

## Paediatric Carers of Children Feedback (PaedCCF) results report guidance

Your results including the original feedback questions are provided for you in RCPCH ePortfolio when you have reached the minimum number required. We hope that you will find these helpful and useful as a basis for discussion with a colleague to help you modify your practice as appropriate. You may also wish to include the results in your portfolio for discussion at your appraisal.

You will note that the results are expressed as your mean score for each question together with the mean score for that question of all those paediatricians who have participated in the relevant PaedCCF process in the 3 years prior to your report being generated. How you rated yourself against each question is also shown.

There are a few points to notice about these results:

- Many scores are high. The rating scale 3 is 'the same as most doctors' and would thus be the 'average' score one might expect to see. However parents and carers are generous and use the higher end of the rating scale so the mean score for most questions is between 4 and 5;
- Comparing your own mean score with the mean score of the cohort you need to remember that by definition 50% of individuals' mean scores will be below that of the cohort;
- For some doctors self-assessment scores are significantly different from scores from parents/carers. You may wish to reflect and discuss with a colleague or your appraiser why that might be;
- Previous analysis has shown that in order for the results to be reliable there needs to be scores from at least 20 raters for outpatients. If you have not obtained this many raters your scores need to be interpreted with caution;
- The more raters there are, the more reliable the results and so the smaller the error bars. This is why the error bars are often much smaller for the cohort than for your individual results;
- We have included all free text comments verbatim unless the parent/carer identified themselves or their child in some way (in which case we have anonymised the comment).

Please bear in mind that it is intended that these results are used formatively. A single result or remark should not be taken in isolation. Should negative remarks have been included in the free text by parents/carers, try to review them constructively in discussion with a colleague or your appraiser.

We have previously analysed the results statistically and demonstrated that they have a high degree of reliability and validity and have published data on this tool from our first pilot in Archives of Disease in Childhood "Feedback on doctors' performance from parents and carers of children: a national pilot study". McGraw M, Fellows S, Long A, Millar H, Muir G, Thomson A, Uddin S, Watt J, Williams S at <http://adc.bmj.com/content/early/2011/05/26/adc.2010.203174.full>