu. Similar to Appraisers, it is part of your role to maintain this list. NES has no ways to verify the users on SOAR. Only you can at health board level, by checking against local setups.

[10:26 - Dealing with Login Requests]

On the SOAR Login page, there is a function for users to request new login details. On completion of this form, SOAR will trigger an email to you (provided they selected the correct health board and sector). Upon receiving this email, you are asked to look up the user on SOAR and amend their login details.

You can either click on “User Search”, or “Appraisees” from the menu to look up the user.

Enter your search requirements, things like last name, what user role they have on SOAR, and which health board they work in.

Or you can search from your list of Appraisees.

Once located, click on their name, and depending on the request, you can either:

* Change the password, or
* Reset the account's login credentials.

The “Reset” button resets the password and the security questions; it also triggers an email to the user with new system generated log-ins.

If the account is reset, the user will be asked to review the SOAR Data Policy prior to login, as if they were logging in for the first time.

They are then asked to enter a new password and complete the security questions section. They cannot progress into SOAR until these are completed.

If only the password is changed, again the system will trigger an email but the security questions will remain as is.

Please be aware that the password must be at least 8 characters long and must have at least one number in it.

In either case, upon the user’s first log in following this change, they will be asked to change the dummy password you gave them, so it will only be used once.

[12:44 - Unable to locate user]

If you are unable to find the user, double check the GMC number, or the email address provided. Typos are not uncommon.

It might also be that the user is brand new and will need added to SOAR. For example, joining from a different country, or newly qualified from training.

It is also possible that the user in question is a Trainee and they have simply selected the wrong options on the Login Request form. In which case either send it to the SOAR helpdesk for further investigation, or if you know who the regional deanery contact is, flag it to them for their necessary info and action.

[13:25 - Add New User]

Before you add a new user to SOAR, please ensure you complete any local protocols as appropriate to verify the user is who they say they are.

Adding a new user is a 3-step process:

1. First, create the profile.
2. Then we add the User roles.
3. Finish by assigning a dummy password.

To Add a new User, either use the widget on your dashboard, or click on “New User” from the menu.

Enter appropriate details on the page. The mandatory fields here are First name, Last name, GMC number, email address and login name.

When creating the user profile, you can leave the password fields blank.

When the profile is created, click on the new “Roles” tab along the top to assign user roles.

By default, you can only assign user roles based on your sector and health board.

For example, a Secondary Care Admin in NHS Fife won’t be able to assign Primary Care user roles in NHS Orkney; and vice versa, etc.

Select the roles, and then click on “Add Role”, and click “Save”.

Once all the roles have been added, return to the “Profile” page.

Scroll to the password boxes near the middle of the page and provide a dummy 8-character alphanumeric password.

Click the “Save” button when finished, and this will trigger an email to the user with their login details.

To finish, you will see a function underneath the GMC number to verify it. Click on this to verify the GMC number you entered against the GMC register. If correct, click “OK”; if incorrect, double check the number entered. If need be, visit the GMC website and check against their online register to see who the GMC number actually belongs to.

Although not a mandatory field, please make sure you select the correct GP or Secondary Care role on the profile. The Secondary Care role data will feed into the annual Medical Revalidation Quality Assurance report; and the GP role data will impact the Sessional GP Claim forms.

[16:21 - Update / Transfer Users]

To update a user’s details, look them up using one of the search functions, and make the changes required.

If you received a login request for someone currently belonging to another health board, it is likely that this doctor is in the process of being transferred to your area.

Although it is entirely possible that the doctor selected the wrong health board on the Login Request form by mistake.

Verify with the user to see what the situation is. If the user is transferring to your area, verify via local checks, and then contact the local admin in the old health board. Remember, contact details of all admin teams are on the Medical Appraisal Scotland website.

Inform them that you received a request to add the doctor to your area. Ask them to remove the Appraisee role on SOAR, so that you can add them to your health board.

Naturally, they would conduct similar verification processes before they release the doctor in question.

If roles were reversed and you were asked to release someone, you would be expected to perform similar local verification checks, before removing the Appraisee role from SOAR, along with any other roles if appropriate.

Once a user has no Appraisee role, only then will you be able to add them to your area. Simply select the role and click the “Add Role” button.

And that is how you transfer a doctor between health boards on SOAR.

[18:00 - Archiving Users]

The Archived function is used when a user no longer provides a service to NHS Scotland. It is enabled when all user roles are removed.

[18:21 - Assigning Appraisers, Individually]

There are two ways to assign Appraisers, either individually, or via batch operations.

To assign Appraisers individually, use the search functions to look up individual appraisees and go to their user profile. Click on the “Appraisee” tab along the top, select the appraiser to be assigned and click “Save”.

If required, you can click on the "Notify" button, which will trigger an email to the Appraiser and Appraisee confirming this assignment.

[19:00 - Assigning Appraisers, Batch Op (Secondary Care)]

Batch operations for assigning appraisers vary slightly between Primary and Secondary Care.

In secondary care, click on “Appraisee Assignment” from the menu. All Appraisees in your area will be listed. Sort the list as best as you can via the column headings, tick on the individuals that require reassignment, expand the section “Assign new Appraiser” and select the new Appraiser to be assigned, and click “Submit”.

At the moment the sorting is not an ideal way to select groups of doctors for reassigning. We are exploring options to improve this. If you have suggestions, please contact the helpdesk with details.

[19:51 - Assigning Appraisers, Batch Op (Primary Care)]

For primary care, the batch op for assigning doctors is done by GP practice surgeries.

Click on “Practices” from the menu, search for the practice in question and click on their practice number to go to its details. Scroll to the bottom where all of that practice’s GPs are listed. Select from the corresponding dropdown on who the new Appraiser should be, then scroll back to the top and click “Save”.

Of course, if practice details are incorrect or requires updating, this is where you can edit them.

If you wish to delete a practice, for example, because of the merging of surgeries, you first need to move all the doctors to the new practice. Once the practice has no doctors associated with them, the delete option will be made available on the Practice page for deleting.

If a GP has been incorrectly assigned to the wrong practice, click on their name and from the “Appraisee” tab, scroll to the section and make the appropriate change.

[21:10 - Joint Clinical Academic Appraisals]

Clinical Academics with NHS roles are asked to conduct a joint appraisal, to save them from having multiple appraisals in the year. This involves the Appraisee having a regular NHS Appraiser assigned, and a co-Appraiser assigned, usually from the university.

The list of Co-Appraisers is maintained locally, and you should liaise with the university admin colleagues if you are unsure. Their contact details are also on the Local Admins page on the Medical Appraisal Scotland website.

To assign a co-Appraiser, navigate to the Appraisee profile, and select the Co-Appraiser from the dropdown.

Check the tickbox for “Clinical Academic with an honorary role with the NHS” – this triggers an additional Academic Medicine form for the doctor to complete as part of their appraisal.

Click “Save” to confirm the changes.

We will discuss Appraisal Coordinators a little later on.

[22:18 - Chase up Appraisals]

Another important part of your role is the chasing up of appraisal completion.

To aid you with this task, the dashboard interview function will list ongoing appraisals, divvied up between unsubmitted and submitted appraisals.

Or you can search for all appraisals in your area. From the menu on the left, click on “Interviews”. By default, this will bring up a list of all appraisals in your health board. Use the search filters to help refine the results to what you are looking for.

Let’s say for example you want to find out how many appraisals were scheduled two months ago, but have still not been completed. To do this, set the date range; set the interview status to “To be submitted and In progress”, and click “Search”.

Click on the corresponding Edit icon to review interview meeting details; or click on the user’s name to look up their contact details for chasing up.

[23:33 - Create New Appraisal]

You also have the function to create new interviews. However, this function is predominately for Appraisers to use. Unless you are responsible for managing your health board’s appraisal calendar (which some of you will be), you are not expected to organise your doctors’ appraisals for them.

The creation of an appraisal interview on SOAR is critical, as it is the only means for an Appraisee to submit their appraisal documents to their appraiser for review.

If you are asked to help with creating new interviews – simply click on the “New Interview” button from the Interviews page, select the Appraisee and Appraiser from the dropdown menus and proceed to filling in the rest of the page.

[24:27 - Appraisal Period]

The “appraisal period” on SOAR uses the fiscal period - April to March - and is determined by the meeting date; rather than what materials were discussed.

Anecdotally, we would expect ALL appraisals to discuss and review materials either since the last meeting, or materials collected in the last 12 months. The appraisal period on SOAR is used for reporting purposes, such as the annual Medical Revalidation Quality Assurance Report, or ad-hoc reports to the Scottish Government or the GMC, where we are asked for example, "how many appraisals took place in a given fiscal period?" or, "how many doctors were revalidated in a given fiscal period?" etc

On SOAR, the appraisal period is automatically set when an appraisal meeting date is added.

Due to late appraisals, or if an interview was brought forward for the purposes of revalidation, it is possible for the appraisal period to be overwritten.

Click on the corresponding radio button option to select.

If any radio buttons are disabled, it means an appraisal in that period has already taken place.

A red message and description will appear, alerting you to the mis match of the meeting date and appraisal period. So long as you are sure of the situation, ignore this message and proceed as is.

Once all the appropriate fields have been filled in, click the “Save” button to finish.

Once the interview is created, it will appear on the Appraisee's dashboard as a timeline with guidance on submitting appraisal forms.

[26:11 - Unlocking Appraisals]

Once an appraisal is completed, it is not possible for the appraisee to make any further changes to the submitted forms. However, if required, it is possible for the appraisal to be unlocked so that the Form 4 can be amended, or have additional documents added.

A common scenario for this might be that the Appraisee is due to revalidate in the next quarter, and they have just completed their late MSF, but are not due for their next appraisal for another 6 months.

The MSF needs to be recorded on the previous appraisal for it to be considered for Revalidation purposes.

Liaise with the Appraisal Lead in the first instance, but in situations like this it is not uncommon for the previous appraisal to be unlocked, which will allow the Appraiser to amend the Form 4 as required.

Navigate to the appraisal in question, click on the “Form 4” tab and scroll to the bottom and click on “Unlock”. You will be prompted to enter details of the unlocking request.

Once unlocked, SOAR will send an email to the Appraiser and Appraisee notifying them of the unlocking, along with the message you just entered.

[27:32 - Additional Documents]

As the submitted forms for this appraisal is archived, it is not possible to make further changes to them. However, you can enable the “Additional Documents” function to allow the Appraisee to add more documents. In this case, the MSF and its reflection.

Simply click on the Additional Documents button after unlocking the appraisal, and a new tab will appear for the Appraisee to upload more documents as required.

Due to confidentiality, you – as Local Admin – will not actually be able to view this section, it is strictly for Appraisee and Appraiser to access.

If you are unsure about any of this, please contact the helpdesk for further assistance.

[28:20 - Changing Appraisers]

Another common request associated with interviews is the changing of Appraisers. It might be that the assigned Appraiser was suddenly taken ill, and a new Appraiser has to step in.

Rather than creating a new appraisal and having the Appraisee re-submit all the forms, simply navigate to the appraisal, and click on the “Change” button and then select the new Appraiser from the dropdown menu. Click “Save” to confirm.

A couple of things to note:

Firstly, the option to change an interview’s appraiser is only available if the Appraisal has NOT been signed off.

The other thing is, changing the Appraiser on the interview page will not change the actual appraiser assignment. Conversely, changing the Appraiser assignment will NOT change the Appraiser in the interviews.

[29:16 - Appraisal Form 5]

The Appraisal Form 4 summary is used as proof of appraisal. Form 5 is used to signify that an appraisal did not take place in the appraisal period. There are two versions of Form 5:

Form 5A is used to log Exemption from Appraisal; for those who have legitimate reasons for not being appraised in that appraisal period. For example, maternity leave, long term sick, sabbatical, etc.

Form 5B is used to log non-engagement, for those who – for whatever reason – refuse to engage with the appraisal process.

There is also an option for Form 5C, but this is used only to log any Clinical Governance issues.

Before a Form 5 is created, the Appraiser is asked to liaise with yourselves (as Local Admin team) and your Local Appraisal Lead in the first instance – especially for Form 5B.

Currently only an Appraiser can create Form 5A and 5B. However, plans are in place to enable Admins to create Form 5A’s in the future.

[30:29 - Deleting Appraisals]

It is not uncommon for Appraisers to unknowingly create duplicate interviews. Only Admins have the function to delete interviews.

To delete any duplicate appraisals, click on “Interviews” from the menu and search for the appraisal in question. A corresponding “Delete” icon will appear on the far right, click on this to delete.

[31:03 - Manual Complete Appraisals]

This function is predominately used in Primary Care, when a new doctor joins from another home nation and they need to show proof of their last appraisal, and the health board wishes to include this on SOAR so that there is a record of it.

To facilitate this, create a dummy appraisal with dates according to the Form 4 they supplied (you may need to create a dummy Appraiser first, or set yourself as the Appraiser). When created, option for “Manual completion” will be enabled, click on this.

In the new tab, add in the relevant details. Ensure you don’t check the box to include it in reports; and click “Submit”.

[31:56 - Reports on SOAR]

Speaking of Reports, within all the search pages, like User Search, Appraisees, Interviews etc – there is an export function which will include additional details that are not shown on screen.

There are also a number of reports available to you in the “Reports” page.

This section is undergoing an extensive overhaul as there are some reports that no longer work due to the way SOAR has evolved. These old reports have been archived. Look for the numbered reports instead – these are the revamped versions which will replace all the existing ones in due course.

[32:42 - News Alert function]

There is a News Alert function on SOAR that allows you to send messages to all users in your health board. However, following GDPR changes in May 2018, an opt-in element was introduced and any message you send, will only be sent to those who have opted in to “Local Updates”.

To send a News Alert, click on the link from the menu, select the user groups you wish to contact.

This line will be inserted into the top of your message, letting recipients know which user group it has been sent to. You can overwrite to amend this if required.

Give your message a title and type your message accordingly. Click “Send” when ready.

[33:37 - Email Reminders]

As Admins, you have the options to opt in to various SOAR email notifications.

Navigate to your own details, and click on the Notifications Settings tab, to review the list of automated emails available to you.

There will be some emails which cannot be opted out of, such as changes to your own details.

Some you might want to opt in to, depending on your admin responsibilities.

[34:14 - Appraisal Co-ordinators]

The role of the Appraisal Co-ordinator on SOAR, has two main functions.

It was originally designed for people who needed to be kept informed of their doctor’s appraisal progress, but not involved with the process itself.

For example, line managers, Clinical Directors, Associate Medical Directors, etc.

Latterly, the function has been extended to individuals who are tasked with the administration of specific groups of users. For example, dentists, public health doctors, small specialty groups, etc.

Appraisal Co-ordinators have the same access and functions as Local Administrators, however, they are restricted to only those who are linked to them.

Linkage of Appraisal Co-ordinators and its assigned Appraisees is maintained by yourself as Local Admins. But they will be able to maintain their assigned Appraisees in terms of organising appraisals and updating user details.

Appraisal Co-ordinators need to be added to SOAR first; before assigning to individual users.

Similar to creating or updating user records, navigate to the “Roles” tab under user profile, and give that user the role of Co-ordinator.

Then, navigate to the Appraisee and assign them the newly added Co-ordinator.

A Batch op function for this is available for Secondary Care Admins, but we don’t have one yet for Primary Care teams.

[36:05 – Revalidation]

Not all Health Board Admin teams are involved with local revalidation processes. This short guide highlights how revalidation works for all doctors, and how SOAR is set up to support this locally.

As mentioned earlier, Revalidation is the process all doctors go through to renew their licence to practice. It is based on a 5-year cycle, and central to this is the successful participation of 5 annual appraisals.

For each annual appraisal, the doctor is asked to complete their appraisal forms on SOAR, and upload relevant supporting information to support the four GMC Domains. Within each Domain there are Core Elements which the supporting info must include.

For a detailed look into the appraisal forms, please check out the SOAR overview guidance video, designed more specifically for Appraisers and Appraisees.

This is what it looks like on SOAR:

Navigate to a user’s profile, and click on the “Revalidation” tab.

Along the top you will see details of when the doctor is due to be revalidated.

And underneath, a grid showing the last five appraisals, with the different flags and statuses against the core elements within the domains.

Satisfactory submission or discussion around each core element is denoted with a “1” scoring.

For Domain 1, a CPD Log must be presented.

For Domain 2, a review of Significant Events, along with any other Quality Improvement Activities. Completion of the Health declarations statement is also required.

For Domain 4, completion of the Probity Statement.

These domains are required for every appraisal.

For Domain 3, completion of the Complaints and Critical Incidents declarations is also required annually; but, submission of Multi Source Feedback and Patient Surveys are only required once in the 5-year revalidation cycle.

MSF is normally conducted via SOAR’s connected third-party provider, WASP Software.

Patient Satisfaction Questionnaire is organised locally at health board level. Each board will have different questionnaires in place. If you are unsure as to what these are, check with other colleagues or your Appraisal Lead for clarifications.

Depending on whether anything was declared in the Health, Probity and Complaints statements that require further review or discussion, they may be flagged as “Issues”. But, when writing up the Form 4, the Appraiser has the function to overwrite this to “Resolved”.

Let’s take a look and see how it all ties in with the revalidation functions on SOAR.

A little after midnight every evening, SOAR interacts with the GMC Connect system via automated processes, to get the latest revalidation data for users on the system.

If a doctor is within 3 months of their revalidation due date, they are given an “Under Notice” flag by the GMC.

On the SOAR dashboard, you have the Revalidation widget, which tells you how many doctors in your health board are “Under Notice” for Revalidation. The widget splits the list into “Ready” and “Not Ready” categories.

For those who are deemed as “Ready” by SOAR, they will have met the following requirements:

In the last 5 appraisals:

* There has been no Form 5B or 5C signed off
* There has been no more than two Form 5A’s signed off
* MSF and PSQ is completed in at least one of the appraisals
* All appraisals have appropriate core elements submitted
* No “issues” have been flagged

Everyone who do not meet the above criteria is placed in the “Not Ready” list.

The idea is that those on the Ready list can be easily accessed and recommended via batch operation functions. Others on the Not Ready list will require further review before a recommendation is made.

The GMC has a list of organisations in the UK where doctors’ revalidations are aligned to. Organisations like NHS health boards, locum agencies, non-territorial boards, etc. These are called “designated bodies”, and each one will have a named Responsible Officer.

Revalidation recommendations is made by the Responsible Officer in your health board. In Scotland, this is normally the Medical Director.

The ROs alone are responsible for revalidation, aided by the health boards’ supporting teams, like yourselves as Local Admins, along with guidance from the Appraisal Leads.

SOAR provides the appraisal information that the ROs need in order to make the recommendations.

SOAR will not have other additional information to support Revalidation, such as HR systems, or complaints database checks. Local systems will be in place for these.

In some health boards, the RO will meet with the Primary and Secondary Care Appraisal Leads every quarter to go through the list of individuals who are due to be revalidated.

For some doctors, in particular those on the “Not Ready” list, it might be that the RO will want to see additional information.

If that is the case, they would request further information from the doctor, perhaps liaised via yourself in your capacity as the local admin team. This will differ and vary on a case-by-case basis.

There are two ways for the ROs to make revalidation recommendations, and there are three possible recommendations to make.

The RO could either make the recommendations on GMC Connect; or via the Revalidation functions on SOAR, which sends the information over to GMC Connect via automated processes.

The recommendation options are:

* Recommended;
* Deferral; or
* Not Recommended.

If there was an error with the submission, the GMC will reject the recommendation and send a coded reference back to SOAR, confirming what the error might be. Often times it’s a just mismatch of data, be it the GMC number, unrecognised RO, or doctor not under notice, etc. Please liaise with the SOAR helpdesk for assistance if this situation ever arises.

Let’s take a quick look and see what the RO sees on SOAR when it comes to Revalidation.

This is the RO’s dashboard. They have the function to look up any of their appraisees on the system.

They have the function to see, at a glance, how many doctors are due for revalidation; split between primary and secondary care, and how many are deemed by the system as “Ready”, or “Not Ready”, for revalidation.

When the RO clicks on the “Revalidation Recommendations” page – they have one additional function that no one else has – the function to make the recommendations itself.

The RO can make one of three recommendations to the GMC.

They can positively recommend a doctor for revalidation. On this page, the RO can select the group of doctors listed and click on the Revalidation button. This sends a positive recommendation to the GMC for all those selected.

Alternatively, you can do this on an individual basis as well. Simply click on the doctor’s name and click on the “Revalidation” tab along the top.

Once a recommendation is sent, the GMC will conduct their own processes, which normally takes a day or two. When accepted, the GMC register will be updated accordingly.

On SOAR, there is a default 24-hour delay function built in, allowing ROs to change their minds if needed, or in case of accidentally selecting the wrong doctor, etc

To bypass this – click the “Send Now” button.

If there is insufficient information to support a positive recommendation, the RO could defer the recommendation for up to 6 months, giving the doctor time to collate and submit the missing documents. For example, MSF or PSQ.

If the RO is not satisfied that the doctor has met all the requirements to warrant the renewal of their licence to practice, the RO can submit a “Not recommended” to the GMC. This is likely to involve HR actions, but local protocols will be in place for situations like this.

Just to reiterate, Revalidation recommendations is the responsibility of your RO, with support from Local Admins and Appraisal Leads.

[45:35 – Summary]

A quick recap.

Local Admins are usually the first port of call when it comes to dealing with user log in requests.

They are tasked with Appraiser allocation, supported by the Appraisal Lead.

Another important task for them is the chasing up of appraisal completion.

Admins work closely with the Appraisal Lead, to support the Responsible Officer.

There are various functions and tools on SOAR to support you in your role as Local Admin, please explore the different functions available.

If there is anything you feel is missing, or if you have suggestions for improvement, please contact the helpdesk and let us know.

I hope you found this presentation of use.

If you require further assistance with any of the topics discussed, please contact the helpdesk.

Thank you.