Cancellations Process for Wessex Deanery Appraisal and Revalidation Service

Situations have arisen from time to time where an appraisal discussion has been cancelled at very short notice by the appraiser or the appraisee. Possible causes have included significant acute (or acute on chronic) illness, adverse weather conditions, accident and practice crisis, among others. As a result it is necessary to clarify the position regarding how to deal with such an event. Such situations are rare but can cause significant difficulties when they do occur.

Notification:
It is imperative that both the appraiser and the appraisee and Wessex Deanery are notified as soon as it is practicable to do so that a cancellation / urgent postponement has become necessary. The more notice that can be given the more likely it is that surgeries can be rebooked, locums cancelled and the time used productively. The primary responsibility has to lie with the individual who needs to cancel but it is recognised that in some circumstances it may be impossible for them to let everyone/anyone know. As soon as Wessex Deanery are informed that there is a problem, Wessex Deanery will take on a responsibility to contact both parties to clarify the circumstances and check that the message has been received. Wessex Deanery also has a responsibility to ensure that the appraisee has accurate contact details for the appraiser so that they can contact them in an emergency by a direct route.

Compensation:
In general, Wessex Deanery Appraisal and Revalidation Service cannot refund expenses incurred for exceptional circumstances such as these. Where both parties have acted in good faith, there should not be any claim against an appraisee who has to cancel at short notice, and nor should there be a claim against an appraiser (or through them to Wessex Deanery). However, if an appraisal is cancelled at short notice for a second time, Wessex Deanery reserves the right to fully investigate the circumstances and will consider charging an appraisee who appears not to be acting in good faith, or compensating an individual who has been disadvantaged for a second time.

Appraiser allocation:
It may be that an individual feels that they will no longer be able to have a satisfactory appraisal with the appraiser / appraisee allocated as a result of the situation that has arisen and Wessex Deanery will undertake to re-allocate if either party feels it would be appropriate.

Exceptions:
Wessex Deanery reserves the right to ask an individual appraisee to compensate their appraiser if the reason for a cancellation is the failure to produce the required paperwork in due time for the appraiser to prepare for the appraisal adequately. This is normally two weeks before the appraisal date, although an individual appraiser may use their discretion to fit the circumstances.

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