Revalidation: The McDonaldization of medical appraisal?

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It depends on how creative and human the appraisers are going to be; if they’re going to be box ticking bureaucrats then yes, we’ll have lost a valuable method of formative education. 1PCAEFF7

I think the direction is towards tick-boxing and I feel really sad about that, because I was someone who was appraised and did appraisal and I thought that this was a really useful process. 1PCAEFF5
Word tree generated by text searching the transcripts of interviews with doctors.
The Mc Donald business model: basic components of a rational system

- Efficiency
- Predictability
- Calculability
- Control through non human technology
Efficiency

I think something that is really key and a lot of the time gets overlooked is actually it’s on the individual doctor, you know they are a professional, they are in a privileged profession and they have to take responsibility for their own revalidation … it’s ultimately their responsibility to keep the privilege of being on the register.

everything we do is on a shoestring isn’t it? We’re doing this horrible balancing between effectiveness and efficiency.

We had a go at our internal IT systems having a go, and developers having a go at making a bespoke system for us, um but when you look at the cost of those things there would be a need, and I’m not very technical as such, there would certainly be a need for more server space and training and things of that nature but we were just not geared up to do that and the skills of the team weren’t in place in order to do that so going to an outside company seemed the better option.
Predictability

Well the beauty of the system we’ve chosen is that no matter where you are in the country you could still input, you still have access to your folders and files and stuff, and also on transfer, so if somebody was going to change performance list and go and work in a different part of the country and stuff, ... the company will actually facilitate the shifting between performance lists and things of that nature.

If somebody comes in who is intoxicated, which a lot of my patients are, or angry or maybe has learning difficulties or something like that they [the receptionists] just wouldn’t give them a form. I am sure they do it like that. They wait until you’re having a good day and everything is quiet and calm and then they give out the forms. So, it took them months to give out my forms and get them back.
Calculability

I think it’s becoming, there’s getting to be more regulation and it’s becoming less about you personally, more about the regulations, more about having all the bits of paper and it’s no longer looking at your personal journey through those bits of paper, it’s about just having those bits of paper there. 0PCAEEER4

I think it will do these things, but I don’t know how you measure these things… It may be that public interfaces, the way these things will be visible, but whether there will be sufficient data there to measure them. … This is one of the challenges isn’t it? looking at outcomes of interventions that we are doing. 0PCROM1
Control through non-human technology

Nobody can guarantee to me that everything that goes on an electronic site is confidential … we’ve moved from an appraisal which is a meeting between you and your appraiser to revalidation where somebody else has to have a view to recommend you for revalidation and there are some things, there was in that [appraisal] interview, where I’m happy to show my appraiser but I would not be happy to put on an electronic site for who knows to see, because it’s confidential. 1SCAEESF2
The irrationality of rationality

Some people jump through all the hoops because they have to, it doesn’t mean they’re a good doctor. 1SCAEESF2

everything we do is on a shoestring isn’t it? We’re doing this horrible balancing between effectiveness and efficiency. 01PCROM1

If it became a hugely bureaucratic and unwieldy sort of endeavour, taking doctors away from looking after patients and pushing them towards hugely bureaucratic form-filling and tick-boxing I think that would be harmful to patients. Patients require professionals who are able to make difficult judgements in risky situations. And if bureaucratic systems stop them doing that out of fear, I think that would be harmful to patients. 0SCROM1

some who won’t touch difficult cases with a barge pole. That’s not good for patients, but it’s good for their figures. 0SCROM1
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