

**FAQs re MRCGP – GPST and ES**

ES/GPST	TOPIC	Questions	Answers
<b>1. GPST</b>	Consent	We record written consent with every face to face consultation and scan in patients notes, do we need to record consent in every consultation at the beginning and at the end in the recordings	Yes, consent must be taken at the start and the patient must have a chance to revoke consent at the end of the consultation.
<b>2. GPST</b>	Consent	When taking consent from patient, is there any particular information we need to say to them for it to be valid?	You should be taking consent from patients for everything you currently record. The practice will have consent forms that should cover all the information required including that it may be looked at for teaching / exam purposes
<b>3. GPST</b>	Consent	I have done some videoing when patient attends in person and obtained written/signed consent but have not asked them again when video is on. Is this ok?	No. The rules of consent are that a patient must be given the Opportunity at the end of the consultation to revoke consent.
<b>4. GPST</b>	Consent	On telephone consultations when taking consent, it is normally at the start and end. In some recordings where the patient is coming in it is not at the end of the call but done at the practice in writing? is this acceptable or does it need to be in the recording?	Consent needs to be taken at the beginning and the end for Each recorded clinical event. You will be able to upload written consent to the 14 Fish platform
<b>5. GPST</b>	Consent	I have already started recording consultations, but I have not got consent AFTER the consultation. Can I contact the patient's retrospectively to get written consent and upload this?	Consent involves taking agreement form the patient before and after the consultation – this should be standard practice. You should not submit recordings where consent has not been taken properly. You can ask for consent retrospectively as long as you explain to the patient what the recording is going to be used for and the patient has an opportunity to revoke consent.
<b>6. GPST</b>	Consent	The practice records all telephone consultations- am I able to use these consultations from the previous month, if I ask patients for consent and email out a consent form for the patients to sign?	Consent can be taken retrospectively. If these are recorded and could be used for teaching or assessment then consent should be taken at the time and once the consultation has come to an end
<b>7. GPST</b>	Consent	How should we be recording consent for audio-COTs until the platform is ready?	You should take verbal consent at the start of the consultation and again at the end, this would be part of your recording and does not count in the 10 minutes

<b>8. GPST</b>	Consent	With regards to consent must this be recorded on the video at start and end of consultation or can this be gained outwith the recording	This can be done at the beginning and end of the recording. Some practices do this outwith the consultation but the consent Form Showing before and after consent must be uploaded with The consultation
<b>9. GPST</b>	Consent	I have started recording videos as soon as I saw the RCA format and only consented at the start of the videos, now with the handbook instructions and today, all of my recordings are invalid according to this?	Consent involves taking agreement form the patient before and after the consultation – this should be standard practice. You should not submit recordings where consent has not been taken properly.
<b>10. ES</b>	Consent	Can consent for a f2f consult be recorded on the video to avoid more pieces of paper changing hands?	Yes consent can be done on video – 14 Fish will automatically include patient consent on their platform
<b>11. GPST</b>	Consultation Type	All our appointments are done on the telephone and if they come in for exam it is just to be examined with no repeat of the history and in some cases the explanation being given over the phone also. This means I will be very unlikely to have any videos and all my submissions be audio - is this acceptable?	Yes – there is no stated number for any type of consultation. As long as you are happy that you can demonstrate the competencies required in the audio consultations
<b>12. GPST</b>	Consultation Type	Guidance says that triage calls should not be considered unless they become a full consultation. How does this differ from the fact that one will explain the examination and still be counted as a full consult?	Triage calls will normally gather enough information to filter whether the patient needs to be seen or not. It would not include discussion on differential diagnosis, management plans or a detailed explanation of these. If it does it is a consultation and not triage.
<b>13. GPST</b>	Consultation Type	Will videos of Telephone Consultations be accepted?	Yes
<b>14. GPST</b>	Consultation Type	Will trainees be negatively marked if they do not have a face to face video (e.g. only audio / video)	No there can be any combination of face to face, video or audio consulting
<b>15. GPST</b>	Consultation Type	I work from home now. If I see a patient for example with likely dysfunctional uterine bleeding, is commenting that she will need to come in for a female genital examination and prescribing tranexamic acid be a reasonable to send? without findings from an examination yet.	The consultation should include a full explanation of the examination, why it needs done and how the information will be used. This would be part of the management plan.
		Is it definitely acceptable to only say in an audio consultation that a patient that needs examined will	Yes

<b>16. GPST</b>	Consultation Type	need to come in for an exam, stating what is to be examined? as long as we state possible management plans based on subsequent findings	
<b>17. GPST</b>	Consultation Type	Would you have any advice with regards to how many face to face consultations should be submitted vs audio and video consultations in order to provide sufficient evidence?	There are no rules on how many consultations of each type should be submitted – it can be any mix of face to face, video or audio consultations. The total overall is 13
<b>18. GPST</b>	Consultation Type	Will the effect of the pandemic on our management of patients and perhaps higher thresholds for risk and/or requiring face to face consults or examinations be taken into account?	The mix of face to face, video or audio consultations with no Stipulation of numbers for each apart from a total of 13 Recognises the new ways of working in GP as a result of COVID-19
<b>19. GPST</b>	Consultation Type	I am not doing face to face consultation. Is it ok to record a near consultation for RCA? How strict will the marking be around the timing cut-off be for the ten-minute consultation?	Yes, you can record a “Near Me” consultation. The guidance that only 10 minutes will be assessed will be strictly adhered to.
<b>20. GPST</b>	Consultation Type	Should the patients be told before to bring one problem to the consultation and that the consultation will be 10 minutes? The majority of my patients present with several problems which is different to the CSA	You should not try and artificially stage manage the consultation. You should prioritise which complaint to deal with and do so – if the consultation goes beyond 10 minutes the remaining parts will not be watched
<b>21. GPST</b>	Consultation type	Telephone triage - if you are bringing a patient down can you say you are coming down for an examination etc or make a rough management plan over the phone first, would this count as an acceptable consultation?	Telephone triage should not be submitted unless it becomes a full consultation. See Question 20.
<b>22. GPST</b>	Consultation type	I have a number of recordings where patients are assessed and the consult effectively concluded, then patient raises the 'by the way' and extends the consult by another 5 mins for something you cannot ignore, does cutting the video count as 'manipulating the file', or could I just cut short in the recording? The normal consult with 10 mins strict timing is very challenging.	You should not stop or edit the recording in any way. The examiner will only watch the first 10 minutes and you should be satisfied that you have met the competencies in that time

<b>23. GPST</b>	Consultation Type	For RCA video recording, If I need to refer a patient urgently for admission, can I do this after the video consultation is stopped/ does it have to be in the 10 minutes recording?	You can do the referral after the consultation has ended. You should ensure a full explanation of your management is included in the 10 minutes
<b>24. GPST</b>	Consultation Type	I am shielding and don't know if I can go back to seeing patients at the end of this month. I am due to CCT 18/12/20. I now do telephone consultations from home. Am I able to film these?	Yes – FourteenFish will video record you and audio record the patient
<b>25. GPST</b>	Consultation Type	My trainer was concerned about the clinical management marking for telephone consulting. If there is a wide differential diagnosis and the examination is going to dictate the on going management how specific do we need to be to allow the consultation to be marked on clinical management?	The selection of cases is up to you. You must choose cases that allow you to demonstrate the required domains in the time allotted.
<b>26. ES</b>	Consultation type	What about investigations that we currently cannot access? Should these be discussed out loud?	If investigations are part of the management plan then these should be discussed
<b>27. ES</b>	Consultation Type	I had advised my trainee to avoid video consults because of infection control issues with the video camera. Can you comment?	Video consultations are acceptable as are face to face and telephone Consultations – there are no specified numbers of these and they can be all of one type
<b>28. ES</b>	Consultation Type	Where a practice is doing total triage either by nurses or using eConsult/ on line triage how would you suggest we proceed	Some triage cases will need to be seen either face to face or with video or full telephone consultation. These can be directed to the trainee by the person doing the triage.
<b>29. ES</b>	Consultation Type	We often have split consultations - half phone and then get the patient in for a face to face examination only. Can the trainees submit the consult in 2 halves, phone then a different one face to face for examination only?	If the trainee does a full telephone consultation explaining the reason for examination and possible management plan and can demonstrate the required competencies then it is not necessary to record the follow up consultation. It is not advisable to use split consultations
<b>30. ES</b>	Consultation Type	Can OOH consultations be used?	Yes scheduled or unscheduled care can be used as long as it can be recorded and done in 10 minutes
<b>31. GPST</b>	Eligibility	Is there a way to check and make sure if we are CCTing in August that we are on the list to be sitting RCA in July?	All trainees who CCT by 30 September 2020 have been put forward for the RCA in July.

<b>32. GPST</b>	Eligibility	I am GPST 3 and CCT in January 2021, I was ready to take CSA in March but cancelled due to COVID, will I be given priority for RCA after July.	There will be further RCA exams held before the end of September limited to trainees who's expected CCT as of 18 <sup>th</sup> March 2020 was before 1 <sup>st</sup> January 2021. The precise schedule for RCA after that date is to be confirmed
<b>33. ES</b>	Eligibility	My trainee is due to CCT after 30/9/20 but has been told by local TPD that they should attempt first RCA.	Only trainees due to CCT by 30/9/20 are eligible to sit in July. There will be other sittings dates to be confirmed before the end of September.
<b>34. ES</b>	Eligibility	My trainee CCT in November, when will they be eligible to sit the RCA and indeed the AKT?	AKT – they are eligible to sit the AKT in July and their name will have been given to RCGP. RCA – there will be another RCA before end September, dates to be confirmed
<b>35. ES</b>	ES Support	Can I see the recordings to offer feedback?	Yes the ES can review the consultations. The advice should be whether you think the trainee has consulted to the level they can and covered the required domains – you should not offer advice on whether you think it is a pass
<b>36. ES</b>	ES Support	There will be some trainers who are examiners, and if they are vetting consultations prior to submission, is this fair for all trainers and trainees?	This is no different that trainees who have CSA examiners as trainers. The submission will also be viewed by multiple examiners.
<b>37. ES</b>	ES Support	Will ES's have access to their trainees fourteen fish platform or does it all have to be accessed through the trainees own account?	If a trainee shares a consultation with you, then you'll receive an email with instructions on how to access it. If you don't already have a FourteenFish account, then you can create one at this point. You'll also need to set up two-factor authentication, as this is a requirement for viewing any recorded consultations. Further information can be found at <a href="https://support.fourteenfish.com/hc/en-gb/articles/360009317797-Giving-your-trainee-feedback-on-their-consultation">https://support.fourteenfish.com/hc/en-gb/articles/360009317797-Giving-your-trainee-feedback-on-their-consultation</a>
<b>38. GPST</b>	Exam Fees	Given we have been given such short notice of this exam, and such a short time period to collect evidence, if we do not pass, will our fee be carried forward to the next sitting?	In the unfortunate event that you fail this diet of the exam, the RCGP are likely to view this as they did pre COVID which means you would have to pay for subsequent sittings

<b>39. GPST</b>	Exam Fees	We have been told that it won't count if anyone in this sitting fails. would we still be required to pay for the next sitting?	Yes there are no free sittings in terms of exam fees.
<b>40. GPST</b>	Exam Fees	I have already paid for the cancelled diet of the CSA. How will that be recognised when I apply for the RCA?	Any credit on file this is clearly illustrated on the first page of the booking screen and you need to apply it to the booking by entering £1050 in the relevant field. You will need to remember to apply it on the first page of the booking otherwise when you get to the checkout screen it will ask you for further payment. All candidates sitting the RCA who have credit on file will be refunded the difference from what the CSA cost. £1352 - £1050 = £302 Due to staff limitations there will be a slight delay but the RCGP hope to have the money back in your account in the next 6-8 weeks.
<b>41. ES</b>	Exam Fees	My trainee has already paid for the CSA, will she get a refund if it is cheaper	Yes the RCGP will be managing this
<b>42. GPST</b>	Exam Results	When is the expected date for exam result release?	There is a fast track system in place so that the results when available can be given to the Deanery. Marking will take place in first 3 weeks in July with those who CCT 4/8 being marked first. The RCGP will release the results on a regular basis
<b>43. GPST</b>	Exam results	When is the marking date? also another question regarding submission period. is submission date same for every candidate ie 30th June. Or time lapse for 14 days starting from application dates ie: every candidate has different submission dates?	The RCGP will mark during the first 3 weeks in July and will prioritise those who CCT on 4th August. Results for week 1 will be released on 17 <sup>th</sup> July, week 2 on 22 <sup>nd</sup> July and week 3 on 29 <sup>th</sup> July.
<b>44. GPST</b>	Length of consultation	Is there going to be any allowance or consideration given to the extra time it takes during audio calls for patient describing location of pain/injury, appearance of rash etc, which takes much more time than if you could see if face to face. Is there any flexibility for audio calls being just over 10 minutes?	No. the examiner will stop assessing at 10 minutes. You may feel that even if your consultation is longer that you have been able to demonstrate the competencies in the first 10 minutes. If you feel you have not the do not submit it and choose another One.
<b>45. GPST</b>		The 10 minute consultation is a challenge with patient's over the telephone when you end up arranging a time to come in for an exam/bloods - this wouldn't happen in	No – 10 minutes is all that the examiner will assess. Part of your consultation can be explaining the type of blood test/ Examination, the need for it and why it is required.

	Length of consultation	the CSA and I wondered whether this "admin time" as my ES described would be excluded?	
46. GPST	Length of consultation	Will the time taken to examine a patient during a face to face consultation counted within the allocated 10mins?	Yes the time for examining will count in the 10 minutes
47. GPST	LTFT	Will any kind of allowance be made if a trainee is LTFT and therefore would have less clinical time to record consultations?	While we appreciate there is less time for you – there are no additional allowances for LTFT trainees.
48. GPST	Patient confidentiality	Our consultation room for face-to-face consultation has no curtain due to infection control measures, for intimate examinations I was thinking of covering the camera and turning it to face the wall, is this sufficient? Also we check patient is the correct one prior to entering consult but is this anonymous during consult and should I avoid saying their name.	Covering the camera is acceptable but you must <b>not</b> switch the camera off. You can still check the patient is the correct one. The patient Will have given consent for the recording.
49. GPST	Preparation	I have Annual leave booked in June which gives very little time to prepare.	We appreciate that preparation time is short. However, you would have been prepared to sit CSA in March / April and the competencies required of you are the same. Using your educational half day and time for day release may be helpful
50. GPST	Recording	Do all of videos have to be recorded at the same time? Is it just that each consultation has to be continuous and not edited?	No. You can record consultations at different times but each Individual consultation must be continuous and not edited.
51. GPST	Recording	If we want to start recording videos now, what kind of video device can we use?	You can use the same video device you would use for COTs either face to face or audio consultations
52. GPST	Recording	If we are videoing audio calls- should we have the video facing me?	Yes it is useful for the examiner to see you and be able to hear the patient.
53. GPST	Recording	Can we record consultations on our smart phones? As the guidance we were sent said we could use smart devices.	Yes, you will be able to record on smart phones when 14F Release the app

<b>54. GPST</b>	Recording	Do you have any idea when the website and app will go live?	The 14F website went live on the 5 <sup>th</sup> June for practising purposes The weblink is <a href="https://support.fourteenfish.com/hc/en-gb/categories/360001624977">https://support.fourteenfish.com/hc/en-gb/categories/360001624977</a>
<b>55. GPST</b>	Recording	Is it a requirement in the audio assessments to have your face shown? In my practice all our audio cots are done to a blank screen with the lens closed - is this acceptable? otherwise all my recordings are now useless.	It is not a requirement for you to be seen – both you and the patient must be able to be clearly heard
<b>56. GPST</b>	Recording	Can we record on voice memo on our phones from now? Do we have to wait for the app?	Yes, you can record on digital recorders and then upload these once the 14F platform is ready.
<b>57. GPST</b>	Recording	Can I ask how you would record video consultations? Should you simply aim the video camera towards the computer screen?	You can do this making sure the sound and visual quality is good. You can video directly from the 14 Fish platform too.
<b>58. GPST</b>	Recording	Regarding recordings only allowed to be 3 months old - is this 3 months old at time of submission to 14fish, or 3 months old at time of marking?	It will be 3 months old at the time of submission
<b>59. GPST</b>	Recording	Is it expected that telephone consultations will be audio only, or should we record ourselves?	It can be audio only but if you record using 14 Fish it will video you and audio record the patient.
<b>60. GPST</b>	Recording	If we have a recording system at work as part of the practice, which automatically stores the consultations, can we use these? Or do you need to have our face seen? Can it just be an audio if confirmed by our supervisors that it is us?	Yes, you can. Both you and the patient should be seen on a face to face consultation. If an audio both you and the patient must be clearly heard. Your ES will bae aske to confirm that all your submissions are your own work
<b>61. GPST</b>	Recording	To confirm the recorded video consultations should they be sent as 13 separate videos or as one continuous video featuring 13 consultations?	You can upload/ record as many consultations as you like to 14 Fish – you will have access to a table where you can delete consultations you do not want to use. When ready you should submit all 13 consultations at the one time by the deadline date
<b>62. ES</b>	Recording	If the trainee is using videos recorded on a different device, eg video camera, how are these uploaded? and do they need to have a date stamp on the screen?	Instructions will be available from 14 Fish There is a support webpage <a href="https://support.fourteenfish.com/hc/en-gb/categories/360001624977">https://support.fourteenfish.com/hc/en-gb/categories/360001624977</a> Not aware a date stamp is required
<b>63. ES</b>	Recording	How do the trainees delete not needed recordings?	All uploaded consultations will be placed in a table on 14 Fish platform and the trainee can review and delete these



<b>64. ES</b>	Recording	How will you deal with the wearing of PPE?	In a face to face consultation the trainee should wear whatever PPE is advised. Other restrictions on face covering as in Exam Regulations Still stand
<b>65. ES</b>	Recording	On the premise that the RCA will be present well into 2021, may I confirm St3's starting in Aug can only use recordings collected in the 3months prior to their 'upload date' and not recordings collected throughout the 12 months or so?	Yes that is correct
<b>66. GPST</b>	Resources	During my normal consultations at work, I would use other resources during my consultations such as guidelines etc. In the RCA, can we only use the BNF like in the CSA?	Yes, you should only use the same resources as allowed in the CSA
<b>67. GPST/ES</b>	Submission Dates	Is the submission date same for every candidate ie 30th June. Or time lapse for 14 days starting from application dates ie: every candidate has different submission dates?	The submission window is the same for all candidates and is the 15 <sup>th</sup> June – 28 <sup>th</sup> June inclusively. Applicants can submit any time during this window. Submissions will not be accepted after this date