

Exploring the Impact and Consequence of Non-Standard Outcomes:

The initial HEEM programme of training for ARCP panel chairs covered the authority, role and responsibility of chairs, the appeals process and the link between ARCP and Revalidation.

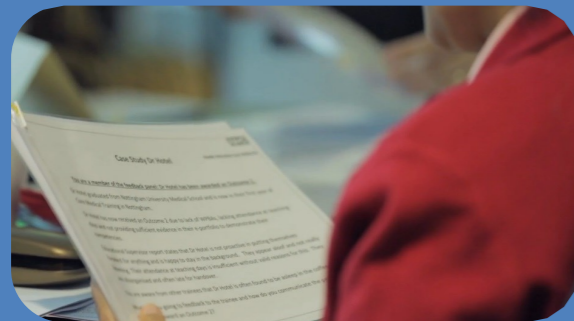
Acting upon feedback received during the 2011 – 2013 period of these initial workshops, the next phase of chairs training was designed to explore the impact of non-standard outcomes and issues surrounding trainees in difficulty: From the decision making process, to feeding back the outcome, and encompassing any further activity connected to the outcome decision; such as referral to the Training Support Service (TSS), and the lead up to the appeals process/removal from training.

Building on positive feedback received for the scenario element of the initial workshops, the interactive element of *'Exploring the Impact..'* was increased with simulated feedback sessions.



A group of five experienced medical simulators were employed to act as trainees, and utilised in a selection of five minute feedback sessions for each educator group. Group members took turns to lead the feedback session for a simulated trainee, each of whom had a distinct set of educational circumstances and character traits underpinning the outcome they had been awarded.

Feedback collected from the *'Exploring the Impact...'* workshops has indicated that delegates found the feedback simulations by far the most useful element of the workshops. (77 positive affirmations vs. 9 for the next topic recorded)



Video:

It was identified from the initial run of chair training workshops that, whilst a high percentage of TPD's and Heads of School had attended, the team needed to provide a resource which could be readily accessed for those who were unable to attend, or had been appointed after the training had taken place.



With *'Exploring the Impact..'* this would prove more difficult as there was no way of replicating the interactive feedback sessions within the context of a video. Instead it was decided to use the resource to illustrate areas of good and bad feedback practice, as well as the need for a clear split between the feedback and action planning meeting.

Once again professional actors were used alongside experienced educators to simulate two ARCP panels in which a trainee was awarded an Outcome 3 for a second generic exam fail.

This was expanded with a post-feedback interview from the trainee, and a talking head from the Deputy Postgraduate Dean in emphasising the pertinent points of each simulated panel.



Upon the completion of *'Exploring the Impact..'*, feedback from delegates suggested the next training focus should be around the work of Educational Supervisors in documenting and identifying training problems as early as possible. Consequently, the Assessment & Revalidation team worked closely with educators to develop two seminars taking place in Spring 2015 with approximately 300 delegates in attendance.