**Criteria for grading answers to enquiries.**

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|  | **CORRECT – score 5** | **INCOMPLETE – score 1-4** | **INCORRECT – Score 0** |
| ***Document-ation***(Standards are the same for all levels of complexity) | Record is complete *i.e.* * legible; with correct spelling and no unfamiliar abbreviations;
* enquirer details complete (full name, address/contact).
* patient’s details are present if relevant,
* the question is documented to allow a third party to tackle it without further contact with the enquirer;
* details of resources are complete;
* names of others contacted with regard to the enquiry are recorded;
* there is a concise summary of the answer.
 | Record is complete to the extent that * it is legible,
* enquirer details are sufficient to permit the enquirer to be traced, or a statement that enquirer wished to remain anonymous is present.
* a summary of the answer is present,
* but there are one or more deficiencies, e.g. as follows:
* enquirer details are incomplete, e.g. first name and department only,
* patient details (if appropriate) are missing or incomplete,
* documentation of resources used is incomplete.
 | There are key omissions *i.e.* * the record is illegible
* contact name and/or means of contact are missing.
* the question and/or answer cannot be understood.
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| ***Analysis*** (As above) | The form shows evidence that the question has been fully understood, and that sufficient, relevant background information has been obtained. | Some relevant information (useful but not essential) is missing which may have assisted in providing a more comprehensive answer. Implications of enquiry not fully understood. | Question does not appear to have been understood, no background information. Omissions in enquiry. |
| ***Coverage***(Standards depend on level of complexity) | **Level 1** – ***Simple enquiries - answered using data from one or two standard sources.***  |
| Shows evidence of use of relevant authoritative resources or (if appropriate) accurate and up-to-date personal knowledge. | Accurate but not comprehensive personal knowledge used. Answer might have been improved by use of additional/alternative resources. | Inaccurate personal knowledge used. Answer not supported by relevant resources. |
| **Level 2 – *Complex enquiries – requiring the use of multiple and more specialist sources where the available evidence provides a reasonably clear answer or course of action.*** |
| Relevant authoritative general resources have been used. In addition, databases, in-house files and more specialised resources have been used where appropriate. It is unlikely further useful information would be gained by further resource use. | There is evidence appropriate resources have been used but omissions are apparent, and/or resources have not been used in a systematic fashion (*i.e.* authoritative references first, then more specialised resources if needed). Useful information may have been missed. | Key texts appear to have been omitted. It is likely that important information has been missed. |
| **Level 3** – ***Complex enquiries – in the absence of a clear answer or course of action from available sources, professional judgement is used to provide advice to the enquirer. This may require the specialist evaluation of multiple sources and the evaluation of primary literature.*** |
| As for level 2. In addition, where necessary, a thorough search of the literature has been conducted.  | As for level 2, and/or incomplete use of bibliographic databases where use of these was necessary. | Key resources omitted. It is likely that *important* information was missed. |
| ***Answer***(Standards depend on level of complexity) | **Level 1** – ***Simple enquiries - answered using data from one or two standard sources.***  |
| Evidence that the answer is accurate and based on comprehensive knowledge supported by appropriate resources where necessary. The answer has been communicated at a suitable level (use of language) and by an appropriate method. | The answer appears to be accurate and supported, but there may have been some problems, *e.g.* as follows: * level of detail inadequate;
* inappropriate level/ method of communication.
 | The answer is inaccurate, or the enquiry has not been answered at all, and/or there has been a serious failure in communication. |
| **Levels 2 and 3– *Complex enquiries – multiple sources and professional judgement***. |
| Evidence that comprehensive knowledge and thorough consideration of the issues have been used. The information has been evaluated in a logical fashion. Skill in interpreting the information and application to individual circumstances are demonstrated. Calculations are correct. The answer has been communicated at a suitable level (use of language) and by an appropriate method. | Accurate information has been supplied but there are deficiencies *e.g.* in one or more of the following areas:* some issues relevant to the answer have been overlooked;
* the information has been passed on without evaluation, or insufficient evaluation;
* level of detail inadequate;
* inappropriate level/ method of communication.
 | The answer is inaccurate, or the enquiry has not been answered at all, and/or there has been a serious failure in communication. |