

## Executive summary

In June 2017, RCPCH Education and Professional Development team developed a survey to gain an insight into the views of users of the College's CPD scheme about the scheme, the online diary, and the way forward for the scheme.

The survey opened on 8<sup>th</sup> May 2017 and closed on 23<sup>rd</sup> June 2017 with 717 responses from 5652 active users, resulting in a response rate of 12.69%.

Below is a brief summary of the headline results of the survey, followed by the report of the full results :

### CPD Scheme

- **69.8%** of those responding to the survey were aware of the changes made to the CPD Scheme in April 2016 (removal of a focus on the collection of CPD credits and an increased focus on recording an accompanying reflection).
- The majority of respondents (**70.5%**) still record credits.
- **46.4%** stated that they always recorded a reflection (even before the scheme changes) and a further **26.6%** stated that they now record a reflection (since the changes were introduced). The majority of those who didn't record a reflection stated that they "didn't have time to record a reflection for each entry".

### CPD Diary

- The majority of respondents (**88.14%**) used the RCPCH CPD Diary. When queried further into why they use the College's Diary, the majority stated that "it is easy to use" and "[the user] liked having a Diary that wasn't linked to an employer".
- The majority of respondents who did not use the Diary stated that they "don't wish to duplicate records on another system".
- The majority use the Diary only on a desktop (PC or Mac) (**63.2%**) and **27.6%** use both the desktop and mobile versions. The majority of those that didn't use the Web App stated that they "preferred to use the desktop version to record CPD" (**63.9%**) and that they "don't like recording CPD on a mobile device" (**29.8%**).
- The majority of Web App users stated that they use it because they "like recording activities on the go" and they "find it quicker/easier to record CPD on a mobile device".
- Most Web App users access the Web App via an Apple device (iPhone or iPad)
- **70.1%** of users have not experienced any issues using either versions of the CPD Diary

Published October 2017

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## 1) In which type of post do you work?

Answered question: 716

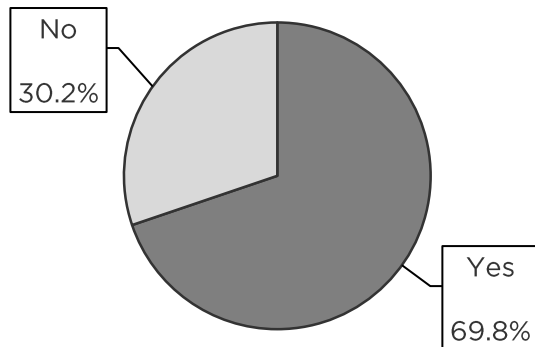
Skipped questions: 1

Answer Options	Response %	Response Count
Consultant	86.45%	619
SAS (staff, associate specialist, specialty) doctor	11.17%	80
Trust doctor	0.56%	4
Clinical Fellow	0.42%	3
LAS-SPR	0.28%	2
MTI	0.28%	2
Professor	0.28%	2
Researcher	0.28%	2
CEO	0.14%	1
SHO	0.14%	1

## 2) Were you aware of the changes that were made in April 2016 to the RCPCH CPD Scheme outlined at the start of this survey?

Answered question: 691

Skipped question: 26



### Comment

30.3% of CPD scheme users surveyed were unaware of the changes despite numerous items of communications being disseminated in 2016/2017 directly to CPD Diary members, via the College's e-Bulletin, as well as posted to the CPD pages of the website, the CPD Diary alerts section and directly to members of the exams board, divisional committees and to all relevant college staff.

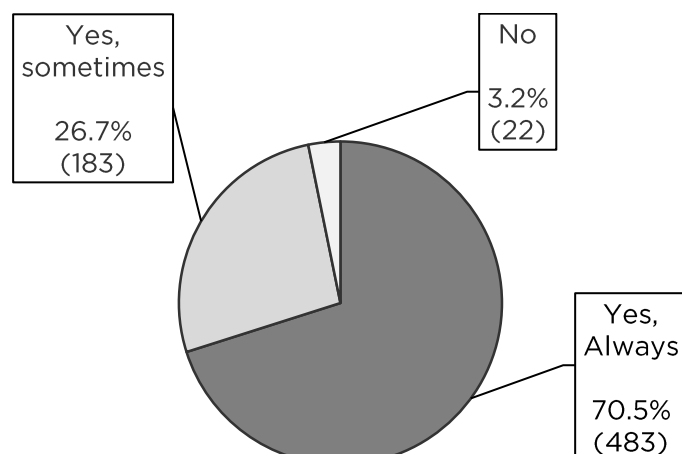
### Action

Ongoing communications are required to help to embed the revised scheme guidance.

### 3) Since the scheme changes took effect, do you still record CPD credits?

Answered question: 685

Skipped question: 32

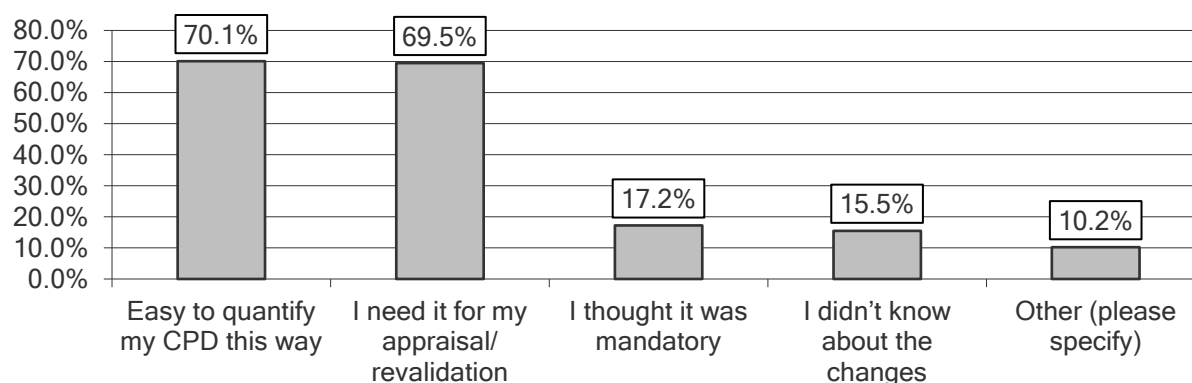


### 4) (if answered 'yes' to question 3 'do you still record CPD credits')

#### Why do you continue to record CPD credits? (Tick all that apply)

Answered question: 658

Skipped question: 59



Free-text comments	Count
I find recording CPD credits useful for keeping track of my CPD	25
My appraiser expect points when reviewing my CPD	10
I record CPD credits out of habit	7
I believe it is a GMC requirement	6
Other	4
n/a	3
A section for credits is included in the CPD Diary so I make use of it	2

#### Comment

We recognise that credits will be used as a personal measure by doctors and also that some appraisers may still expect to see credits. The revised scheme has now been in place for one year, so we also recognise that the period of change is still ongoing before it is full embedded.

#### Action

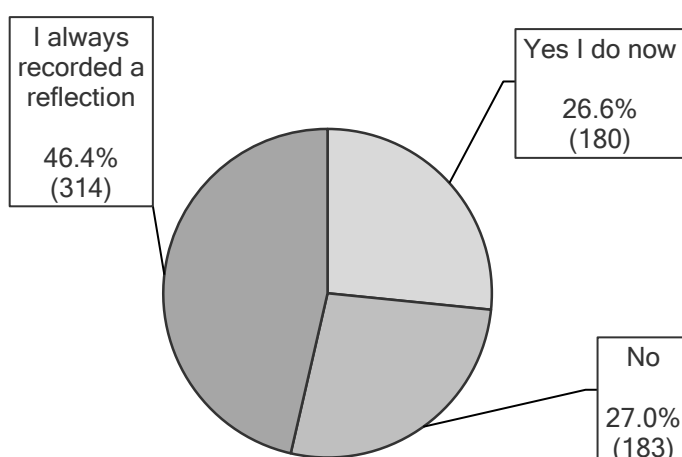
RCPCH needs to continue to educate doctors and appraisers that credits are not a requirement for CPD or revalidation, and clarify the misconception that the GMC require credits.

I find it easier to quantify my CPD	2
I don't understand the change to the scheme	2
Course completion certificates states a number of points, so I record them	1
I don't record credits	1
I plan to stop using credits soon	1
It saves time	1
To justify study time from my employer	1
To keep consistency with previous entries	1

## 5) Since the changes took effect, do you now record a reflection for each of your CPD entries?

Answered question: 677

Skipped question: 40



### Comment

It is positive that 73% of users surveyed record a reflection to accompany their activity entries. This supports the GMC recommended approach to appraisal and revalidation. It is worth noting that the survey did not query further into the nature of the reflection, i.e. the detail of the entries.

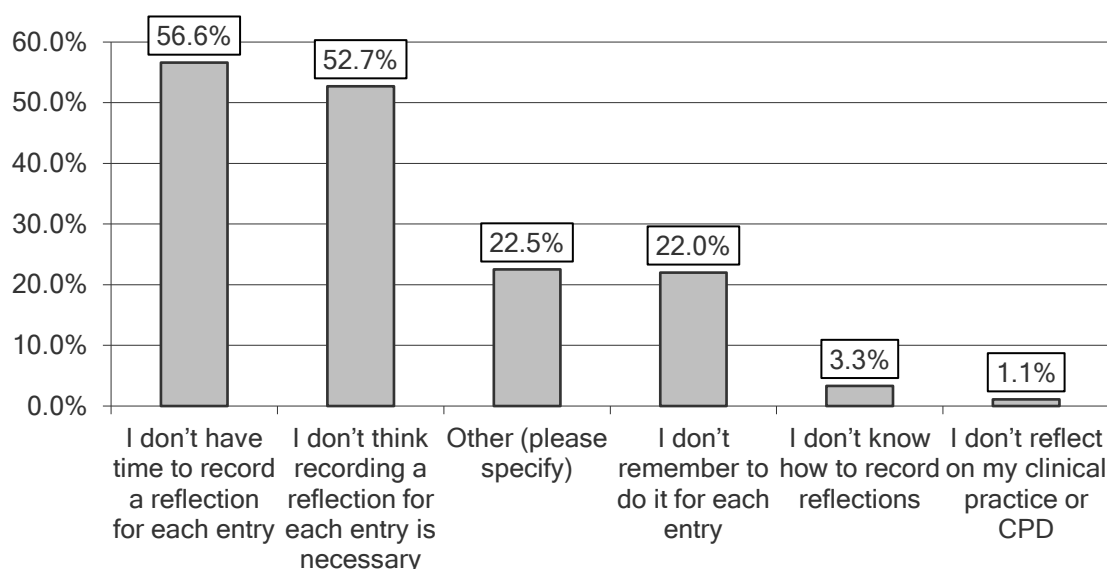
### Action

The RCPCH will continue to reinforce the value of reflection. The GMC are also improving reflection guidance as part of the wider revalidation agenda

**6) (if answered 'yes' to question 5 'Since the changes took effect, do you now record a reflection for each of your CPD entries?') What stops you recording a reflection for each entry? (Tick all that apply)**

Answered: 182

Skipped: 535



Free-text comments	Count
I don't believe there is always a need to record reflections	16
Due to time pressures	4
I do not use the RCPCH CPD Diary	4
I record reflections elsewhere and do not want to replicate my work	4
I am cautious of the legal implications	2
I am yet to record my CPD since the changes came into place	2
I reflect on my learning as a whole	2
I record reflections sometimes	1
I am retired and do not believe it is a requirement	1
I make brief notes but not in detail	1
I find it difficult to record written reflections	1
I am intending to start recording reflections	1
I believe reflections imply that you were not engaged with the educational activity in the first place.	1

**Comment**

We recognise time/remembering to do it is a major factor in recording reflection and knowledge of how is a minor factor. We did not query further into the nature of the reflections being recorded, nor queried further when the individual's opinion was that recording a reflection is not necessary.

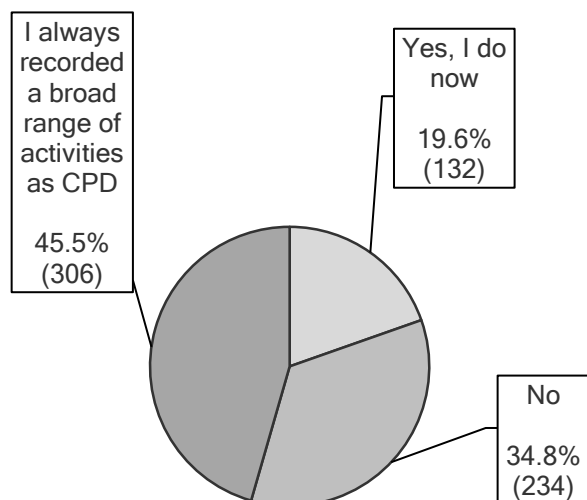
**Action**

The RCPCH will continue to reinforce the guidance and the importance of recording relevant CPD supported by succinct reflections.

**7) Since the changes took effect, do you now record a broader range of activities as CPD?**

Answered: 672

Skipped: 45



**Comment**

It is positive that the majority (65.1%) of respondents do record a broad range of activities.

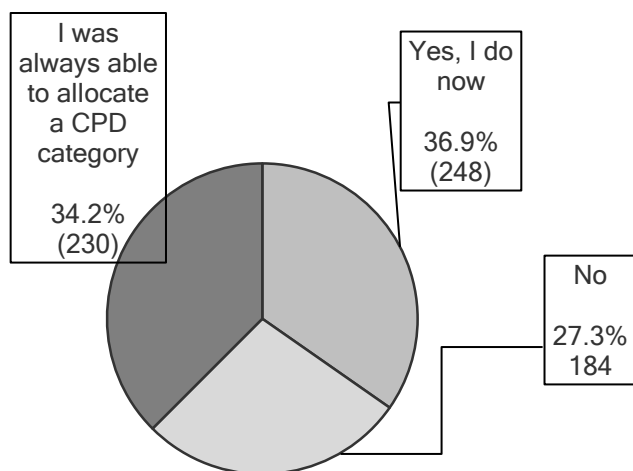
**Action**

Further communication is required to inform scheme users of what can be recorded as CPD i.e. personal learning and other educational activities and not just formal courses.

**8) Since the changes took effect, do you find it easier to allocate a CPD category to your activities?**

Answered: 672

Skipped: 45



**Comment**

The simplification of categories seems to have had a positive impact on CPD recording with 71.1% finding it easier. We did not interrogate further into why those who have responded “no” did not find it easier to allocate a category to their entries.

**Action**

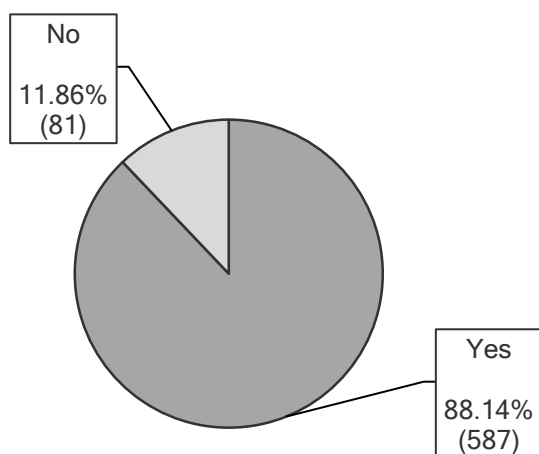
Further guidance on the categories may be required.

**CPD Diary questions**

**9) Are you currently using the RCPCH CPD diary system (desktop and/or web app) to record your CPD?**

Answered: 683

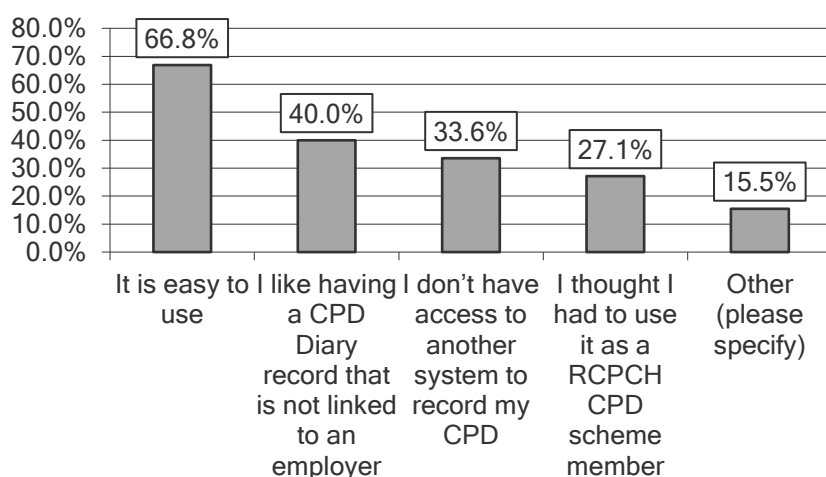
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**10)(if answered 'yes' to question 9 'Are you currently using the RCPCH CPD diary system (desktop and/or web app) to record your CPD?) Why do you use RCPCH CPD diary? (Tick all that apply)**

Answered: 587

Skipped: 130



**Comment**

It is positive that the vast majority of respondents use the College's CPD Diary (87.9%). Also of note is that a significant proportion like having a system not linked to an employer, or don't have access to another system for CPD. It is also positive that such a high number find it easy to use.

**Action**

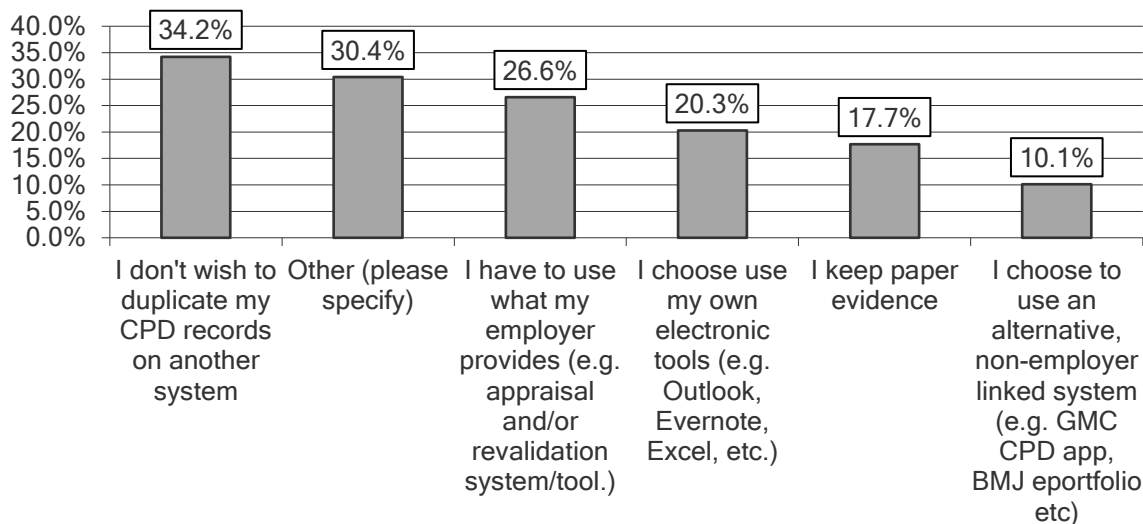
RCPCH should continue to invest in provision of a CPD Diary for its members, ensuring the system is secure, fit for purpose, value for money, and meets members' needs. RCPCH should continue to inform members that joining the CPD scheme is strongly recommended, but not mandatory.

11) (if answered 'no' to question 9 'Are you currently using the RCPCH CPD diary system (desktop and/or web app) to record your CPD?')

**Why do you not use the RCPCH CPD Diary to maintain your CPD records? (Tick all that apply)**

Answered: 79

Skipped: 638



Free-text comments	Count
I often forget my password	1
I am not sure how to use the diary	1
I use the RCPCH e-Portfolio	2
I don't find it user-friendly	1
I can't use it at work due to equipment/reliable connectivity	3

#### Comment

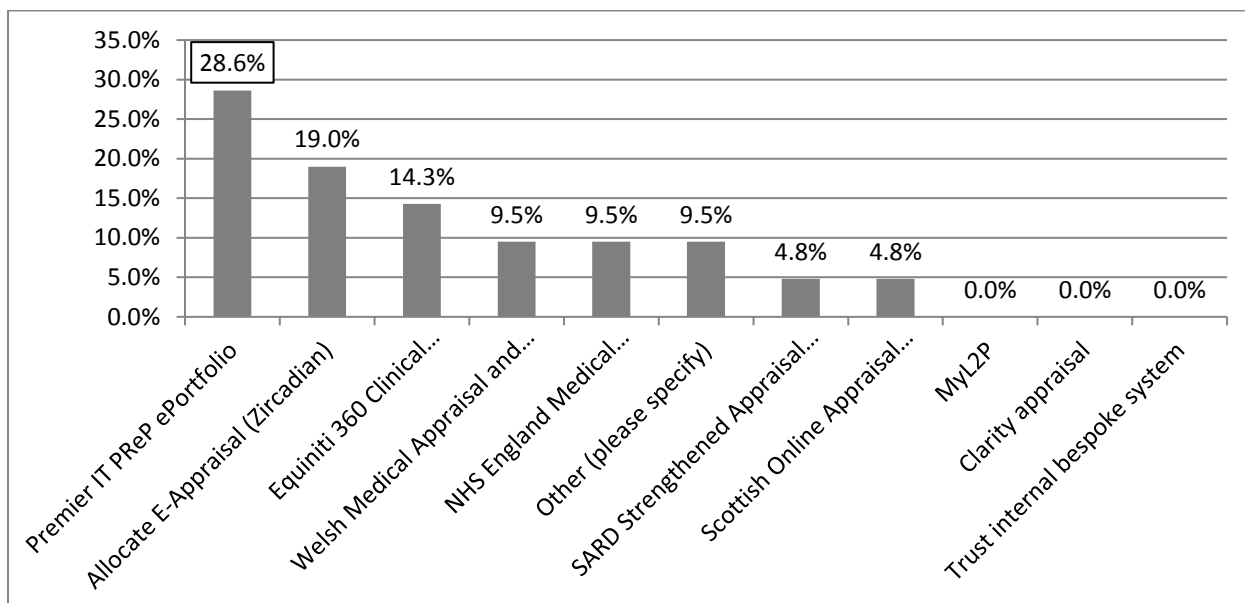
The RCPCH is supportive of not duplicating records and acknowledges that doctors may be required to use a system as recommended by their employer, or prefer to use another process.



## 12) Please select the system you use (if you don't use the CPD Diary):

Answered: 21

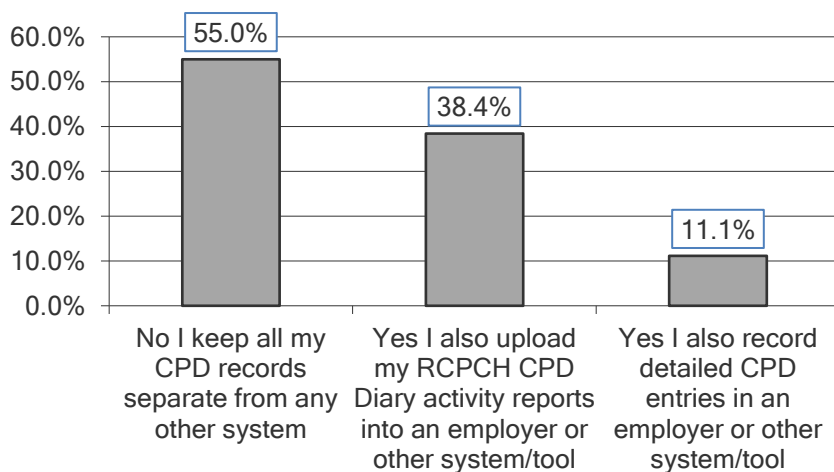
Skipped: 696



## 13) (If answered 'yes' to question 9) As well as the CPD Diary, do you also use another system/tool to record or store the detail of your CPD e.g. an employer system/tool, other tool?

Answered: 584

Skipped: 133



### Comment

It is positive that a large minority are using the function of transferring activity report .pdfs from the RCPCH system to external systems, to avoid complete duplication of data.

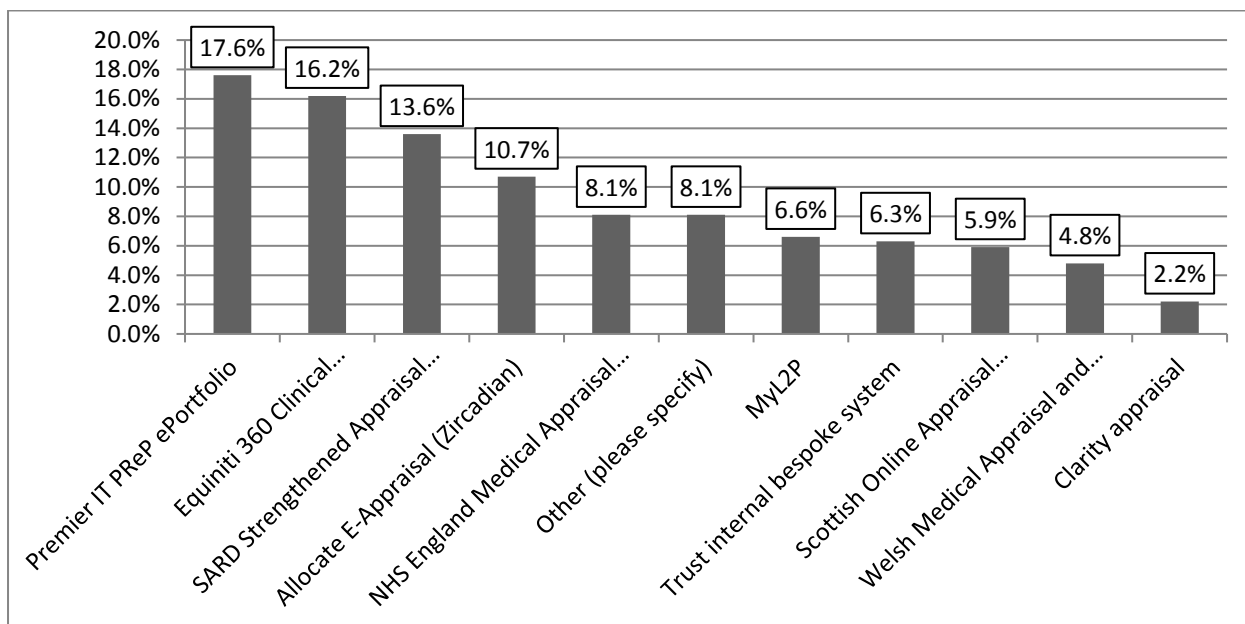
### Action

We will continue to promote this function.

#### 14) Please select the system you use (in addition to the CPD Diary):

Answered: 272

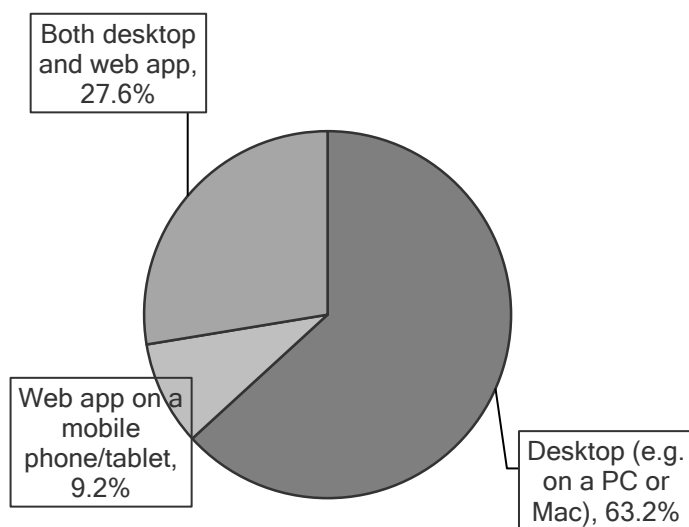
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#### 15) Which RCPCH CPD Diary version do you use to record your CPD?

Answered: 584

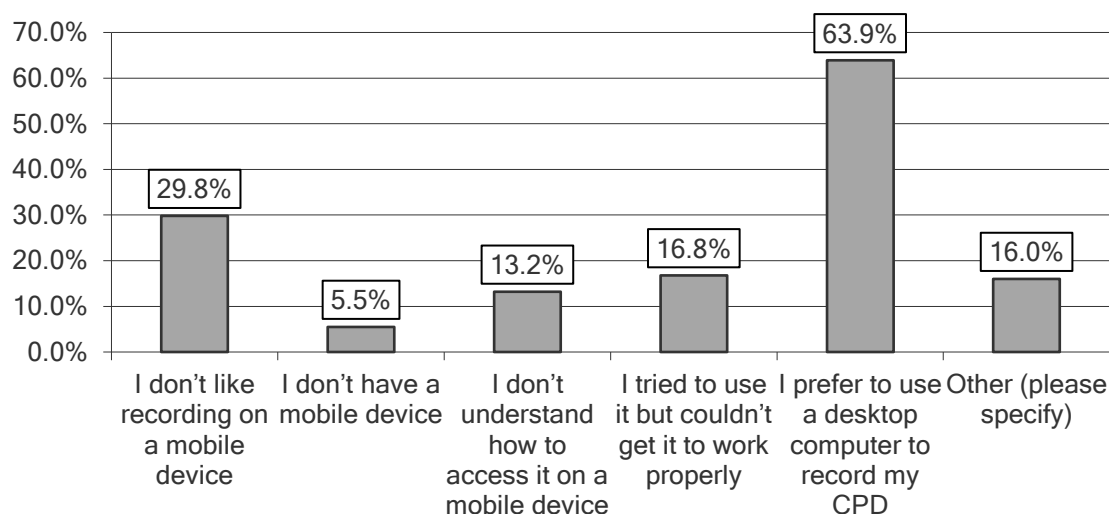
Skipped: 133



### 16) If you do not use the web app, please state why (Tick all that apply)

Answered: 272

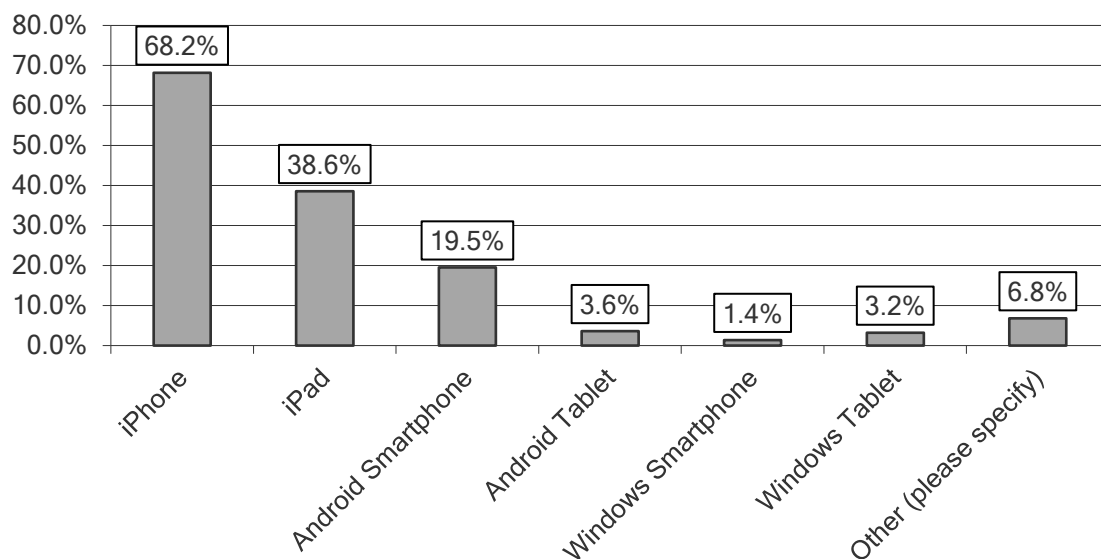
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### 17) Please tell us what devices you use to access the CPD Web App. (Tick all that apply)

Answered: 272

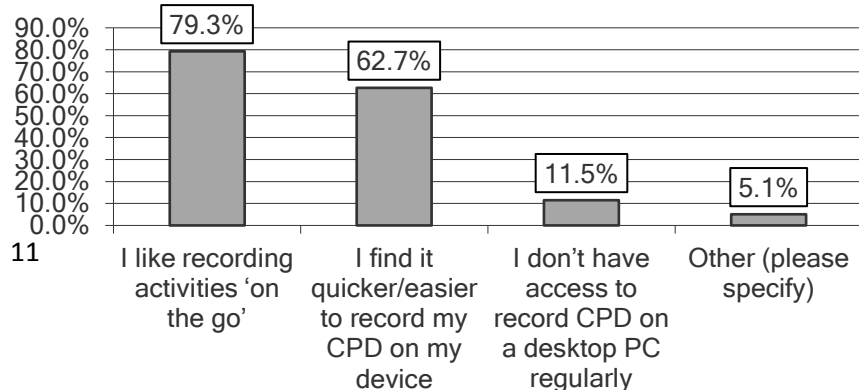
Skipped: 445



### 18) Why do you use the Web App to record your CPD? (Tick all that apply)

Answered: 217

Skipped: 500



### Comment

The RCPCH acknowledges that whilst a mobile version of the CPD Diary is available for “on-the-move” recording of CPD activities, it is intended to compliment and not replace the Desktop version of the CPD Diary. The RCPCH also recognises that there have been technical difficulties with the CPD Web App, and this may have contributed towards a lower overall usage.

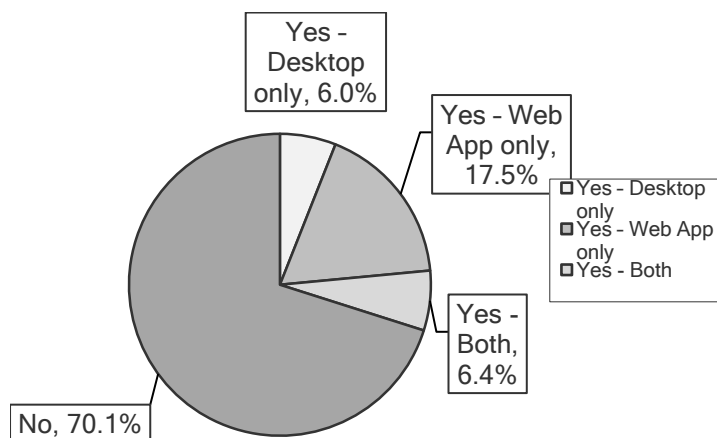
### Action

Further promotion of the Web App and user guidance is required.  
Further improvement of the Web App, or replacement with a native app is required (this has resource implications)

## 19) Do you experience any difficulties using the CPD Diary?

Answered: 566

Skipped: 115



### Comment

It is extremely positive that 70% of users do not experience any issues when using the CPD Diary. We believe that the majority of issues experienced when using the Web App will have been linked to a known issue with Apple devices and the iOS annual software updates which have impacted on the Web App functionality.

## 20) Please provide details of the difficulties you have experienced with the CPD Diary

Theme	Count	RCPCH Comment
Entries from the Web App do not always sync with the desktop version	29	We believe that this is related to a known issue which affected the Web App. More guidance is required
Auto-save does not always work (desktop and web app)	21	As auto-saved entries are saved under a separate area of the Diary, more guidance is required so users can locate part-completed entries
I sometimes experience loss of data	10	
Sometimes fail to save	1	
I cannot allocate multiple categories	1	It is impossible to allocate multiple categories to a single activity. More guidance required on how to deal with this.
I find the system is sometimes slow	13	This is related to connectivity (WiFi or mobile) limitations of
I sometimes have connectivity issues	4	

The system is slow	1	the user's system.
I have difficulties installing Web App	6	More guidance is required as these are rarely issues for most users. Some elements will require further funding.
I don't know how to use some functionality	5	
I find the diary difficult to navigate (desktop and web app)	4	
Recurring events are difficult to set up	3	
I find it difficult to filter	2	
The Web App does not work on my device	2	
I think better user guidance needed	1	
I can't add reflection until event has ended	1	
I find it difficult to add the date of activity	1	
I have difficulties linking to GMC domains	1	
I have difficulties producing reports	1	
I find the system is clunky	2	
Not user friendly	1	
Sometimes fails to load	1	
Too complicated	1	
Too many clicks	1	
Accessing the Diary at work is problematic, due to WiFi connectivity or old hardware/browser	3	RCPCH unable to help to resolve
My device autocorrects medical terminology	1	
Trust limits web access	1	
Trust older hardware/browser restricts use	1	
The Web App should be improved	7	This comment relates to the Web App having full functionality of the desktop version which is not the point of a Web App.
I am unable to log in due to password issues	5	These are related to user not knowing their password and not related to Diary functionality
I find the Web App difficult to use on a phone, due to screen size	3	This is related to user personal preference
Prefer desktop diary	1	
It sometimes crashes/freezes (desktop and web app)	7	We have not experienced this, or heard from users directly about this issue. It may be related to connectivity limitations.
I am unable to upload resources on the Web App	2	Web App allows upload of photos but not documents due to user device limitations

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**21) What features of the Diary (desktop and web app) do you use and how useful do you find them?**

<b>Most useful</b>	<b>Count</b>	<b>%</b>
Report of CPD credits summary by date range	363	65.17
Add basic activity	246	44.17
Report of selected activities by date range (desktop only)	242	43.45
Auto-save	196	35.19
Add detailed reflective note activity (desktop only)	182	32.68
Report of activities linked to GMC revalidation domains by date range	181	32.50
Ability to link activities to GMC revalidation domains	171	30.70
Add activity via calendar (desktop only)	157	28.19
Ability to filter and sort activities by date range, keyword and 'reviewed' status	142	25.49
Ability to upload resources to activity	126	22.62

<b>Least useful</b>	<b>Count</b>	<b>%</b>
Personal Development Plan (desktop only)	90	16.16
Add CPD approved activity from RCPCH approved list (desktop only)	81	14.54
Reflection reminder emails (desktop only)	75	13.46
Ability to create recurring activities e.g. for weekly grand rounds, MDT meetings (desktop only)	40	7.18
Ability to link activities to GMC revalidation domains	30	5.39

<b>I do not use this option</b>	<b>Count</b>	<b>%</b>
Personal Development Plan (desktop only)	249	44.70
Reflection reminder emails (desktop only)	228	40.93
Ability to record CPD activities offline for later synching to desktop (web app only)	212	38.06
Add CPD approved activity from RCPCH approved list (desktop only)	177	31.78
Ability to create recurring activities e.g. for weekly grand rounds, MDT meetings (desktop only)	156	28.01
Ability to upload resources to activity	145	26.03
Ability to filter and sort activities by date range, keyword and 'reviewed' status	119	21.36
Report of activities linked to GMC revalidation domains by date range	109	19.57
Add activity via calendar (desktop only)	104	18.67
Ability to link activities to GMC revalidation domains	91	16.34

<b>I did not know this option was available</b>	<b>Count</b>	<b>%</b>
Auto-save	90	16.16
Reflection reminder emails (desktop only)	83	14.90
Ability to record CPD activities offline for later synching to desktop (web app only)	75	13.46
Ability to create recurring activities e.g. for weekly grand rounds, MDT meetings (desktop only)	71	12.75
Ability to filter and sort activities by date range, keyword and 'reviewed' status	53	9.52
Report of activities linked to GMC revalidation domains by date range	40	7.18
Add activity via calendar (desktop only)	35	6.28
Ability to upload resources to activity	32	5.75
Personal Development Plan (desktop only)	29	5.21
Report of selected activities by date range (desktop only)	28	5.03

**Action**

Promotion and further user guidance required for features which have been indicated as unfamiliar to users.

## 22) What features would you like to see added to or improved on the CPD Diary and/or web app?

<u>Themes</u>	<u>Count</u>	<u>RCPCH Comment</u>
No suggestions/happy with CPD Diary	101	n/a
Improve Web App	19	RCPCH to review once funding available
Link to entire PDP, not objectives	3	
Desktop visual improvement	2	
More space for the title	2	
Drop down menu for GMC revalidation link	1	
Flexibility when categorising	1	
Improved resource upload	1	
RCPCH CPD Diary emails are too wordy	1	RCPCH tries to limit the length of emails whilst including all important information.
Link to external system	15	It is not possible to link to other systems due to complexity of interoperability of multiple systems and there are no current plans to implement this feature. All data can be exported for upload to other systems
I would like an auto-save functionality (already available)	8	More guidance required as this exists already
Other' CPD category	1	All CPD should fall into the existing categories
Advertise more courses/topics of interest	2	All CPD Approved courses are listed in the CPD Diary and there is also a link to Compass where all RCPCH courses and elearning are listed.
Hide activities older than one calendar month	1	As appraisals are conducted on a yearly basis, RCPCH does not feel this would be useful. The user can filter to show chosen date ranges
More regional courses	1	Comments have been shared with relevant team
Separate boxes for reflection	1	CPD Diary upgrade combined the reflection boxes to simplify and avoid duplication

Shortcut on the Desktop	1	Desktop Diary is accessed via a browser so can be saved as a shortcut/.favourite
Add documents via Web App	1	Document upload is possible on Android devices but only photo upload is currently possible on iOS devices – funding needed to upgrade Web App to allow this
Upload resources on Web App	1	
An alert to advise me on the areas of CPD that need improvement/mandatory training that need doing	2	Feedback should be provided via workplace appraisals
Recurrence - carry forward all details	3	Functionality not designed to work like this as doesn't encourage reflection
Automated sync between the Web App and Desktop versions of the Diary (functionality already available)	5	Clearer guidance for user, as functionality or guidance already exists
Autocomplete (device specific)	4	
Guidance for producing reports (exists)	3	
Reminders to use the Diary (functionality already available)	3	
Upload photos on Web App (functionality already available)	3	
Filter activities (functionality already available)	2	
Unable to install Web App to device (clearer guidance)	2	
Upload documents (functionality already available)	2	
Request for an app (already available)	1	
Better filtering (clearer guidance)	1	
Easier deletion of duplicated activities (clearer guidance)	1	
Easy PDF reports (functionality already exists)	1	
Edit saved entries (functionality already available)	1	
PDP (functionality already available)	1	
Voice recognition (functionality already exists on devices)	1	
I prefer a credits-based scheme	5	No longer a credits-based scheme
Automated CPD Point calculator	1	



CPD credits by GMC domains	1	No specific information provided to help advise how to 'fix'
Grade good courses as 5 CPD credits and poor courses as 1 CPD credit	1	
Make the Diary simpler	10	
The system is clunky	1	
I do not like the upgraded Desktop features	2	
Ability to create 'actions'	1	
Better auditing functionality	1	
Easier data entry	1	
Easier navigation	1	
feedback	1	
More guidance	1	
More intuitive	1	
More user friendly	1	
Less information required	1	Not all fields are mandatory, so minimal information is required
Linking to paediatric training competencies	1	Not applicable to CPD
QUIZZ and MCQ functionality	1	
Recording CBD, MINICEX	1	
Ability to record but not link activity	1	Option is available to not link activities to GMC Domains
Structured reflective note entry	1	Prompts exist for structured reflection entry
The reflection notes should not have a start and finish date	1	RCPCH does not feel this would be more useful.
Would prefer to see the detail instead of reflection on the activities list	1	RCPCH does not feel this would be more useful.
increase space for reflection	1	Reflection space is not limited on Desktop version of the CPD Diary
More space for reflection	1	
Link to Archives	1	This can be achieved via the 'Useful Links' section of the CPD Diary
Link to RCPCH Website	1	This exists via the 'Useful Links' section of the CPD Diary

Improved grouping of activities, by subject	1	This can be achieved by the title users add for each reflection and then using a keyword search
Larger text	1	This can be configured by the user on their desktop/device. More user guidance required.
Automatic date and time completion	1	This functionality would not be useful, as often entries are recorded retrospectively
Diary upgrade features not available for user	1	This has not been reported by other users
List activities by date on Web App	1	This is the current functionality, so unclear what issue is
The Diary is slow	6	We believe that this is related to connectivity (WiFi or mobile) limitations
Crashes/freezes	1	

### 23) What can the RCPCH can do further to support you with meeting your CPD scheme requirements?

<u>Theme</u>	<u>Count</u>	<u>RCPCH Comment</u>
No suggestions	59	n/a
Happy with the scheme and support	22	
n/a	14	
Happy with scheme and support	8	
Continue to support the CPD Diary	6	
Not sure	3	
Continue to provide courses	1	
Happy with the Web App	1	
I do not use the RCPCH CPD Diary	1	
There should be an inactivity reminder	5	Clearer sign posting to existing guidance
The diary should autocomplete the information	2	
Guidance on what counts towards CPD	1	
I would like the RCPCH to provide more regional courses	10	Comments shared with relevant RCPCH teams for action where appropriate
I would like the RCPCH to provide more eLearning	6	
I would like the RCPCH to provide more face to face courses	2	
I would like the RCPCH to provide more free courses	2	
The RCPCH Annual Conference fee should be reduced	1	
Cut membership fees	1	

Encourage handouts to be given at CPD events to aid recall and reflection.	1	
Make PCO free	1	
Make the Annual Conference more scientific/clinical	1	
I would like the RCPCH to provide more Mental Health courses	1	
I would like the RCPCH to provide/advertise more courses	15	
I would like the RCPCH to provide more generic courses	1	
I would like the RCPCH to provide more Management and Leadership courses	1	
I would like the RCPCH to provide more roadshows	1	
I would like the RCPCH to provide more support for retired paediatricians	1	
I would like the RCPCH to provide appraisal for retired doctors	1	
I would like the RCPCH to reduce course costs	1	
Updated information through Archives and at the annual conference	1	
The CPD Diary should link with external system	13	Due to the number of external systems, this is not possible.
Annual Feedback	2	Feedback is provided via workplace appraisal
Reminder that subscription will expire	1	
Request for app	2	
Clearer guidance	10	
There needs to be a user guide	6	
Clarification of categories	1	
Clarify requirements	1	
Easier to produce reports	1	
Voice recognition	1	
Keep the Diary free-of-charge to members	2	No plans for charge for member access above existing member package
I would like the RCPCH to reduce the CPD Diary fee for non-members	1	No plans to reduce charge for non-member access to ensure parity with associate fee
The CPD Diary needs to be simplified	7	No specific details have been provided

Better dissemination of information/updates	3	
Make the Diary more user friendly	2	
Less clicks	1	
I would like some functionality in the CPD Diary removed	1	
Web app sync with Desktop Diary	1	RCPCH are aware of previous issues relating to the Web App
Video user guide	2	RCPCH to create user video guides
Improve PDP	1	RCPCH to review
Improve report aesthetics	1	
I would like the RCPCH to regularly issue user survey	1	
Advocate for protected study time	13	RCPCH unable to help to resolve
Grant access to NHS resources for overseas members	1	
Improve information cascade	1	
Improve trust IT systems	1	
Make the CPD Diary compatible with older hardware/browsers	1	
I prefer a credit-based scheme	7	The RCPCH is not intending to revert back to a mandated credit based scheme but users can continue to record credits
Less focus on reflection	1	
Improve Web App	13	These comments relate to the Web App having full functionality of the desktop version.
I would like the RCPCH to redesign the web site	1	This is already in progress
Easier log in	1	Users can login directly via CPD Diary site and also via single sign-on