

**ACCEA**



**ADVISORY COMMITTEE ON  
CLINICAL EXCELLENCE**

# **Guide for applicants**

## **National Clinical Excellence Awards: 2019 awards round**

Published January 2019

# Contents

|  |    |
|--|----|
| About this guide .....                                     | 3  |
| Sending your application .....                             | 3  |
| 1. Introduction .....                                      | 4  |
| 2. Qualifying for an award .....                           | 10 |
| 3 The application process .....                            | 15 |
| 4 More information about applying to renew an award.....   | 25 |
| 5 The assessment criteria .....                            | 28 |
| 6 If you want to appeal .....                              | 39 |
| 7 Complaints and Freedom of Information requests .....     | 42 |
| 8 If your circumstances change when you have an award..... | 43 |
| 9 False statements or possible fraud .....                 | 47 |

## About this guide

This guide is for NHS consultants and academic GPs who want to apply for a new Clinical Excellence Award (CEA) or renew their existing CEA or distinction award.

This guide covers national awards in England and Wales for the 2019 awards round only. It does not cover changes to the award scheme in the future or any new award scheme.

In this guide, you'll find out:

- how the award scheme works
- who qualifies for an award
- how to apply for an award
- how we'll assess your application
- how to appeal against our decision

You can download this guide at [gov.uk/accea](http://gov.uk/accea).

Please read all the information carefully and use the guide when you write your application.

## Sending your application

You must send us your application for a national award by 5pm on Thursday 4 April 2019.

Go to the national awards application system at [nhsaccea.dh.gov.uk](http://nhsaccea.dh.gov.uk).

You can contact us at [accea@dhsc.gov.uk](mailto:accea@dhsc.gov.uk)

# 1. Introduction

## 1.1 ACCEA and the Clinical Excellence Awards scheme

1.1.1 We, the Advisory Committee on Clinical Excellence Awards (ACCEA), run the national Clinical Excellence Awards scheme for the Department of Health and Social Care (DHSC) in England and the government in Wales.

1.1.2 Health ministers agree a limited number of new awards, so the selection process is very competitive.

1.1.3 You can apply for a new award or to renew an existing award. To be considered, you need to show what you have achieved in developing and giving high-quality patient care. You also need to show your commitment to improving the NHS.

1.1.4 There is one online application form for all the national awards. So, everyone who applies can highlight their contributions in the same way.

1.1.5 Based on the strength of the applications, our regional sub-committees and our Main Committee recommend applicants for national awards to health ministers for them to agree.

## 1.2 How do national awards relate to local awards?

1.2.1 Local award schemes are managed by individual employers in England. Further information on these can be found at [www.nhsemployers.org](http://www.nhsemployers.org). In Wales, employers give commitment awards instead.

1.2.2 National awards are awarded by ACCEA. They recognise the high quality of clinical practice, leadership, research and innovation, and teaching undertaken in the NHS in England and Wales. They also recognise the effect of that work elsewhere in the NHS and on public health.

1.2.3 There are 4 levels of national award – Bronze, Silver, Gold and Platinum.

## 1.3 What does the national scheme reward?

1.3.1 The scheme rewards people who deliver more than the standards expected of a consultant or academic GP fulfilling the requirements of their role in their post. If you apply, you need to give local, national or international evidence to show this in one or more of the following areas:

- you have ongoing commitment to, and impact on patient care and wellbeing, and improving clinical effectiveness, public health and disease prevention
- you hold high standards of both technical and clinical aspects of service delivery, and give safe, patient-focused care
- you make an outstanding contribution to professional leadership, ideally demonstrating successful change management
- you are committed to NHS values and goals – so you take part in job planning, observing the 'Private Practice Code of Conduct' and showing a commitment to achieving agreed service objectives
- you contribute to making your service more organised and effective through clinical governance
- you follow the principles of evidence-based practice
- you contribute research to the NHS knowledge base, and where relevant, its translation into clinical practice, and /or take part in research governance
- you are recognised as an excellent teacher, trainer or manager, have introduced innovative ideas and assisted in the communication of consistent or best practice that has improved patient care
- you contribute to health and healthcare policymaking, and planning at a regional, national or international level

1.3.2 In your application, you need to give evidence about what you've achieved in five 'domains'. These are discussed in Part 5 of this guide.

#### **1.4 Do we give awards for overseas work?**

1.4.1 Work in other countries is not directly relevant for an award, and we cannot consider it on its own. However, if you can show your overseas work helped the NHS and public health directly, you can use evidence to support your application.

#### **1.5 How will we assess your application?**

1.5.1 We run the scheme openly. We offer every applicant an equal opportunity and consider applications on merit. The awards are monitored to make sure the scheme is fair, and we include the findings in our annual report.

- 1.5.2 We use standard guidelines when we recommend applicants for every award level, and assess all awards against the same criteria (see part 5 of this guide). There is also guidance for assessors on how to judge applications against these criteria at [gov.uk/accea](http://gov.uk/accea).
- 1.5.3 The criteria apply to all levels of award, but they cover possible achievements at different stages of a consultant's or academic GP's career.
- 1.5.4 When we look at renewing distinction awards, we score them against the criteria for the same type of Clinical Excellence Award (CEA). So, the:
- B level distinction award is seen as equivalent to a bronze CEA
  - A level distinction award is seen as equivalent to a gold CEA
  - A+ level distinction award is seen as equivalent to a platinum CEA
- 1.5.5 Our sub-committees are regional groups that assess new and renewal applications for national awards for applicants in their area. They assess what you have achieved against the expectations of your contract as described in your job plan, recognising excellent service over and above this.
- 1.5.6 There are 13 regional ACCEA sub-committees in England that assess applications for national awards. The regions are:
- Cheshire and Mersey
  - East of England
  - East Midlands
  - London North East
  - London North West
  - London South
  - North East
  - North West
  - South
  - South East

- South West
- West Midlands
- Yorkshire and Humber

1.5.7 There are separate sub-committees for:

- Wales
- the Department of Health and Social Care (DHSC) and arm's length bodies
- platinum applications

1.5.8 The sub-committees consider all applications in their area. Specialist societies and nominating bodies also send to sub-committees:

- citations – statements about the applicant's work that support their application and give extra information
- ranked lists – recommendations for who should get an award in priority order

1.5.9 Sub-committee members come from a range of backgrounds, with experience and expertise in many different areas. They decide together which applicants to shortlist for awards. Each committee is made up of:

- medical and dental professionals (50%)
- non-medical professionals (25%)
- employers (25%)

1.5.10 Sub-committee members score applications individually. These scores are then aggregated to produce a final score. Each sub-committee is divided into 2 groups:

- group 1 scores B and bronze renewals, and new bronze applications
- group 2 scores A renewals, and new and renewal silver and gold applications

1.5.11 The 2 groups score applications consistently against published guidance. So, if you apply for a new award and a renewal, you get 2 separate scores. Following the scoring, the sub-committees receive a list of applicants ranked in order. This ranked list is used to recommend people for new awards, based on how many are available at each award level in the region.

- 1.5.12 For the list of renewal applicants, sub-committees compare each application against the cut-off (minimum) score for a new award at the same level, in the same region. See 4.2.6 of this guide.
- 1.5.13 In Wales, the process for assessing bronze applicants is slightly different. Please contact the Wales secretariat for more details.
- 1.5.14 A national committee, made up of non-medical chairs and medical vice-chairs of regional sub-committees, scores applications for platinum awards. The platinum sub-committee then considers these scores, as well as recommendations from the Academy of Medical Royal Colleges and Universities UK.
- 1.5.15 For new awards, we also hear from national nominating bodies and specialist societies (for example, Diabetes UK or the British Infection Association). They produce ranked lists, with their views on the quality of applicants.
- 1.5.16 Here's a summary of the assessment process.
- a. Individuals apply and the awards round closes on the deadline.
  - b. Regional sub-committees score new and renewal applications – except platinum applications and those from staff in DHSC or arm's length bodies.
  - c. Sub-committees rank people for awards based on the scores. All those applications ranked highly enough to be recommended for a new award are reviewed by our chair and medical director, and some are identified for further discussion with the sub-committees.
  - d. Some candidates for new awards in England are put in a national reserve and rescored by the National Reserve sub-committee (NRES). This sub-committee is made up of chairs and medical vice-chairs from the regional sub-committees. Applications tied at the cut-off score for a new award in a sub-committee automatically go to NRES. Our chair or medical director also pass applications to NRES if, following discussion with the sub-committees, it is thought they need further assessment.
  - e. Our chair and medical director recommend people for new awards and renewals to our Main Committee, based on sub-committee and national reserve scores.
  - f. English recommendations go to ministers in the DHSC and Welsh recommendations go to Welsh ministers for final approval.
  - g. If your award is approved, we will let you and your employer know.

## **1.6 Local awards and commitment awards**

1.6.1 We do not have any say in local awards in England or commitment awards in Wales. For more information about these awards, please contact your employer.

## **1.7 Running an open, honest scheme**

1.7.1 You'll find all the information about us and the scheme at [gov.uk/accea](http://gov.uk/accea), including:

- a list of all national award holders and their awards
- personal statements from people getting new awards
- the members of the Main Committee and other sub-committees
- a list of national nominating bodies and specialist societies
- this guide
- a 'Guide for assessors' about how to assess and score applications
- a 'Guide for employers' to help them deal with applications
- a 'Guide for nominators' for national nominating bodies, specialist societies and any individual or professional body that supports new applications
- annual reports, with details of the scheme at each awards round
- summaries of the minutes for the Main Committee's meetings

## **1.8 If you have a disability**

1.8.1 In line with the Equality Act, employers must consider making reasonable adjustments for employees with disabilities. These are changes to, for example, processes to make sure people with disabilities can do their job.

1.8.2 If you have a disability, any reasonable adjustments you agree with your employer should be in your job plan.

1.8.3 We treat all applications equally and use the same scoring criteria for everyone.

## 2. Qualifying for an award

### 2.1 Who can apply for an award?

2.1.1 You can apply for a CEA if you are one of the following.

a) A fully registered medical or dental practitioner on the General Dental Council (GDC) specialist list or General Medical Council (GMC) specialist register. You must have a licence to practise and have been a permanent NHS consultant for a year on 1 April in the award year. The year does not include time spent as a locum, but you can give evidence from your achievements as a locum in the same role.

You will qualify if you are employed by:

- NHS England
- clinical commissioning groups
- special health authorities
- NHS trusts
- NHS foundation trusts
- the DHSC
- Public Health England
- Health Education England
- local councils
- Welsh Government
- Public Health Wales
- health boards in Wales
- NHS trusts in Wales
- social enterprise organisations
- the National Institute for Health and Care Excellence

- NHS Blood and Transplant
- universities
- medical and dental schools
- UK Research and Innovation
- other bodies we occasionally accept as employers for NHS purposes

b) An academic GP with a licence to practise, in a permanent clinical academic role. You must be the same level as a senior lecturer or above in higher education or UK Research and Innovation.

You will only qualify if your employer thinks your responsibilities are the same as consultant clinical academic staff. You can apply for awards if you:

- work at least half your hours as an academic GP
- are a practising clinician providing some direct NHS services
- do at least 5 programmed activities or equivalent sessions that help the NHS, including teaching and clinical research

c) A consultant who is a registered medical practitioner with a licence to practise or a dental practitioner with an honorary NHS contract. Whether you qualify for an award depends on your contribution to the NHS for more than direct patient care. If you are a full-time academic consultant, you will qualify for a full award if you do at least 5 programmed clinical activities or equivalent sessions that help the NHS. This includes teaching and clinical research. If you do fewer than 5, you will qualify for part of the award.

d) A fully registered public health consultant on the GMC specialist register with a licence to practise or on the GDC specialist list.

e) A postgraduate dean registered with the GMC or GDC, who competed for the role against GPs and consultants, and is responsible for postgraduate trainees across all specialties.

f) A consultant or academic GP later employed as a dean or head of school in medicine or dentistry, registered with the GMC or GDC. You can apply for an award based on your work in this post.

g) A consultant working as an NHS trust clinical or medical director, or a similar level medical manager post. ACCEA will assess your contribution over and above your expected duties. If you almost always work in medical management, you can still qualify if you have an active consultant contract with a specific clinical leadership role, and continue to renew your licence to practice. If you move into general management and have a management contract, you do not qualify for awards.

- 2.1.2 There are rare circumstances where we consider awarding consultants or academic GPs who do not have a licence to practise. We look at the individual circumstances in those cases.
- 2.1.3 As an NHS consultant, you can apply for a bronze, silver, gold or platinum award. It does not make a difference if you have agreed to national terms and conditions of service or other terms with an individual trust.
- 2.1.4 The Ministry of Defence runs its own Clinical Excellence Award scheme. We are however pleased to recognise eligible NHS employee contributions, over and above the expected standards, to military medical and dental services. If you are in the reserve forces, you should get a citation from the Ministry of Defence (MOD) from your commanding officer. If you're a civilian advisor to MOD, you should get a citation from the surgeon general of MOD.
- 2.1.5 If you work part time, you can still apply for an award. If you are successful we will pay you a pro rata proportion of the award, which depends on your hours.
- 2.1.6 If you retire during an awards round, and before we announce the results, we will class your application as withdrawn.
- 2.1.7 If you are expecting to retire up to 6 months after the renewal deadline, we may consider extending your award until then, without you having to apply for a renewal. Please tell us your actual retirement date before the 2019 awards round closes on 4 April 2019. We will need to confirm to you that you will not need to apply for a renewal and that your award will be valid until you retire. If your retirement plans change, please let us know as soon as possible. We may need to review or withdraw your award.
- 2.1.8 Your award is consolidated with your pension, which means it is taken into account when your pension is calculated. Awards stop when you retire or claim your pension. If you take all or part of your pension (from the NHS Pension Scheme, Universities Superannuation Scheme or transferred-out benefits), you do not qualify for your existing award. If you return to work on a permanent contract, you can reapply for a new award.

2.1.9 If you apply for a new award when you come back to work, we will only consider what you have achieved since your new contract started. We will not consider evidence you used to apply for your last award, or any evidence that is prior to your new contract date or not clearly dated. If you are continuing the work you were doing before you retired, please tell us and make it clear what you have achieved since you started your new contract.

2.1.10 If you did not have a national award when you retired, you can apply for a bronze award. If you had a national or level 9 award when you retired, you can apply for the same level of new national award or below. If your national award application is unsuccessful, we will not consider it for another level award. Please give the date you retired and the date your new contract started in your application.

## **2.2 How to apply for a higher award**

2.2.1 If you have discretionary points or a local award level 1 to 8 in England, a commitment award in Wales, or no award, you can apply for a bronze award.

2.2.2 If you have a bronze, level 9 or B distinction award, you can apply for a silver.

2.2.3 If you have a silver, you can apply for a gold.

2.2.4 If you have a gold or an A distinction award, you can apply for a platinum.

2.2.5 If you have discretionary points or a distinction or commitment award, and you get a CEA, your other award payments will stop.

## **2.3 Issues that may stop you qualifying for an award**

2.3.1 You do not qualify for an award if you are:

- a locum consultant – but if you later become a permanent consultant, you can use evidence from your locum role for your application
- a consultant who almost always works in general management (such as chief executive or general manager), without a specific clinical role

2.3.2 Investigations into your work and disciplinary or legal action against you can affect your award or application. That includes interim (temporary) or final court orders or penalties relating to your professional or personal conduct that may reflect badly on your judgement or the expected standards of the profession. You must let us know about any investigations or sanctions by your employer or professional regulator (GMC / GDC) and their progression, interim and final decisions and any sanctions. We will look at each case individually, but we may remove your award if

there are adverse outcomes following investigations or disciplinary measures. See 3.4.1 for more details.

- 2.3.3 If you work in a trust in special measures, we will ask your employer to comment on any part you played in the problems or their resolution to help us assess your application. If you are on the board of a trust in special measures and you are recommended for an award, we will send a specific paper to the ACCEA Main Committee.

## 3 The application process

### 3.1 Filling in your application

- 3.1.1 You must fill in your own application form – nobody else can do it for you.
- 3.1.2 If you are applying for a new national award or to renew a national clinical excellence or distinction award, you will need to apply online at [nhsaccea.dh.gov.uk](https://nhsaccea.dh.gov.uk).
- 3.1.3 If you want to draft and amend your application before you apply, you can download copies of the forms at [gov.uk/accea](https://gov.uk/accea).
- 3.1.4 When you apply, please include the trust or organisation you are based at, so that the right sub-committee considers your application. If you give the wrong trust or organisation, your application may not be considered for an award.

### 3.2 Getting support for your application

- 3.2.1 We cannot accept applications without a supporting employer's statement from the chief executive, or their nominated deputy. Please explain this to your employer if they have not filled in part 2 of your application.
- 3.2.2 If you work for a university, the chief executive of the trust in your honorary contract, or their nominated deputy, should write the employer's statement.
- 3.2.3 You can ask any person, university or professional body to support your application. They can do this by submitting a citation. We recommend no more than 5 citations per application so please select those people who you believe can best represent your contribution. They just need to select 'Write Citation' on the online system and enter your GMC or GDC number.
- 3.2.4 Their citation will be more valuable if they describe the effect or context of your contributions. Please ask them not to repeat information from your application. Please also avoid identical citations.

### 3.3 How appraisals fit into the process

- 3.3.1 To qualify for an award, you must have an annual appraisal. Your employer must confirm whether you have done this in the 12 months before your application. If you have not, they should confirm you tried to have an appraisal.

3.3.2 We do not need information about the appraisal. However, you will only qualify if your employer confirms that you:

- took part in the appraisal process
- took part in job planning
- met the terms of your contract
- followed the 'Private Practice Code of Conduct'

3.3.3 You may have met the standard for job planning even if you have not got an agreed job plan. For example, if mediation is taking place. Explain this to your employer if they are delaying their statement for this reason.

### **3.4 Telling us about investigations or disciplinary action**

3.4.1 On your application form, you must tell us if:

- you are being investigated about your work by your employer, the GMC or GDC
- you are going through disciplinary procedures
- successful legal action has been taken against you for your clinical practice, where you admitted responsibility or were found guilty in court
- there are any civil or legal proceedings against you which reflect upon your behaviour, judgement or professional standing and may subsequently be referred to the GMC / GDC
- you have faced any of these things in the last 5 years

3.4.2 The information you need to give includes details of:

- any investigations by external bodies, such as GMC, GDC or the National Clinical Assessment Service (NCAS)
- restrictions on your practice
- complaints against your performance or behaviour that your employer is formally investigating
- the results of any finished investigations

- 3.4.3 We will record this information, but it will not be available to assessors and will not have a negative effect on your score.
- 3.4.4 For live investigations, we use an 'innocent unless proven otherwise' approach. We may however choose to wait until the investigations are over to review the outcome of your application. If we then give you an award, we will backdate it to the date it would have otherwise been awarded.
- 3.4.5 If you start being investigated or going through disciplinary procedures after you apply, and before we announce the awards, you must tell us straightaway.
- 3.4.6 If you do not tell us about any issues, we will be concerned about your commitment to transparency. We may then cancel your application or withdraw your award.

### **3.5 The timetable for national awards**

- 3.5.1 You must submit your online application and supporting documents for national awards to us by 5pm on 4 April 2019. You will not be able to apply after that, no matter why you missed the deadline.
- 3.5.2 Here is the timetable for the national awards round:
- 7 February 2019 – application process opens at [nhsaccead.h.gov.uk](https://nhsaccead.h.gov.uk)
  - 5pm on 4 April 2019 – the deadline for all applications for new awards and renewals, plus citations and nominations, through the online system
  - June to October 2019 – sub-committees consider applications
  - November 2019 – our Main Committee considers recommendations
  - November 2019 – ministers approve recommendations
  - December 2019 – we tell applicants if they're successful or not
  - January 2020 – we publish the names of new award holders and their personal statements
  - January 2020 – the deadline for appeals
  - Summer / Autumn 2020 – when we publish our annual report on the 2019 awards round

### **3.6 Things to remember when you apply**

#### 3.6.1 When you apply, please:

- start your application early to allow enough time to get a supporting statement from your employer
- give as much attention to detail to a renewal application as you would to an application for a new award – renewals are scored alongside new awards

#### 3.6.2 When you fill in your application form:

- follow the steps in this guide (see 3.7.1)
- give clear dates for your achievements – if the dates are not clear, this may impact on your score
- for a new bronze award, concentrate on evidence from the last 5 years
- for a higher award or a renewal, make it clear what you've achieved since the date of your last new award
- if your last award was less than 5 years ago, give evidence since your last award and be clear about what you have achieved since then
- if your last award was more than 5 years ago, concentrate on evidence from the last 5 years (but you can give evidence from the date of your last award)
- for a higher award, show a 'step up' from your current level – the higher the award, the more you should highlight the effect of your achievements nationally and internationally
- do not repeat information from old applications – our assessors may compare your new and old applications and check repeated information, which could affect your score
- write society and group names in full – do not use acronyms because non-medical sub-committee members reading the application may not know them
- give measurable information (like outcome data) wherever you can and quote the dates, source and relevant benchmarks
- explain the impact you had in all the roles you list (just being in a role does not justify an award)

- use a new line for each entry, and consider using bullet points to make the information clearer and easier to read
- check your employer's email address with your trust administrator before you fill in their details
- you cannot sign electronically – just type your name in the relevant box
- be aware that we may ask for more information if anything is unclear in your application

3.6.3 If there are special circumstances that could affect your renewal application, like ill health, tell us as soon as possible before the deadline. We may be able to extend your award.

### **3.7 The different stages of your application**

3.7.1 Read this entire guide before starting your application. Follow this section when you fill in your application. Remember to save your work regularly.

#### **Part 1 of your application**

##### Step 1: Sign in to the system

If it's your first time using the system:

- a. Go to [nhsacceadp.dh.gov.uk](https://nhsacceadp.dh.gov.uk).
- b. Select 'New Consultant Account Request'.
- c. Fill in all the sections.
- d. Select 'Submit'.
- e. You will receive an email from ACCEA when your request has been processed.

If you already have an account:

- a. Go to [nhsacceadp.dh.gov.uk](https://nhsacceadp.dh.gov.uk).
- b. Sign in with your username and password. Remember they are case sensitive.

If you forget your password:

- a. Select 'Forgot Password'.
- b. Give your 'trusted email address' (the one you registered with) – the system will bring up your account.
- c. Select 'Reset Password' – the system will email you a link to reset your password.
- d. Click on the email link to reset your password within 24 hours.
- e. If you do not click the link within 24 hours, start these steps again.

If you forget your username:

- a. Select 'Forgot Username'.
- b. Follow the same process as resetting your password, above.

#### Step 2: Agree we can publish your personal statement

We will publish your personal statement if you get an award. You can opt out of this in very rare circumstances.

If you do not object, leave the drop-down box as 'no objection'.

If you object, select 'objection' in the drop-down box, then type in your reason.

#### Step 3: Choose your main employer's country

Select 'England' or 'Wales'.

#### Step 4: Choose your application type

- a. Enter the details of any awards you have.
- b. Choose the award level you are applying for.
- c. Confirm if this is a new application, a renewal or both.

You can change these details at any stage before you send your application.

#### Step 5: Read the guidance

- a. Read the step-by-step instructions on how to apply.

- b. Select 'Save Draft' to save your work.

#### Step 6: Give your details

- a. Enter your email address – make sure it's up to date and active.
- b. Check your personal statement information.
- c. Check the level of award you're applying for.

If you filled in any of the 'My Profile' section of the online system, these details will automatically be copied to the 'Applicants' Details' page.

#### Step 7: Your qualification details

- a. Give details of your specialty.
- b. List your qualifications.

#### Step 8: Your employment details

- a. List your employers, starting with your main employer.
- b. If you are employed by a university, select your NHS employer as the main employer. For applications being considered through Public Health England (PHE), please select the relevant PHE regional employer. Your main employer will check and confirm your application.
- c. List the roles you've held as a consultant.

#### Step 9: Your personal statement

- a. Give up to 4 examples that summarise your case for an award. Your personal statement will help assessors understand your case for an award, but it is not scored, so include any achievements in the relevant domain statements as well.
- b. Include whether you have held a national award before, and when.
- c. If your application is successful, we will publish your personal statement on our website. You can opt out of this in rare circumstances.

#### Step 10: Your job plan

- a. Clearly list each direct clinical care, supporting and 'other' programmed activity you get paid for. It is helpful to tabulate or bullet point your activities.
- b. Make it clear which activities the NHS pays for and which are paid for by others, like a university or the National Institute for Health Research (NIHR).
- c. Do not list your day-to-day activities. Instead, broadly describe your working week for each post you hold. For example, consultant surgeon, clinical director, senior lecturer or specialist society officer.
- d. Describe any other paid or unpaid roles that are relevant to the evidence provided in your application and what you get paid.
- e. For example, editorial payments, consultancy or lecture fees, roles or shareholdings in private companies (such as non-executive roles or senior positions in spin-off companies between academia and trusts and the private sector).
- f. There is no requirement to list private/wider income if it is not relevant to the evidence set out in your application.

Here is an example of how to fill in the job plan section:

"Obstetrician and Gynaecologist

"I have an 11 programmed activity (PA) contract which is split in to 8.5 direct clinical care PAs and 2.5 supporting professional activities. Broadly, my direct clinical care time is spent leading antenatal clinics, gynaecology clinics, both obstetric and gynaecology theatre lists and labour ward rounds. I attend or lead various meetings to support this clinical care, such as case reviews, governance meetings, multi-disciplinary team meetings and safety meetings. These occur throughout the week, although the pattern varies from week to week. As a consultant, I also take teaching and training sessions and help develop training. I am on call at the weekends once in every 4 weeks.

"My objectives include taking a lead on reducing hospital-acquired infections within my department, reducing the need for caesarean births, improving the screening process for gynae-related cancers, and working towards becoming an examiner for my college.

"My job plan reasonably closely relates to my actual work, although recognise that my actual work I perform may take longer than my contracted hours."

### Step 11: Domains 1 to 5

In this section, fill in the details for each of the 5 domains. See part 5 of this guide for what you need to include for each one.

When you fill in a domain screen, select 'Next' to take you to the next one.

If you want to include extra detail for domains 3, 4 and 5, you can use an extra form with a bigger word count. Instead of filling in the domain field, tick the box in the relevant domain to open the extra form.

There's a maximum number of extra forms allowed for national awards. For:

- bronze and silver, you can fill in 1 extra form
- gold you can fill in 2 extra forms
- platinum you can fill in 3 extra forms

You do not have to fill in extra forms.

### Step 12: The employer's section

This section is for your employer to fill in – you cannot add anything. You need to send it to them.

Keep selecting 'Next' until you come to the 'Verification of Completion' page.

### Step 13: Confirm you've filled everything in

Check you have filled in all sections of the form. You can go back through the form using the menu on the left-hand side of the screen. The system will also let you know if you have not filled everything in when you select 'Submit to Employer'.

Check all the information you have given is correct and you have declared any relevant information required. When you are happy, select 'Submit to Employer'.

## **Part 2 of your application – your employer's contribution**

When you select 'Submit to Employer', they will get an email saying your application is waiting for their employer statement.

They will have their own username and password, so they can sign in to read your application and submit their employer statement.

If they find a mistake in your application, they can send it back to you. You can then make any changes and send it back to them.

#### Step 14: Reviewing

When your employer has filled in their section, they will send your application back to you. You can then see it in a 'read only' format.

#### Step 15: Sending us your application

If you are happy with your application, select 'Submit to ACCEA'.

You are responsible for sending your application to us – no one else can send it for you.

You cannot send your application without part 2 of the form from your chief executive or their nominated deputy. Other citations can be sent after your application – as long as they arrive before the deadline.

You will know we received your application when the 'Step in Action' progress bar on the top half of the screen says 'Submitted to ACCEA' in bold.

We are reviewing the award scheme, so it could change. If you send a new application in the 2019 awards round and you are successful, we will grant your award depending on any rules that apply if we change the scheme.

## 4 More information about applying to renew an award

### 4.1 The timing of your renewal application

4.1.1 You must apply to renew your CEA or distinction award. It will only be renewed if you continue to meet the standards required.

4.1.2 Awards are granted for 5 years, however, the first renewal takes place after 4 years, and further renewals are then every 5 years. For example, a new bronze is awarded in the 2015 awards round. The award runs from 1 April 2015 to 31 March 2020. To ensure that the award is renewed in advance of expiry, the first renewal takes place in the 2019 awards round. If the award is renewed, it is extended for 5 years to 31 March 2025, with the next renewal taking place in the 2024 awards round.

4.1.3 We do our best to let you and your chief executive know when it is time to renew. However, we rely on you to maintain an active email address in your ACCEA record. It is your responsibility to apply for your renewal at the right time.

4.1.4 In 2019, we are expecting renewal applications from people who got awards in:

- 2015
- 2010
- 2005
- 2000

4.1.5 We can review awards at any other time. For example, if:

- you make significant changes to your job or job plan
- you face disciplinary action from external bodies like the GMC, GDC or NCAS
- you are taken to court and found guilty

4.1.6 If you are renewing outside the usual cycle, we will have told you your new renewal date. You must inform ACCEA about any circumstances like these that you become aware of.

### 4.2 How the renewal application works

- 4.2.1 You must fill in an application to show how you continue to meet the criteria for the award you already have. Explain what you have achieved since your original award or your last renewal – whichever is the most recent.
- 4.2.2 We compare renewals against the standard of applications for new awards at the same level, in the same region. We do not judge renewals against each other because there is no limit for the number of awards we renew. If your renewal application meets the standards, we will renew your award.
- 4.2.3 You can choose to renew your silver, gold or platinum award at the same level or at a lower level. Decide which level you think your supporting evidence fits best. We will only score your renewal application at the level you apply for.
- 4.2.4 In your application, concentrate on your achievements in the last 5 years. You must give dates. You can include earlier activities if they show your contributions have improved or they show your ongoing commitment to improving the NHS in that period.
- 4.2.5 Give as much detail for your renewal as you would for a new award. Renewal applications are scored in the same ways as a new award, against the criteria in each domain.
- 4.2.6 To be successful, you must score at least as high as the lowest-ranked successful applicant for new awards for the same level and region. If your application does not score as highly as the lowest-ranked successful applicant, or the 3-year rolling average cut-off score (if lower), we will not renew your award at that level. The cut-off scores are different across different regions and award levels.
- 4.2.7 If your silver, gold or platinum (or equivalent) level renewal application does not score as well as the lowest-ranked successful new applicant, you could still get an award. We will consider you for a lower award level if your score is as high as the lowest-ranked successful new applicant at that level. We will not rescore your application – we will use the sub-committee's original score.
- 4.2.8 If we do not renew your national award at its current or a lower level, you may be eligible for a local award based on the score for your application. Those consultants who lose their national award, but achieve a score of 27 or above are eligible for a level 8 award; those scoring between 14 and 26.99 are eligible for a level 7 award. If your application scores less than 14 you will not be eligible for a local award. There is currently no local award scheme in place for academic GPs. In these cases, ACCEA will review its treatment of any unsuccessful renewals on a case by case basis. Please note that each employer is responsible for running their own local award scheme, including the reversion mechanism outlined above.

You should speak to your employer if you have any questions about your local award. Academic consultants should consult the Trust with whom they hold their honorary contract.

- 4.2.9 If you do not apply to renew in the 2019 awards round, or you do not meet the standards, your award will end on 31 March 2020. If there are special circumstances you or your employer think we should consider, like ill health, tell us when you apply.
- 4.2.10 If you renew at a lower level, you can apply for a higher level in the next awards round. You can include evidence of what you have achieved since your last successful higher award (new or renewal). For example, if you got a gold in 2014 then moved from gold to silver in 2018, you can include evidence from 2014.
- 4.2.11 We are reviewing the scheme, so it could change. If you apply for a renewal in the 2019 awards round and you are successful, we will renew your award depending on any rules that apply if we change the scheme.
- 4.2.12 If you do not renew your award in the 2019 awards round, you cannot apply to renew in the next round. However, you can apply for a new bronze if you meet the criteria in part 2 of this guide.

## 5 The assessment criteria

### 5.1 Evidence of your clinical excellence in your work in the NHS in England or Wales

- 5.1.1 Clinical excellence is about providing high-quality services to the patient in front of you. It is also about treating as many patients as possible by using resources efficiently and making your services more productive. You need to show our award assessors evidence of how you made services more efficient and productive, and improved quality at the same time, as well as demonstrating your role as an enabler and leader of health provision, prevention and policy development and implementation.
- 5.1.2 Our assessors need to be sure your achievements are relevant. They need to know what dates they occurred or if you are still doing the activities you list. Please make the dates of your achievements clear. If you do not, our assessors will not be able to score them.
- 5.1.3 Detail your achievements in the 'Domain' section of the application form. We will assess your application on these details.
- 5.1.4 As you fill in the 'Domain' section of the application, remember:
- you do not need to show you have achieved over and above expected standards in all 5 domains – a lot will depend on the type and nature of your post
  - you could get a national award based on an excellent local contribution if it made an impact on the wider NHS
  - to highlight the most important examples of your local, regional, national and international work
  - to describe the impact you have had in any roles you list
  - to make it clear when your roles started and ended, or if they are ongoing
- 5.1.5 List your achievements against the original aims in your job plan or personal development plan.
- 5.1.6 Do not include evidence you gave for an earlier award – unless it shows you have built on, or consolidated and taken your previous achievements forward.

5.1.7 It will help your application if you give quantified data, particularly outcome data, that:

- shows what you have achieved since your last award or renewal – whichever is most recent
- shows the progress you've made over the last 5 years if you're applying for a bronze award
- includes the dates, source and suitable benchmarks

If your work faces national audits, include this information too.

5.1.8 Committee members score the domain sections. A score of:

- 10 means your application is excellent
- 6 means your work is 'over and above' your contract terms
- 2 means you've met the terms of your contract
- 0 means you have not met the terms of your contract or there's not enough information to make a judgement

## **5.2 What information to include in each domain**

5.2.1 There are 5 domains. Group your achievements in line with each one.

5.2.2 When you give evidence, concentrate on your recent contributions in each domain. For example, what you have achieved since your last award or renewal – whichever is more recent. Or what you have achieved in the last 5 years, if you are applying for a bronze award.

The next few pages show what you could include.

### Domain 1 – providing a high-quality service

5.2.3 In this section, give evidence of what you have achieved when it comes to:

- providing a safe service
- making sure your service has measurable, effective clinical outcomes
- giving patients a good experience

- consistently looking for and introducing ways to improve your service

5.2.4 Even if your contribution is mostly in one of these areas, please include evidence for all of them. Please also explain which ones relate to your clinical services where you are paid by the NHS, and to other aspects of your work as a consultant.

5.2.5 Include quantified measures if you can – like outcome data. They need to reflect the whole service you and, if relevant, your team provide. Use indicators for quality improvement or quality standards, and other reference data sources in England or the Healthcare Standards for Wales. Use indicators or standards where you can give performance data against indicators for your specialty.

5.2.6 For good patient experience, show how you've handled dignity, compassion and integrity with your patients.

5.2.7 Your evidence could show:

- your excellent work to meet your professional commitments – for example, give validated performance or outcome data and compare it with external or peer review reports about your service
- your excellent standards for dealing with patients, relatives and staff – include surveys or feedback to show how you gave patients dignity in care and won their trust
- your excellent work in preventative medicine, for example, in alcohol abuse, stopping smoking and preventing injury
- your effect on your patients' experience of your service
- you use NHS resources effectively

5.2.8 Give evidence of the quality and breadth of your service from audits or assessments by patients, peers, your employer or outside bodies. It will not affect your chances if there is less evidence available in your specialty.

5.2.9 Quote the source of the information you give and include the relevant dates. Here are some examples.

“In an analysis of mixed arterial interventions (20\*\*), our vascular unit had relative risk of death 0.61 in the UK and the third largest arterial series in the country. My contribution to this outcome was...”

“Data from the intensive care national audit (ICNARC) (May 20\*\*), shows our unit is one of the top ten for survival with a standardised mortality ratio (SMR) of 0.65, meaning 60 patients lived who were expected to die. This performance has improved steadily since 20\*\* when our SMR was 1.35. My contribution to this outcome was...”

“I have set up a short stay programme which has the lowest length of stay for hip replacements in England – 2.7 days as against the England average of 6.1 days... 67% of patients are home after 2 nights... 98.5% patient satisfaction service... readmission rate of 5.1% as compared to the regional average of 7%.”

- 5.2.10 Give benchmark comparisons wherever you can. For example, SMRs, MRSA, C difficile ratios, venous thromboembolism (VTE) prevention.

#### Domain 2 – developing a high-quality service

- 5.2.11 In this section, show how you have significantly improved the clinical effectiveness of your local services, or a related clinical service in the wider NHS. This includes making services better, safer and more cost effective.
- 5.2.12 Make your evidence as measurable as you can, giving dates for all activities. Make your personal contribution clear, not just your department’s contribution. Give specific examples of any changes you made after the results of an audit. Be clear how these activities contributed to wider change in the NHS.
- 5.2.13 Your evidence could, for example, cover:
- developing and running audit cycles or plans for evidence-based practice to make the service better
  - how you got involved in national or local clinical audits and national confidential enquiries
  - developing and using tools to find barriers to clinical effectiveness, and ways to prevent them
  - developing diagnostic tools, intervention techniques and implementing them into practice with new ways of working
  - analysing and managing risk – you could include details of specific improvements or how you lowered risk and improved safety

- providing a better service, with proof of the effect it has had – for example, how your service has become more patient centred and accessible
- improving the service after speaking to patients
- finding new ways to provide a service, with proof of the effect – for example, better results or care models, or new ways to prevent, diagnose and treat illness
- redesigning a service to be more productive and efficient, with no decrease in the quality
- developing new health or healthcare plans or policies
- large reviews, inquiries or investigations
- national policies to make health services or professional practice more modern

5.2.14 If you can, give audit or research evidence to show where you have improved a service. Quote the sources and relevant dates. You do not have to have done the audits or research yourself. Show what changes you made, alone or in a team, with evidence they were high quality and useful to the NHS.

For example:

“The development of a gastro intestinal bleed service has resulted in excellent outcomes. Mortality 2% vs. 7.1% nationally. Risk standardised mortality ratio (SMR) of 0.58 National Audit. My contribution to this outcome was...”

“I have an international reputation for complex aortic surgery and thoracic abdominal aneurysms. Our unit has the largest practice in the UK. We pioneered a hybrid open and endovascular operation for aneurysms involving the thoracic and abdominal aorta: first 75 cases elective mortality of 12.5%, elective and urgent of 16%. The world’s best reported results have mortality of 13%. Our thoracic aortic stent programme is the largest in UK with mortality of 3.8%. My contribution to these outcomes was...”

“I have developed a continuous patient pathway with GP services for all preadmission clinics and day case surgery patients, ensuring: venous thromboembolism (VTE) risk assessment, appropriate thromboprophylaxis (including an extended duration component) with bleeding and VTE incidence, prevalence and follow-up data. This is already improving our understanding and awareness of the issue but also stimulating us to work

with GP colleagues to streamline the process. We estimate that, in the area piloted, \*\* bed days have been saved over the 6-month period of the pilot.”

“I used multi-disciplinary team working to effect systemic change throughout our unit, saving nearly 1,000 bed days. This reduced the requirement for elective beds by 25%...I developed two half session theatre days. This has greatly improved theatre efficiency...I helped set up and develop the Orthopaedic Outreach Team which greatly reduced length of stay and was highly commended in the 20\*\* HSJ Awards.”

### Domain 3 – leadership and managing a high-quality service

5.2.15 In this section, show how you have made a significant personal contribution to leading and managing a local service, or developing national or international health policy.

5.2.16 Describe the effect you have had in the specific roles you list. Your evidence can include, but is not limited to, proof of:

- your effective leadership techniques and processes – give specific examples of how you improved the quality of care for your patients and where other parts of the NHS may have benefitted
- change management programmes or service innovations you have led – show how they made the service more effective, productive or efficient for patients, public and staff
- excellent leadership when developing and providing preventative medicine, including working with other agencies, like local councils and the voluntary sector, demonstrating the outcomes or impacts that have been delivered
- how you helped staff or teams improve patient care – give specific examples, like mentoring or coaching (if you work in England, you could mention the guidance on talent and leadership planning in England)
- any ambassador or change champion roles, for example if you got involved in public consultation or your job involved explaining complex issues and how this translated into changes in practice
- how you developed a clear, shared vision and desire for change – for example, show how you invested in new ways of working and handled behaviour that got in the way and delivered the change desired

- how you helped staff into senior leadership roles by removing barriers, encouraging diversity and achieving equality and inclusion outcomes
- crossing organisational and professional boundaries to make patient care better, resources easier to use, and services more effective and efficient
- how you contributed to developing patient-focused services
- committee membership – what you achieved and the effect you had (membership alone is not enough)
- excellent team leadership where you had full or joint responsibility or took turns with other leaders
- any leadership role to do with clinical governance, including developing and implementing policies or services

5.2.17 Include evidence of your contribution, the source of any data you give, and relevant dates. Here are some examples.

At local level:

“As the lead obstetrician for Delivery Suite I have improved normal labour and birth. The team’s work was recognised by winning the All Parliamentary Group for Maternity Services Award for 20\*\*. This work has been shortlisted for the Royal College of Midwives’ annual award.

"I continue to lead the weekly obstetric risk management meeting. The reduction in reportable incidents when this meeting was established has continued.

"I undertook a detailed review and redesign of the antenatal clinic service which has improved patient waiting times."

At national level:

“In my role as chairperson of the regional neonatal network between 20\*\* and 20\*\*, I championed the rationalisation of beds and care levels across acute hospitals. As a result, transfers of neonates for clinical and non-clinical reasons have reduced by 10%. See data below.”

5.2.18 Do not include your work or roles in education, such as chairperson of a training committee. You should include that information in Domain 5.

Domain 4 – research and innovation

- 5.2.19 In this section, give evidence of how you have contributed to research and supported innovation. This includes developing the evidence base for measuring how quality has improved.
- 5.2.20 In the section on references, give details of achievements like published papers – not the names of referees.
- 5.2.21 On a separate line, explain what you have achieved to date and what you hope to achieve, and give supporting evidence. For example, give details of new techniques or service models you have developed that others have adopted. Explain how you have found better ways to get the right amount of the right things to the right place, at the right time and the benefits this has brought. And at the same time, kept waste to a minimum and stayed flexible and open to change.
- 5.2.22 You could also explain how you have improved public engagement in research and innovation or encouraged new ways of thinking when it comes to improving patient services.
- 5.2.23 You should describe the actual or potential effect of your research (including laboratory research) and any new techniques you have developed and their benefits on:
- health service practice
  - health service policy
  - developing health services
- 5.2.24 For this you should also include how your research is relevant to the health of patients and the public.
- 5.2.25 You could give details of:
- large trials or evaluations (including systematic reviews) you have led or co-investigated, and published in the last 5 years
  - how you have contributed as a research leader, and how you have helped and supervised other people's research

5.2.26 You could include other examples of your status in your chosen research fields and what impact your work has had. For example, if you're:

- a member of any review boards of national funding agencies
- office bearer for learned societies or professorships

You could also:

- list any grants you have personally – not just department grants
- describe peer-reviewed publications, chapters or books you have written or edited – list your editorial activity for each one (for example, senior editor)
- give details if you played a major part in research studies in more than one centre, for example recruiting lots of people to large clinical trials
- include evidence of outstanding research that has led to new ways of preventing illness and injury

5.2.27 Here are some examples to give you an idea of what to include:

“As Director of Research and Development (R&D) in the last 3 years, I have positioned the trust as one of the leading 5 NHS research centres in the country, and developed a research service to support clinicians with robust governance processes, a clinical trials office, a research design service, and funding for research time.”

“My research is in stroke, which is a public health priority for prevention and improvement of care. The development of a public health model for chronic disease using stroke is relevant to assessing needs and evaluating innovative models of care. My R&D leadership role has enabled academic and clinical organisations to develop joint National Institute for Health Research (NIHR) centres in biomedical and health services research and training for population and patient benefit.”

“I have developed booking systems for use in emergency and trauma theatre settings. These secure systems allow cases to be booked into emergency theatres from anywhere in the hospital, informing all emergency staff of pending cases and their preparedness. The system links with hospital investigation reporting systems allowing blood investigations for each patient to be accessed. In addition, the trauma booking system can be linked to a radiological teaching package. When a fracture type is booked onto the system, the booking doctor is offered the

opportunity to look at the system of classification for that fracture type and to review teaching radiographs of each type. The system won a 20\*\* national Theatre Innovation Award for IT.”

Domain 5 – teaching and training

5.2.28 In this section, give evidence to show your contribution to teaching and training.

5.2.29 Give evidence of excellent work you have done in any of the following categories. We do not expect you to give examples for all categories.

a. Quality of teaching

This can be any medical undergraduate teaching, particularly if this is outside your job plan. Give evidence of student feedback or other teacher quality assessments that show your students’ views as well as how your teaching has had a positive impact on healthcare.

b. Leadership and innovation in teaching

This might include evidence of:

- developing a new course
- innovative assessment methods
- introducing new learning facilities
- writing successful text books or other teaching media
- contributing to postgraduate education and life-long learning
- contributing to teaching in other UK centres or abroad
- developing innovative training methods

c. Scholarship, evaluation and research

Evidence could include:

- presentations
- invitations to lecture
- peer-reviewed and other publications on education

- education in other health and social care professions
- d. Teaching the public – for example about good health and disease prevention.
- e. College or university success in teaching audits

Explain if you helped a college or university succeed in regulatory body and quality assessment audits for teaching. This could include undergraduate or postgraduate exams or supervising postgraduate students.

- f. Personal commitment to developing your teaching skills

You could include evidence of Higher Education Academy membership and any courses you have done.

- g. Unexpected or non-mainstream contributions

This could be any other teaching or educational commitment and workload that is not recognised in other ways.

- h. Excellence and innovation in teaching about preventing illness and injury

5.2.30 Here are some examples to give you an idea of what to include.

“My course for \*\*\*\* (20\*\* to \*\*), innovative in its integrated health systems and active learning approaches, has sought and used intensive feedback to enable modification of the course before wider roll out. It is approved for continuing professional development by \*\*\*\*, and shows significant gains in knowledge and skills, and excellent participant feedback.”

“Principal Internal Examiner for final MB examinations at \*\*\*\*. I am responsible for ensuring the written and clinical parts of the examination are constructed, blueprinted to the curriculum and then standard set. I oversee the work of the examination leads for these sections. I personally write exam questions and examine for first and resit examinations. I am Chairman of the Final MB board which considers extenuating circumstances and receives reports from external examiners.”

## 6 If you want to appeal

### 6.1 Appeals for national awards

6.1.1 We handle all appeals for new national awards and their renewals.

6.1.2 To appeal, email us at [accea@dhsc.gov.uk](mailto:accea@dhsc.gov.uk). Tell us why you believe the assessment process was unfair and give evidence.

### 6.2 Reasons you can appeal

6.2.1 You can appeal if you think we did not follow the right processes when we assessed your application. You cannot appeal because you disagree with our judgement.

6.2.2 You can appeal if:

- the committee did not consider all the supporting information or documents you correctly sent with the application
- irrelevant information was taken into account
- you were discriminated against because of, for example, your gender, ethnicity or age
- the usual evaluation processes were not followed
- the committee or any of its members showed bias or had a conflict of interest (where someone involved in a decision could be affected by the result)

6.2.3 Send your appeal for a national award either by Friday 24 January 2020 or within 4 weeks of when we announce the award results – whichever is later.

### 6.3 How we handle appeals

6.3.1 Our chair and medical director will look at your evidence to decide if your appeal is justified. They will then ask a panel of two sub-committee members (one medical and one non-medical) who were not involved in your application, to review their proposed decision to ensure it is robust. If there are no grounds for appeal, you will get a letter to tell you why.

6.3.2 If there are grounds for appeal, and we cannot resolve the problem informally, we will set up a formal appeal.

6.3.3 A separate panel of people who did not assess your application or the decision to progress the appeal will consider this. The panel will include:

- a medical or dental professional
- an employer
- a non-professional member as chairperson

They will look at:

- your appeal
- the documents that set out our agreed assessment process
- a written statement of what the committee did when they considered your application

6.3.4 You can see all the documents the panel considers. You can also send more written statements about your appeal and what you believe happened.

6.3.5 The panel does not usually hear oral evidence. However, you can apply for an oral hearing in writing. The chairperson of the panel will decide if you can have one.

## **6.4 The timeline for appeals**

6.4.1 We try to resolve appeals within the timeline in 6.6, below. However, if there are any delays, we will let you know.

## **6.5 If your appeal is successful**

6.5.1 If your appeal is successful, our chairperson and medical director will consider the best way to put things right. For example, they may extend your award for a year if you applied for a renewal. Or they may rescore your application for a new award. Their decision will be consistent with other similar appeals.

6.5.2 Even if your appeal against the process is successful, you may not get your renewal or a new award. If this happens, we will write to you to tell you why.

## **6.6 The national appeals process**

6.6.1 Here is an outline of the process:

- a. When we get your appeal, we will contact you within 5 working days to let you know.

- b. Our chair and medical director will decide if you have grounds for a formal appeal.
- c. Within 20 working days of the date we got in touch, our chair and medical director will let you know if there will be a formal appeal.
- d. If there is a formal appeal, we will set up a panel and agree a date for them to meet, within 20 working days.
- e. When our chair and medical director hear what the panel has decided, they will let you know the final decision within 20 working days.
- f. In all cases, the panel's decision is final.

## 7 Complaints and Freedom of Information requests

### 7.1 How to complain

7.1.1 If you want to complain about something other than your award decision, you can email us at [accea@dhsc.gov.uk](mailto:accea@dhsc.gov.uk).

7.1.2 We will let you know when we have your complaint, and look into the details for you. We will treat your complaint fairly and reply as soon as we can within 4 weeks of the date we first got in touch.

### 7.2 How to make a Freedom of Information request

7.2.1 If you want to make a Freedom of Information Request, please contact the Department of Health and Social Care Freedom of Information team. You will find all the details at [gov.uk/government/organisations/department-of-health](http://gov.uk/government/organisations/department-of-health).

## 8 If your circumstances change when you have an award

### 8.1 You must tell us if your circumstances change

8.1.1 You must tell us if there are any changes to your employment that may affect your award. Please fill in our change in employment circumstances form at [gov.uk/accea](http://gov.uk/accea).

8.1.2 If you do not tell us when your circumstances change, it could affect whether you can keep your award or what you and your employer are paid.

8.1.3 Below are some of the main changes you need to tell us about. This is not a full list and you should tell us if anything else significant changes.

### 8.2 Tell us if your specialty, job or job plan changes

8.2.1 Let us know if:

- you stop practising in the field you got your award
- you change your job or employer
- there is a significant change to your job plan – including fewer sessions

8.2.2 Tell us as soon as the change has been agreed locally. We will consider how it affects your award. We will also review your award earlier if you change your job, or your job plan changes significantly.

8.2.3 If you get a new job plan, please send us a copy to consider and approve. If you do not tell us your job plan has changed, it could put your award at risk.

8.2.4 If you go part time, we will pay your award pro rata.

8.2.5 If you stop practising in the field you got your award and start a full or part-time general management post, it could impact on your award. Speak to your employer and contact us to see if you can keep getting the full financial value. If you no longer meet the criteria in part 2 of this guide, your payments normally stop.

8.2.6 If you go back to clinical work after a full-time general management role, we may re-instate your award after a review.

### 8.3 Leave or secondments

### Unpaid leave

- 8.3.1 We do not pay any awards during unpaid leave. If you take unpaid leave for more than a year, our medical director will decide whether your award can be reinstated.

### Maternity leave, parental leave and adoption leave

- 8.3.2 If you have an award and go on maternity, parental or adoption leave, you will get your award payments during any period of paid leave from your employer.

### Secondments

- 8.3.3 If you are on full-time secondment to a post with an employer that does not qualify under the award, we will suspend your award. You will not be able to renew your award during this period either.
- 8.3.4 Speak to your employer before you start your secondment to make arrangements for protecting your award, and start collecting it again after your secondment has finished.
- 8.3.5 If you are seconded part time, and continue some work from your original contract part time, you may be eligible for a pro rata award payment. Tell us your plans before you start your secondment, so we can agree the arrangements.
- 8.3.6 If you are on secondment for less than a year, you will resume receipt of your award once the secondment has ended.
- 8.3.7 If you are due for a renewal when you are on secondment, you can apply in the next applicable awards round. ACCEA may use its discretion to grant an extension to the renewal period to give you time to gather suitable evidence when you come back to the NHS.
- 8.3.8 If the secondment is longer than a year, we will consider whether to re-instate your award if you go back to the NHS and your role is eligible.
- 8.3.9 If you are away between 1 and 5 years, you can apply to have your award re-instated. We will specify the renewal period of the re-instated award. Generally, if you are away for 5 years or more, you must reapply at bronze level. If you return to work in a government department or government-sponsored role, you may be able to get the same level award as you had before.
- 8.3.10 If you are going to start your secondment during your renewal year, we may be able to extend your award. We will use the same criteria as we do for people who

retire and return to work. This is at the discretion of ACCEA and each case will be judged on its merits.

- 8.3.11 If you are seconded to the Independent Sector Treatment programme, or similar, while you still have your NHS consultant contract, you can apply to renew your award.

### Sabbaticals

- 8.3.12 If you are planning a sabbatical, you must speak to your employer and contact us to agree what happens with your award. To retain the award, you must prove your sabbatical will be of benefit to the NHS. Otherwise, we will consider suspending your award until you return.

### Prolonged absence from the NHS

- 8.3.13 If, for any reason, you have been on a prolonged absence and not practised your specialty in the NHS for more than a year, we will review whether your award can be re-instated.

### Leaving the NHS during an award round

- 8.3.14 To qualify for an award, you must be employed as a consultant in the NHS on 1 April in the award year.
- 8.3.15 If you are made redundant or you retire during an award round, and before we announce the award results, we will withdraw your application.

## **8.4 Tell us if you retire or claim your pension**

- 8.4.1 If you are in receipt of any pension payments, you no longer qualify for your national award. This includes payments from the NHS Pension Scheme, University Superannuation Scheme or transferred-out benefits. However, you can apply to re-enter the scheme or any schemes that replace it (see 2.1.9 for details).
- 8.4.2 You must tell us the date you retire or claim your pension (see 2.1.6 to 2.1.10).

## **8.5 Tell us if you start being investigated**

- 8.5.1 As set out at 2.3.2 and 3.4.1, you must tell us, as soon as you know, of any investigations, disciplinary procedures or legal action against you.

- 8.5.2 You must keep us up to date about any developments and the outcomes of any investigations. We will decide if they will affect your application or award. We always use an 'innocent unless proven otherwise' approach.

## 9 False statements or possible fraud

9.1 If we find any evidence of a false statement or fraud, we will take suitable action. This may include passing the details to:

- your employer
- the GMC or GDC
- the NHS Counter Fraud Authority, in rare circumstances

© Crown copyright 2018

Published to GOV.UK in pdf format only.

[Directorate/Division/Branch]

[www.gov.uk/dhsc](http://www.gov.uk/dhsc)

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](http://nationalarchives.gov.uk/doc/open-government-licence/version/3)

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

