



WJ HEALTHCARE

**APPRAISAL QUALITY
ASSURANCE FRAMEWORK**

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1. DOCUMENT CONTROL

1.1 CONFIDENTIALITY NOTICE

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1.2 DOCUMENT DETAILS

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2. ORGANISATIONAL BACKGROUND

WJ Healthcare provides an independent medical appraisal service supporting doctors connected to a range of designated bodies. The service is designed to ensure that doctors participate in high-quality annual appraisals that meet the standards required by the General Medical Council and the medical appraisal and revalidation guidance issued by NHS England

WJ Healthcare appraisal service supports doctors working across a broad range of clinical settings, including independent practice, private healthcare organisations, aesthetic medicine, and practitioners working outside traditional NHS employment structures.

WJ Healthcare also provides appraisals for NHS England Responsible Officers and for The General Medical Council annual returns process.

WJ Healthcare is committed to delivering **high-quality medical appraisals in line with General Medical Council (GMC) and NHS standards**. This is supported through robust **quality assurance and governance processes**, ensuring that appraisals are conducted consistently and meet the requirements for revalidation. At the same time, WJ Healthcare places strong emphasis on making the appraisal experience a **constructive, reflective, and rewarding process for appraisee doctors**, supporting their professional development and wellbeing.

The appraisal process enables doctors to demonstrate meaningful engagement with:

- Reflective professional practice
- Continuing Professional Development (CPD)
- Quality Improvement Activity (QIA)
- Patient safety and clinical governance
- The professional standards required for revalidation

WJ Healthcare operates within a **structured governance framework** designed to maintain a consistently high standard of appraisal practice. Its quality assurance systems ensure that appraisal outputs are **robust, transparent, and reliable**, enabling Responsible Officers to use them with confidence when making revalidation recommendations.



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3. DESIGNATED BODIES SUPPORTED BY WJ HEALTHCARE APPRAISAL SERVICE

WJ Healthcare provides appraisal services to numerous designated bodies across England and Scotland, supporting Responsible Officers in fulfilling their statutory responsibility to oversee the clinical governance of doctors connected to their organisation, which includes the appraisal and revalidation processes.

Designated bodies supported by WJ Healthcare include:

- Independent healthcare organisations
- Private medical providers
- Corporate healthcare providers
- Medical training organisations
- NHS England Responsible Officers
- GMC Annual Returns submissions

The appraisal process is designed to ensure that each doctor meets the requirements established by the General Medical Council for annual appraisal and the five-year revalidation cycle.



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4. TAILORED APPROACH TO DESIGNATED BODIES

WJ Healthcare recognises the important role of the Responsible Officer and Designated Body in ensuring that doctors meet the requirements for safe practice and revalidation. Our appraisal service is therefore designed to support and meet the needs of Responsible Officers by providing appraisal outputs that are aligned with national revalidation standards and relevant to each doctor's clinical practice.

We understand that Designated Bodies operate within a wide range of clinical environments and governance structures. For this reason, our appraisal process adopts a flexible and collaborative approach, ensuring that appraisal documentation and discussions provide Responsible Officers with the information required to make informed revalidation recommendations.

The appraisal framework is developed in collaboration with the Responsible Officer and reflects:

- The doctor's clinical scope of practice
- The governance and oversight requirements of the Designated Body
- Relevant regulatory and professional standards
- Risk management and patient safety considerations
- The professional environment in which the doctor works (for example independent practice or aesthetic medicine)

This approach ensures that appraisals remain meaningful and reflective of real clinical practice, while also providing Responsible Officers and Designated Bodies with clear, robust, and reliable information to support revalidation decisions.



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5. WJ HEALTHCARE APPRAISAL TEAM

The WJ Healthcare appraisal service is delivered by a multidisciplinary team of experienced medical professionals with expertise in medical appraisal, governance, and professional regulation and standards. The organisation operates under a formal Board structure comprising both Executive and Non-Executive members, providing strategic oversight and ensuring that the appraisal service is delivered in accordance with high standards of the relevant organisation governance and accountability.

The Board structure includes key operational roles such as:

- Chief Executive Officer
- Medical Director
- Appraisal Lead
- Quality Assurance Lead
- Appraisal Support Officer

WJ Healthcare also has a team of 10 trained Consultant appraisers representing a diverse range of medical specialties, enabling the organisation to support doctors working across different clinical environments and scopes of practice.

All appraisers are registered medical practitioners with appropriate clinical experience and formal training in medical appraisal. Each appraiser has completed approved initial training with the TLE MIAD (Medical Appraisal and Revalidation training programme) and remains compliant with annual refresher training requirements to ensure that appraisal practice remains aligned with current national guidance and regulatory standards.

The wider appraisal team also includes governance and administrative support staff who ensure that the appraisal process is coordinated efficiently and delivered in accordance with established quality assurance processes. Through this structured team and governance framework, WJ Healthcare maintains a consistent, high-quality appraisal service that supports both doctors and Responsible Officers in meeting revalidation requirements.



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6. APPRAISER GOVERNANCE AND MANAGEMENT

6.1 APPOINTMENT OF APPRAISERS AND CONTRACTS

All appraisers working within the WJ Healthcare appraisal service are formally appointed through a structured recruitment and governance process.

The appointment process includes:

- Verification of registration and licence to practise with the General Medical Council
- Confirmation of professional standing and appraisal experience
- Review of clinical background and suitability for appraisal work
- Completion of an approved appraiser training programme
- Engagement in WJ Healthcare Appraiser training programme including completing annual appraiser refresher course.
- Signing of a formal appraiser service contract with WJ Healthcare

Appraiser contracts clearly outline responsibilities including:

- Conducting fair, balanced and objective appraisals
- Maintaining confidentiality in accordance with professional and organisational standards
- Completing appraisal documentation within agreed timelines
- Participating in quality assurance processes
- Undertaking required annual appraisal training and updates

6.2 ANNUAL TRAINING COMPLIANCE

All WJ Healthcare appraisers are required to maintain **annual training compliance** to ensure appraisal practice remains aligned with current national guidance and regulatory expectations. This includes active engagement in the **WJ Healthcare Appraiser Education Programme**.

Training requirements include:

- Annual appraisal refresher training
- Updates on General Medical Council revalidation guidance
- Updates on appraisal policy developments from NHS England
- Quality assurance training
- Reflective practice and effective appraisal discussion techniques

Training records are maintained within each appraiser's HR governance file and are monitored as part of WJ Healthcare's organisational quality assurance processes.



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6. APPRAISER GOVERNANCE AND MANAGEMENT

6.3 WJ HEALTHCARE APPRAISER EDUCATION PROGRAMME.

The WJ Healthcare Appraiser Education Programme supports the ongoing professional development and quality assurance of all appraisers within the organisation. The programme includes **three structured education meetings each year**, providing updates on appraisal guidance, shared learning, and discussion of emerging issues in medical appraisal and revalidation. Appraisers also participate in a **one-to-one quality review of five completed appraisals annually**, assessed using the **Support QA appraisal review tool**, to promote reflective practice and consistency of appraisal standards. In addition, appraisers have access to an **online professional forum** where challenging or complex appraisal scenarios can be discussed with peers and senior leads. Each appraiser maintains an annual CPD log, which is reviewed as part of the programme, and WJ Healthcare provides funding support for relevant CPD activities to ensure appraisers remain up to date with national appraisal guidance and best practice.

6.4 APPRAISER ALLOCATION

Appraisers are allocated by the WJ Healthcare appraisal administration team in order to maintain fairness, independence and governance integrity.

Key principles of the allocation process include:

- Doctors are not permitted to select their own appraiser
- Appraisers are allocated based on availability and organisational needs
- Potential conflicts of interest are actively identified and avoided
- Repeat allocation of the same appraiser is monitored to maintain appropriate independence where required

This system supports transparency, consistency and objectivity within the appraisal process.



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7. APPRAISAL QUALITY ASSURANCE

WJ Healthcare operates a comprehensive appraisal quality assurance framework designed to ensure that appraisal outputs meet expected professional standards.

The organisation utilises the **SUPPORTS Quality Assurance Tool (See Appendix)**, which provides a structured method for evaluating the quality of medical appraisal documentation.

The tool assesses several key areas including:

- The structure and completeness of the appraisal
- Understanding of the doctor's scope of practice
- Quality of reflective discussion
- Patient safety considerations
- Quality of the Personal Development Plan (PDP)
- Clarity of appraisal outputs and recommendations
- Timeliness and completeness of documentation

The quality assurance process is primarily formative and is designed to support the development of appraisers through constructive feedback.

Quality assurance activity includes:

- Random sampling of completed appraisals
- Review of appraisal summaries and documentation
- Structured feedback to individual appraisers
- Identification of training or development needs

These processes ensure that appraisal standards remain consistent across the service and support the continuous professional development of the appraiser team.



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8. APPRAISAL ACTIVITY MONITORING AND DATA COLLECTION

WJ Healthcare maintains a structured data monitoring framework to support oversight of appraisal activity, service performance, and appraisal quality across all designated bodies supported by the organisation.

This monitoring framework enables Responsible Officers and governance leads to maintain oversight of appraisal delivery and ensure that appraisal activity supports safe and effective revalidation processes in accordance with standards set by the General Medical Council and appraisal guidance issued by NHS England.

As part of the appraisal governance framework, WJ Healthcare routinely collects, collates, and reviews key performance and quality indicators relating to appraisal delivery.

These indicators are reviewed periodically as part of the organisation's appraisal quality assurance and governance processes.

8.1 MONITORING OF DESIGNATED BODIES SUPPORTED

WJ Healthcare maintains a register of all designated bodies supported by the organisation for the provision of appraisal services.

The organisation records and monitors:

- The number of designated bodies supported
- The type of organisation (for example independent healthcare providers, aesthetic medicine organisations, or corporate healthcare providers)
- The Responsible Officer linked to each designated body
- The number of doctors connected to each designated body

This information enables WJ Healthcare to maintain oversight of appraisal demand and ensure that appropriate appraisal capacity is maintained across the service.



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8. APPRAISAL ACTIVITY MONITORING AND DATA COLLECTION

8.2 MONITORING OF APPRAISAL ACTIVITY

WJ Healthcare collects and maintains records of all appraisals conducted through the appraisal service.

The organisation records and monitors:

- The number of appraisals completed for each designated body
- The total number of appraisals conducted across the service
- The timing of completed appraisals in relation to appraisal due dates
- The allocation of appraisers to individual doctors

This information supports monitoring of appraisal coverage and ensures that doctors connected to designated bodies are able to participate in annual appraisal in line with revalidation requirements.

8.3 MONITORING OF APPRAISER WORKFORCE

WJ Healthcare maintains a governance record of all appraisers contracted to provide appraisal services.

The organisation records and monitors:

- The total number of contracted appraisers
- Appraiser allocation across designated bodies
- Appraiser workload and appraisal volume
- Appraiser availability and capacity

This information ensures that the organisation maintains sufficient trained appraisers to support appraisal activity across all designated bodies.



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8. APPRAISAL ACTIVITY MONITORING AND DATA COLLECTION

8.4 APPRAISER GOVERNANCE FILE MONITORING

WJ Healthcare maintains an HR governance file for each contracted appraiser.

These files contain documentation relating to:

- Appraiser service contracts
- Evidence of appraisal training
- Records of ongoing appraisal training compliance
- Quality assurance feedback and development records

The organisation monitors the completeness and currency of appraiser governance files to ensure that all appraisers remain compliant with training and governance requirements.

8.5 MONITORING OF APPRAISAL QUALITY ASSURANCE OUTCOMES

WJ Healthcare conducts periodic quality assurance review of appraisal outputs using the SUPPORTS Quality Assurance Tool (see Appendix)

The organisation collects and reviews quality assurance data including:

- Quality scores assigned to sampled appraisal summaries
- Quality assessment of reflective discussion
- Evaluation of Personal Development Plans (PDPs)
- Compliance with appraisal documentation standards

Quality assurance outcomes are collated and reviewed to identify patterns, training needs, and opportunities to improve appraisal quality across the service.



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8. APPRAISAL ACTIVITY MONITORING AND DATA COLLECTION

8.6 MONITORING OF APPRAISEE FEEDBACK

WJ Healthcare collects feedback from doctors following completion of their appraisal meeting.

Feedback data collected may include:

- The perceived quality of the appraisal discussion
- Professionalism and effectiveness of the appraiser
- The usefulness of the appraisal process for professional development
- Overall satisfaction with the appraisal experience

This feedback is collated and reviewed as part of the organisation's continuous service improvement processes.

8.7 MONITORING OF APPRAISAL DOCUMENTATION TIMELINESS

WJ Healthcare monitors the timeliness of appraisal documentation following completion of the appraisal meeting.

The organisation records and reviews:

- Appraisal duration
- The time taken by appraisers to complete appraisal summaries
- Submission of final appraisal documentation
- Compliance with expected report completion timelines

Monitoring of documentation timeliness supports service efficiency and ensures that appraisal outputs are available for Responsible Officers in a timely manner.



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9. MONITORING OF COMPLAINTS AND CONCERNS

WJ Healthcare maintains a governance process for the management of complaints or concerns relating to the appraisal service.

The organisation records and monitors:

- The number of complaints received relating to appraisal services
- The nature of complaints or concerns raised
- Investigation outcomes
- Actions taken to address identified issues

Complaints data is reviewed within the organisational governance framework and used to inform service improvement and risk management where appropriate.



10. APPENDIX

SUPPORTS QA Template

Appraiser:	SUPPORTS QA undertaken by:	Date
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Section (point values bracketed)	Score	Comments
SUPPORTS QA Tool for formative feedback and quality assurance of appraisal summary, PDP and output statements		Highlight examples of excellence in the appraisal outputs and suggest areas for possible development (where appropriate)

Appraisal identifier (Dr initials)

OVERVIEW Provides a good description of the doctor, including their background qualifications, and experience relevant to the scope of work (1) their whole scope of work (1) and the context(s) in which they work (1)		
SPECIFICS AND SIGN-OFFS Professionally written – typewritten, objective, suitably succinct, free from bias or prejudice. (1)		
Gives revalidation specifics - recommendation due date, point in revalidation cycle, number of appraisals within this cycle / with this appraiser, appraiser qualifications (1)		



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10. APPENDIX

Section (point values bracketed)	Score	Comments
Describes a professional appraisal - venue/remote appraisal provider, duration, information governance and appropriate anonymisation. Demonstrates an audit trail if exceptional circumstances apply (period in work since last appraisal not 12 months / approval for unusual arrangements or postponement etc.) (1)		
Summarises the responses to input and output statements, including health and probity. Comments on anything the doctor was asked to bring to discuss at the appraisal meeting or review eg Factors for Consideration (FfC) SRT (if applicable). Comments on medical indemnity cover. Where appropriate, circumstances commented on and explanation made to RO (1)		
TRACKS GMC SUPPORTING INFORMATION (SI) REQUIREMENTS Reviews SI in relation to Good Medical Practice and whole scope of work, including commenting on any SI supplied or discussed and how this demonstrates the ability to work safely and make quality improvements in their practice (1)		



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10. APPENDIX

Section (point values bracketed)	Score	Comments
Comments on any gaps identified in the requirements for revalidation, or covering whole scope of practice and how they will be addressed, including them in PDP if appropriate (or stating if no gaps) (1)		
UNDERSTANDING IMPACT Reviews the personal and professional impact of the period since the last appraisal (1) Considers lessons learned and any changes made in terms of quality of practice and improving patient care (1)		
SUPPORT Focuses on the agenda and needs of the doctor (1)		
Considers health, wellbeing and work/leisure balance, including response to the 'How are you?' rating scale. Offers support / signposts to resources for support (if applicable) (1)		
REFLECTION Encourages reflective practice and stimulates the doctor to consider their personal and professional development in the context of their work and any challenges they face (1)		



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10. APPENDIX

Section (point values bracketed)	Score	Comments
PRAISES EXCELLENCE – affirms good practice (with examples), celebrates achievements (1) and records aspirations (some may have a timescale over one year) (1)		
PDP Reviews and comments on progress with last year's PDP objectives. (1) Indicates how new PDP objectives arise from appraisal and Good Medical Practice. (1)		
New goals are SMARTER (Specific, Measurable, Achievable, Relevant, Time-bound, Economic and Reflect Impact). (1) Makes explicit how achievement will impact on quality / safety or patient care (1)		
TOTAL		

Overall comments: