

# Information and Guidance

## For Participants and Interviewees involved in an Invited Review

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# 1. Introduction

## Glossary of terms and acronyms/abbreviations used in this booklet

Term in Full	Acronym / abbreviation
Royal College of Paediatrics and Child Health	RCPCH
Healthcare organisation commissioning the RCPCH Invited Review	HCO
RCPCH Invited Reviews Programme	RCPCH IRP
RCPCH Invited Reviews Service	RCPCH IRS
Terms of Reference for the invited review	TOR

- 1.1. This booklet provides information on the RCPCH IRP for individuals participating in an invited review, normally through attending interviews or discussion groups.  
**Please read this booklet in advance of you participating in the invited review, which will normally be as an interview with the review team assigned to undertake the review on behalf of RCPCH.**
- 1.2. Participation in an RCPCH invited review is voluntary and aims to provide a safe space for active listening. Your participation is encouraged as it provides opportunity for those involved with the service being reviews to share their perspectives on the issues defined in the TOR.
- 1.3. For any queries about this document or the RCPCH IRP, please contact the RCPCH IRS at [invited.reviews@rcpch.ac.uk](mailto:invited.reviews@rcpch.ac.uk). We ask that you discuss matters about the review itself during you allotted interview slot when all members of the review team will be present.
- 1.4. The RCPCH IRS would like to thank you for your participation in the invited review . If you have any concerns about the service you have received, in the first instance, please contact [invited.reviews@rcpch.ac.uk](mailto:invited.reviews@rcpch.ac.uk), explaining why you are unhappy and what action you expect. Alternatively, or, if you are still dissatisfied, please refer to the RCPCH complaints procedure, the details for which are found at; [www.rcpch.ac.uk/contact-us/complaints](http://www.rcpch.ac.uk/contact-us/complaints).
- 1.5. During the review process we may collect some of your personal data, such as your opinion, your name and job title. To find out more about how we process your personal data, please refer to the relevant 'Participants and Interviewees' sections of the [RCPCH Privacy Notice](#). You can also find the Privacy Notice relating to the [collection of your feedback on the service you have received](#).
- 1.6. Please also refer to [Appendix 1](#) for details of confidentiality, information handling and deletion.

1.7. Please visit the [invited reviews pages of the RCPCH website](#) for more information about the RCPCH IRP. This includes:

- [Aims of the RCPCH Invited Reviews Programme](#)
- [Overarching principles of the Invited Reviews Programme](#)
- [Governance and oversight of the RCPCH Invited Reviews Programme](#)
- [Flowchart diagram of the RCPCH Invited Reviews Programme processes](#)
- [Composition of the review team which undertakes the Invited Review](#)
- [Signposting information on services supporting well-being & freedom to speak up](#)
- [The RCPCH Process & Guidance Handbook for HealthCare Organisations](#)

## 2. What to expect before the review visit

2.1. Your HCO will provide you with the **TOR**, which it has agreed with the RCPCH, and the invited review team assigned to the review. These define the scope of and methodology for the invited review. You may also have been consulted by your HCO in the development of the TOR and/or involved in internal discussions.

2.2. You will be provided with **names and short bios of the review team** which is proposed to undertake the review. This provides you with opportunity to advise if you perceive there to be conflicts of interest associated with any member of the review team.

2.3. Your HCO should make you aware of the **supporting background information** it has shared with the RCPCH IRS for the review, and should:

- (i) Make the supporting documentation accessible to you as a participant in the invited review should you wish to examine it.<sup>1</sup>
- (ii) Advise you of the mechanism in place should you wish to submit other background documentation, which is relevant to the TOR for the review and which you consider would be helpful for the review team to see. We ask that you:
  - **Do not send any documentation directly to the RCPCH IRS or review team members.** All background documentation will be uploaded to the dedicated SharePoint site by the individual nominated by your HCO. Please follow your HCO's guidance for submitting any documentation so

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<sup>1</sup> The RCPCH '[Process and Guidance Handbook for Healthcare Organisations](#)', in sections 4.8.5 and 4.8.6 highlights to healthcare organisations commissioning a RCPCH invited review the need for it to address its legal and statutory responsibilities for the confidentiality of patients and staff when providing access for its staff to supporting documentation shared with the RCPCH for the review.

that it can be uploaded via this route to be shared securely with the invited review team.

- **Submit any documentation via the mechanism in place by the date given to you by your HCO.** This will allow it to be uploaded to the private SharePoint site at least two weeks before the review begins to allow the invited review team time to consider it.

2.4. Regarding the **list of interviewees and timetable of interviews**:

- (i) Your Medical Director/Chief Medical Officer (or person(s) nominated by them) will draw up a list of individuals and groups working in and involved with the service being reviewed and those identified as being relevant to the review TOR. The list of interviewees will be agreed between RCPCH and your HCO which is encouraged to involve the relevant clinical team(s) in this process. This may mean that you are aware of which colleagues are to be invited to participate in the invited review and have had the opportunity to put forward individuals or groups which have not been included and which you consider would be helpful according to the TOR.<sup>2</sup>
- (ii) The person appointed by your HCO as invited review coordinator will liaise with you regarding your availability for interview and confirm the date, time and location with you. Interviews normally last 30-45 minutes and you may be offered an interview on your own or as part of a small group. If you would prefer an interview on your own, please make your coordinator aware, so that this can be accommodated.
- (iii) If the interview is to be a videoconference meeting via Microsoft (MS) Teams, your coordinator will provide you with the link to the meeting.

## 3. Preparing for your interview

- 3.1. You are not expected to submit a written statement but may find it helpful to make notes to bring with you about the points you wish to raise in relation to the TOR. If you plan to refer to any documentation, it would be helpful if it is included in the background documentation provided in advance of the review (see 2.3 above).

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<sup>2</sup> The RCPCH '[Process and Guidance Handbook for Healthcare Organisations](#)', in section 4.9.1 reminds healthcare organisations commissioning a RCPCH invited review of its legal and statutory responsibilities regarding confidentiality and take account of (but not limited to) the following: UKGDPR in conjunction with the [Data Protection Act 2018](#), [NHS Code of Confidentiality](#), [The Health and Social care Act 2008 \(Regulated Activities\) regulations 2014](#) and [Section 251 of the Health Act 2006](#).

- 3.2. If you wish to bring to your interview a friend, colleague, legal representative, or representative of an appropriate organisation, please provide their name in advance of the review to your coordinator.

## 4. The interview itself

Notes.

- (i) While the principle of confidentiality underpins discussions which take place during interviews, RCPCH invited review team members as part of their professional duty, cannot guarantee anonymity in respect of concerns raised during the course of the invited review and may consider it necessary to report what is disclosed. The review team may also consider it necessary to ask you:
  - If you have previously reported the concerns and through what mechanism(s).
  - What internal mechanism are in place for staff to raise these types of concerns
- (ii) If individual-specific safeguarding, including child protection, concerns are identified during an invited review by a regulated professional, then their own professional obligations to report those concerns will be engaged. The regulated professional concerned should refer to their regulator's professional guidance.

For details about how review teams manage concerns raised or identified, please refer to Appendix 2 of the RCPCH '*Process and Guidance Handbook for Healthcare Organisations*'.

- 4.1. Following introductions, members of the review team will ask questions designed to gain your perspective on matters relevant to the scope of the review as set out in the TOR. You will also have an opportunity to add anything which you consider to be relevant to the TOR which has not been covered. What you discuss will be considered in the review team's findings, conclusions and recommendations, which are set out in the report. The report is written in an anonymised way and what is reported during interviews is not attributed to individuals.
- 4.2. For interviews conducted remotely, via MS Teams, the review team will (unless due to technical problems) have their video switched on – we ask you to do the same.
- 4.3. Interviews are not recorded, whether conducted face to face or remotely via MS Teams videoconferencing. The RCPCH Invited Review Manager and the review team members will all take notes which will be used to produce the report.

## **5. What happens after the invited review**

### **5.1. Initial feedback to your healthcare organisation**

- 5.1.1. The RCPCH review team will provide this verbally to your Medical Director/Chief Medical Officer. Others, such as the Chief Executive, Clinical Lead, executives/managers may also be present. It is at their discretion to include others in your HCO at this session. The feedback is subsequently provided in writing where possible on the next working day after the review visit.
- 5.1.2. The feedback includes:
- (i) Any patient safety or staff well-being concerns raised/identified.
  - (ii) Areas of good practice identified.
  - (iii) Any initial recommendations for actions.

### **5.2. Request for feedback on your experience of the invited review**

- 5.2.1. As part of its commitment to continuous quality improvement, the RCPCH IRS will request feedback from you and your HCO. We will ask your HCO to send you a link to a survey to gain your valuable feedback on your experience of the invited review

### **5.3. The invited review report is issued to your HCO**

- 5.3.1. The report is issued to your Medical Director/Chief Medical Officer [or their appointed nominee(s)], normally within 12 weeks after the conclusion of the review. This timeframe allows for the report to be collectively agreed by the invited review team and to complete the robust quality assurance process in place.
- 5.3.2. Once the RCPCH IRS issues the final report to your HCO, it becomes its property, and, therefore, is responsible for sharing appropriately, under the direction of the Medical Director/Chief Medical Officer or Chief Executive. There is an expectation that this includes the relevant clinical teams, those who have participated in the review and those involved in the service's strategic and operational management. This aims to support transparency and collaboration in addressing the report's recommendations.

Note. The RCPCH IRS is unable to provide a copy of the report to yourself or others who have been involved in the invited review.



## **5.4. Follow up**

- 5.4.1. The RCPCH will continue engagement with your HCO after the report is issued to ensure that it accepts the recommendations made and seek assurance of an action plan to address them with appropriate Medical Directorate and/or executive oversight. Where relevant, RCPCH will also continue to follow up its escalation of concerns identified during the review.

# Appendix 1: Confidentiality, information handling & deletion

1. The RCPCH Invited Reviews Service will ensure that the healthcare organisation (“HCO”) staff and others participating in the invited review understand the confidential nature of the process and that what they report to the invited review team will in most circumstances be included within the report in an anonymised way such that information reported, and viewpoints heard during interviews is not attributed to individuals. The report includes a list of staff groups and others who participated in the invited review normally through interviews.
2. The final timetable agreed between the RCPCH Invited Reviews Service and the HCO, including the names and job titles of interviewees will be retained as a record by the RCPCH Invited Reviews Service in line with the relevant section of its retention policy. The list of interviewees is not included in the invited review report.
3. Interviews are not recorded, whether undertaken onsite or remotely via MS Teams videocall. The review team and RCPCH staff will take notes which will be used alongside the background documentation provided to produce the invited review report.
4. If, during the review, the invited review team receives information relating to significant concerns about staff wellbeing, patient safety risks or safeguarding disclosures, these will be escalated in line with RCPCH processes documented in appendix 2 of the RCPCH [\*'Invited Reviews Process and Guidance Handbook for Healthcare Organisations'\*](#). It should be noted that this includes circumstances in which RCPCH and the review team as part of professional duty, cannot guarantee anonymity in respect of concerns raised and may consider it necessary to report what is disclosed.
5. RCPCH will not disclose information about the review to any third party without permission of the HCO which commissioned the invited review except in the following circumstances, and in consultation with the RCPCH Chief Executive, President, Registrar and/or Assistant Registrar:
  - (i) Patient safety concerns raised or identified, which RCPCH has reported to the HCO and which the HCO has not confirmed to RCPCH that it has appropriately escalated/referred/reported. This is in accordance with appendix 2 of the RCPCH [\*'Invited Reviews Process and Guidance Handbook for Healthcare Organisations'\*](#)
  - (ii) If it has a legal or professional obligation to disclose or is required to do so, for example, by law or a court order
  - (iii) In accordance with RCPCH or the appointed invited reviewers' professional obligations and/or in the public interest, but so far as may be possible on a

confidential basis also reserve the right to disclose to the General Medical Council (GMC) and the Nursing and Midwifery Council (NMC).

6. A decision to disclose information to third parties without consent of the HCO which commissioned the review will only be made by the RCPCH Invited Reviews Oversight Group or Invited Reviews Programme Board in consultation with the RCPCH Chief Executive or Registrar and where there is lawful justification for doing so.
7. The RCPCH IRS will provide information about its IRP to the HCO, which is expected to provide to its staff to support their understanding of the processes, including the confidentiality. In addition, RCPCH IRS offers an information session about its Invited Review Programme and processes via MS Teams videoconferencing to support staff's understanding including confidentiality matters.
8. In respect of the review process, including any information created, received, stored or exchanged, the RCPCH will comply at all times with the UK General Data Protection Regulation (UK GDPR) in conjunction with the [Data Protection Act 2018](#), information governance principles and the [NHS Code of Confidentiality](#). These apply when dealing with any confidential and personal information.
9. It is recognised that RCPCH invited review reports may reach the public domain as part of a consultation or disclosed under a Freedom of Information request made to the HCO and will be drafted with due consideration of the potential for all or part of it being disclosed.
10. The RCPCH uses a centralised Collaboration Tool – SharePoint – for transmitting documents and sharing information about Invited Reviews.
11. The RCPCH will follow its retention schedules, in line with its retention policy; copy available on request
12. The RCPCH IRS provides information on confidentiality, data handling and retention to invited reviewers, as part of the 'Information and guidance handbook for Reviewers' document. It will also instruct the invited review team as soon as the report is issued to the HCO, to delete all electronic documents and emails relating to the review and securely destroy any hard copies and paper notes. The reviewers will be asked to confirm by email to the RCPCH IRS that they have completed this.
13. Any of the individuals who participate in the Invited Review process are entitled under Data Protection legislation to obtain a copy of their personal data (subject access request). This may include but is not limited to any correspondence in relation to a review, reviewer's notes and the report.
14. If the RCPCH receive a subject access request (SAR), the RCPCH Head of Information Governance will be informed, and the RCPCH's subject access procedure will be followed. RCPCH may discuss the request with its lawyers, if

necessary, before releasing material. If the request relates to the draft or final report, the request will be forwarded to the client who is the data controller of the report. If the request relates to any of the supporting material, RCPCH will respond to the request as data controller of the material. The RCPCH will not disclose to the HCO any details of subject access requests we receive in relation to a review without the data subject's consent as this would be in breach of data protection legislation.

15. The RCPCH will not disclose any material relating to invited review interviews to the HCO which commissioned the review as this would breach our duty of confidentiality to the individuals unless the data subject has formally consented to do so.
16. The review is confidential between the healthcare organisation which has commissioned the review, the RCPCH Invited Reviews Service and the invited review team representing the RCPCH. As a participant in the invited review, you should not discuss the review with the media or any third party. Any approach from a third party to you as a participant of the invited review should be directed to your healthcare organisation's Media and Communications team. They should then make the Invited Reviews Service aware, who can follow up with the RCPCH's Media & Public Affairs team.
17. The RCPCH may occasionally receive a request for disclosure from a third party such as the General Medical Council (GMC). Each case will be dealt with in line with the RCPCH Information Governance Procedures and UK data protection legislation. We will only ever disclose information to a third party where we have a legal or similar obligation to do so and we will usually inform the data subject, unless there is a legal reason which prevents us from doing so.
18. The RCPCH will respond to any press enquiries by confirming only that an invited review has taken place and providing background information on the RCPCH IRP and its processes. Journalists requesting further information on a specific invited review will be directed to the HCO's press team.
19. The RCPCH will advise the relevant regulator, inspectorate or other relevant formal oversight body involved in assuring the quality and safety of patient care that the invited review commissioned by the HCO has taken place. Further details will only be provided to the relevant regulator, inspectorate or other relevant formal oversight body involved in assuring the quality and safety of patient care in the circumstances outlined above in paragraph 7.8. These obligations of the RCPCH are in accordance with principles 15 and 13 respectively of the Academy of Medical Royal Colleges '[Framework of operating principles for managing invited reviews within healthcare](#)' March 2022 .
20. RCPCH IRS may publish reports containing anonymised information about invited reviews which it has undertaken as part of its commitment to quality

improvement, to facilitate learning and to help demonstrate the effectiveness and impact of the programme.