



Background

Invited service reviews (ISRs) are offered to hospital trusts as a way to provide external and independent advice on any issues which are proving difficult to resolve. When the practice of good medicine could be compromised, trust management or fellows and members of the RCP can request an ISR, giving them the opportunity to deal with problems at an early stage. ISRs give fair and independent support and guidance and are important for protecting patient care and ensuring patient safety.

Role purpose and responsibilities

The credibility of a Royal College of Physicians invited service review is dependent upon the skills of the members of the review team.

Effective invited service review reviewers will ensure that they put interviewees at ease, extract all the information they need to be able to interpret information to make a fair assessment, and deliver constructive and useful feedback. They will also ensure that the written report provides the requesting organisation with the information it needs to make changes and improvements.

The invited service review process involves team working over a number of days and the necessity to make potentially difficult decisions. It is therefore imperative that the members of the review team are confident in these skills and have experience of team working.

Experience, skills and knowledge requirements

- Be fellows of the RCP normally resident in the UK or Republic of Ireland (not applicable to nurse reviewer).
- Be registered with their relevant regulatory authority.
- Be in active practice within healthcare, or recently retired with licence to practise.
- Must have equality and diversity training up to date.
- Demonstrate knowledge of RCP service standards and publications and their application.
- Demonstrate their area of specialty expertise and knowledge.
- Have experience of and the ability to refer to the overarching regulations and frameworks within the NHS and/or specialty service being reviewed.
- Possess excellent communication skills, analysis and judgement skills in order to gather and evaluation information and evidence from sensitively conducted interviews, and provide clear and logical feedback.
- Possess good listening and team working skills.
- Be able to remain impartial, non-judgemental and objective.
- Be able to assimilate large amounts of information and weigh evidence from more than one source in order to substantiate or refute criticisms or complaints made.
- Demonstrate empathy, tact, discretion and maintain confidentiality.
- Generate or provide comments on the draft report as required within the agreed timescales.

Time commitments

Reviews usually consist of two or three days (8am-5pm), including overnight stays. Further time will be required for preparation prior to, and after, the review eg reading background documents, in addition to travelling time, plus time to contribute to the review report after the visit.

Conflicts of interest

When invited to take part in an invited service review an individual should declare any investigation or medico-legal complaint against themselves in which they are involved. Review team members are required to disclose any involvement with the requesting organisation to be reviewed which could lead to a conflict of interest.

Confidentiality

Review team members shall not release confidential information gained as a result of their involvement to any external third party.

Support provided from the RCP

Review team members will be supported in their responsibilities by the medical director for ISRs and the ISR coordinator. Reviewers or their employing organisation will receive a fee for their time and contribution on reviews plus reimbursement of reasonable expenses incurred for travel and subsistence. These costs are directly charged from the RCP to the requesting organisation.