

Nottingham University Hospitals NHS Trust

Outcomes Report Radiology

for healthcare, education and training

<i>Report For:</i>	Nottingham University Hospitals NHS Trust – Addendum Report Radiology
<i>Completed by:</i>	Kirsty Neale
<i>Role and Contact Details:</i>	Quality Manager Health Education East Midlands
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1: Introduction

Health Education East Midlands (HEEM) is responsible for managing the quality of multi-professional education and training across the East Midlands. We have specified the standards we expect providers to meet in East Midlands Multi-professional Quality Standards for local training and education providers.

This is the first year of our new approach to quality management visits, which look at the quality of education and training of all healthcare professionals within the region. This is to comply with our requirements to improve patient care through the effective management of the quality of healthcare education and training, for both Health Education England and the General Medical Council (GMC).

We were unable to meet with the trainees from Radiology on the day of the Quality Management Visit and therefore an additional meeting was arranged for the 11th December 2014. This is an addendum to the main report for the School of Radiology.

2: Good Practice

On 11th December 2014 HEEM Quality team met with a large group of radiology trainee doctors presently working at different sites across the East Midlands. The group was advised that we wished to focus on their experiences of education and training at Nottingham University Hospitals Trust.

Trainees report good clinical support out of hours.

We were interested to hear about the planned feedback mechanism which will enable trainee doctors to provide feedback on the education provided by trainers that is being developed. Trainees felt it may be useful once the system is established to share the feedback with HEEM. HEEM look forward to receiving updates as to how this system is being developed and established.

Trainee doctors also reported

- Good one to one Consultant support at Nottingham City Hospital and this model would be welcomed at Queen's Medical Centre.
- Good and improved MSK training and experience.
- Good teaching in the first year of training which is protected.

3: Areas for Improvement

Trainee doctors discussed their concerns relating to plain film reporting and achieving the local targets set. It was felt there could be a number of reasons for this including:

- The availability of reporting sessions
- The availability of Consultants
- The impact of workload and covering gaps on the rota
- Access to reporting equipment

We heard of instances where trainees are working outside of their contracted hours in an attempt to reach the School's targets for plain film reporting. We also heard that trainees had experienced and appreciated the fixed reporting time of two hours per week at both Royal Derby Hospital and Kingsmill Hospital.

Trainees remain concerned about the period between 9pm to 12 midnight and it was reported that there had been a number of attempts to affect change including proposed changes to the rota and an escalation policy. However, trainees felt this had had minimal impact to date and could be further improved. Trainees suggested potential solutions including:

- A lead out of hours Consultant
- The Consultant to proactively check workload
- Use of PAC chat
- Reviewing working arrangements

Trainees acknowledged that the Consultant workload is heavy.

HEEM are aware of reports of undermining behaviours within the department. We are also aware of action taken within the department as a result. HEEM will continue to work with the School and will monitor this concern closely.

Some trainees reported that last year they had not had an Educational Supervisor. In some cases we heard this had negatively impacted on their training, leaving them feeling they had a lack of direction and guidance.

3: Areas for Improvement Contd

We heard of a lack of formal teaching programme. Thursday afternoons are allocated to teaching and is arranged presently by a Registrar who, using a template from a programme of another Trust, has attempted to complete the programme by requesting teaching sessions from Consultants. We heard that it was felt that there was a lack of willingness to teach from a minority of the Consultants and we also heard there was no Consultant led sub-speciality teaching.

Trainees also reported

- Limited MRI experience at both sites.
- Imbalance between workload and education.
- Lack of consultation about change, involvement with decision making and poor communication.
- Lack of equipment including adequate numbers of PACs machines, PCs, access to the internet and electronic resources.

4: Requirements and Recommendations

Requirements

- The Trust must develop a strategy that embeds education and training within all clinical environments.
- The Trust needs to develop a policy to recognise and value the contribution of named Educational and Clinical Supervisors and multi professional trainers. This requires clear job planning, role descriptions and expectations of all staff involved in education.

Recommendations

- The Trust to work with the School to review how local plain film targets can be reached.
- Ensure all members of the department have had the opportunity to attend values and behaviours training.
- Ensure all trainees are allocated an Educational Supervisor prior to/or at the start of a rotation and that the sessions are booked and are effective.
- Review the balance of service provision and education to ensure delivery of the curriculum.
- A formal teaching programme is established with full Consultant engagement.
- Review the provision of equipment and IT provision to ensure fitness for purpose. (Equipment issues were raised by trainees to HEEM at the Quality Management visit in 2013).
- Review the exposure to MRI sessions.
- The department should work with the trainee doctors to improve lines of communication and engagement.
- HEEM would welcome the opportunity to meet with the trainers from the Department to discuss how communication and training can be improved within the Department and how HEEM can best support the trainers.

HEEM would also welcome the opportunity to meet again with the trainee doctors in June/July 2015 to discuss progress made.

5: Action Plan

HEEM have received a comprehensive response from the Radiology department at Nottingham University Hospitals NHS Trust. We recognise that the department has already made progress on the requirement and recommendations detailed in the report and we look forward to working closely with the Trust and the School of Radiology to develop this work further.