



WJ HEALTHCARE

**QUALITY
ASSURANCE
REPORT**

7 The Precinct, Cheadle Hulme, Manchester, SK8 5BB

Tel: 0333 772 3242



WJ HEALTHCARE

ORGANISATIONAL BACKGROUND

WJ Healthcare provides an independent medical appraisal service supporting doctors across a range of designated bodies. The service is designed to ensure that doctors are able to participate in high-quality annual appraisals that meet the standards set by the General Medical Council (GMC) and the NHS England Medical Appraisal and Revalidation guidance.

WJ Healthcare supports doctors working in a variety of roles including independent practice, private healthcare organisations, aesthetic medicine, and doctors working outside traditional NHS employment structures. The appraisal system ensures that all doctors are able to demonstrate reflective practice, continuing professional development, quality improvement activity, and engagement with professional standards required for revalidation.

The organisation operates a structured governance framework that ensures appraisal quality, consistency, transparency, and accountability. Quality assurance processes are embedded within the service to ensure appraisal outputs meet the expectations of Responsible Officers and Designated Bodies.



WJ HEALTHCARE

2024-2025 APPRAISAL OUTCOMES

The following section summarises appraisal activity and quality indicators for the WJ Healthcare Appraisal service for the period 2024-2025.

Number of Designated Bodies Supported

Total designated bodies supported by WJ Healthcare

15

Global Summary of Designated Body Function

Aesthetics

Fertility Medicine

General Medical Council

Medico-Legal

Medical Assessment

Microbiology

NHS England Responsible Officers

Neurophysiology

Palliative Care

Plastic Surgery

Repatriation Medicine

Palliative Care



WJ HEALTHCARE

2024-2025 APPRAISAL OUTCOMES

APPRAISAL OUTCOME DATA

Total number of doctor appraisals completed during the period

248

Number of Late Appraisals

13

Number of unexplained Late Appraisals

0

Number of Appraisal Concerns reported to Responsible Officer

5

Reasons

No Multisource Feedback in final appraisal

Inadequate Supporting information



WJ HEALTHCARE

2024-2025 APPRAISAL OUTCOMES

APPRAISER OUTCOME DATA

Number of Employed Appraisers

Total number of contracted WJ Healthcare appraisers

15

Annual Appraiser Training Refresher course completion

APPRAISER HR GOVERNANCE FILES

All WJ Healthcare appraisers maintain HR governance files which include

- Appraiser contracts & references
- Training records
- Appraisal training compliance documentation
- SupportQA feedback records

Percentage of appraisers with fully up-to-date HR governance file

93%

Notes

2nd reference missing from one appraiser (now addressed)



WJ HEALTHCARE

2024-2025 APPRAISAL OUTCOMES

APPRAISAL SUPPORTS QA SCORE

Average SUPPORTS QA score across reviewed appraisal outputs

16.5

Areas Highlighted for improvement include

1. Including Background qualifications in General Summary
2. Highlight specific CPD activities in the CPD write up
3. Ensure accurate Learning Objective dates are set
4. Include number of appraisal completed appraiser with Appraisee

Actions

Appraisal Lead has disseminated feedback at one-one meetings with each appraiser, along reflecting on ways to ensure the above areas are included in each appraisal outcome summary

APPRAISER FEEDBACK SCORES

Feedback from appraisees is collected following completion of appraisal meetings.

Average appraiser feedback score

87%

Feedback indicators include

- Quality of appraisal discussion
- Professionalism of appraiser
- Value of the appraisal process
- Support for professional development



WJ HEALTHCARE

2024-2025 APPRAISAL OUTCOMES

AVERAGE REPORT WRITE-UP TIME

Average time taken to complete and submit final appraisal documentation following the appraisal meeting

9 Days

Number of Appraisal write-ups exceeding 2 weeks

2

Note

Awaiting release of Multisource feedback outcome report prior in final appraisal prior to revalidation at the permission of relevant Responsible Officer

RESPONSIBLE OFFICER FEEDBACK

Number of Responsible Officers or delegates responses

11

Number of Responsible Officers satisfied with WJ Healthcare appraisal service

0

RESPONDING TO CONCERNS

Complaints / Concerns

Number of formal complaints received regarding appraisal services during the reporting period:

0

All complaints are investigated through the WJ Healthcare governance process and outcomes are used to inform service improvement where required.



WJ HEALTHCARE

CONCLUSION

Overall, the WJ Healthcare appraisal service demonstrates strong performance, underpinned by a robust governance and quality assurance framework that supports the delivery of high-quality medical appraisal. It is particularly pleasing to note the consistently high satisfaction scores reported by both Responsible Officers and appraisees, reflecting confidence in the quality, consistency, and professionalism of the service.

This is achieved through structured appraiser recruitment, mandatory training and annual education requirements, independent appraisal allocation processes, and the use of the SUPPORT Quality Assurance tool, all of which ensure that appraisal outputs meet the standards required by the General Medical Council and effectively support Responsible Officers in making informed revalidation recommendations.

While overall performance is strong, there are identified areas for improvement, particularly in ensuring that appraisal documentation consistently includes all required supporting information within appraisal write-ups. These development points have been formally addressed and disseminated to appraisers through one-to-one feedback meetings with the Appraisal Lead, reinforcing expectations and supporting ongoing improvement in practice.

WJ Healthcare remains committed to continuous improvement, transparency, and maintaining consistently high standards of appraisal delivery for doctors working across a wide range of healthcare environments.