

Quality Register as of 08/09/2016

Trust	
Gloucestershire Hospitals NHS Foundation Trust	
Item Number	SEV0112-133
Programme No(s)	SWP908
Programme Name(s)	General Surgery
Post Specialty	General surgery
Grade	Higher
Date identified	01/01/2010
Issues	2012 GMC NTS red Outliers for Local teaching, regional teaching, workload and Induction. GMC NTS 2013 6 Patient safety concerns and double Red Outlier (2013-2014) for Clinical Supervision. The GMC NTS 2014 identified 4 Patient Safety Concerns. 2015 GMC NTS double red outlier for Regional Teaching.
Actions taken	2016 GMC NTS: Red outliers for Access to Educational Resources, Induction Local Teaching, Regional Teaching (triple red), Study Leave and Work Load. Pink outlier for Educational Supervision. Results have deteriorated since 2015.
Actions planned	Suggest level 2 visit to the Trust. Move to concerns over progress.
Evidence	GMC NTS Survey
Date of update	14/07/2016
Status	Stage 3c: Concerns over Progress
RAG	Red
Actions taken	DME: Continued to stress the importance of trainees being released for regional teaching. Issue regarding on call cover at GRH at night: As stated previously this issue is sorted as outlined in previous reports. It is not flagging up on GMC NTS survey or internal discussions . This issue should be closed
Actions planned	Check GMC NTS 2016
Evidence	Response from DME
Date of update	15/05/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber

Item Number	SEV0715-505
Programme No(s)	SEV2238, SEV977, SWP908
Programme Name(s)	Foundation, Core Surgical Training, General Surgery
Post Specialty	General surgery
Grade	All
Date identified	16/07/2015
Issues	2015 Issue with regard to surgical cover at Gloucester Royal Hospital at night.

Actions taken	2016 GMC NTS: red outliers for Regional Teaching (double red) and Study Leave.
Actions planned	Monitor via routine quality processes
Evidence	GMC NTS Survey
Date of update	14/07/2016
Status	Stage 3b: Monitoring Progress
RAG	Red

Actions taken	DME: Continued to stress the importance of trainees being released for regional teaching. Issue regarding on call cover at GRH at night: As stated previously this issue is sorted as outlined in previous reports. It is not flagging up on GMC NTS survey or int
Actions planned	GMC NTS 2016
Evidence	Response from DME
Date of update	15/05/2016
Status	Stage 3b: Monitoring Progress
RAG	Red

Item Number	SEV0715-536
Programme No(s)	SEV2238, SEV977, SWP908
Programme Name(s)	Foundation, Core Surgical Training, General Surgery
Post Specialty	Vascular Surgery
Grade	Core, Foundation, Higher
Date identified	23/07/2015
Issues	2015 GMC NTS: red outliers by post specialty for - local teaching and supportive environment. 2016 GMC NTS: bullying and undermining concern 1-1375815755.

Actions taken	2016 GMC NTS: pink outliers for Supportive environment and Work Load.
Actions planned	Manage through routine quality processes.
Evidence	GMC NTS Survey
Date of update	14/07/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber
Actions taken	DME: OOPE GOAM SPR will start a one year post in August 2016 to develop liaison with the vascular team providing regular medical input to the vascular wards. It is envisaged this will provide further support clinical support for trainees. The DME had further meeting with another consultant re undermining behaviour and there is a meeting with a foundation programme director, the DME and a vascular consultant booked with the aim of reducing this further.
Actions planned	Check GMC NTS 2016
Evidence	Response from DME
Date of update	28/04/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber
Actions taken	DME responding to UM Concern: There was another consultant who was reported on the Quality Panel to have persistent undermining behaviour. He was interviewed by the Head of the School of Surgery, the Medical Director and myself. He is actually a keen teacher but he is very challenging and needed to change his teaching style and to understand the other constraints on trainees apart from doing his work and arriving in theatre on time for his lists. I have again checked back with the vascular trainees who say his behaviour has improved significantly. The foundation programme directors, who have been monitoring the posts very closely in view of previous problems, also report that the situation has improved. This department will be kept under close review. Many of the problems have arisen on the back of two separated departments being merged and the tensions which exist there. These have not resolved but are improving.
Actions planned	Check quantitative GMC NTS 2016
Evidence	Response from DME
Date of update	05/04/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber
Actions taken	The 2016 GMC NTS showed continued evidence of bullying in vascular surgery by a consultant to trainees. Code: 1-1375815755
Actions planned	Check GMC NTS 2016
Evidence	GMC Undermining Concerns
Date of update	04/04/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber

Item Number	SEV0715-480
Programme No(s)	SEV2238, SEV977, SWP908
Programme Name(s)	Foundation, Core Surgical Training, General Surgery
Post Specialty	General surgery
Grade	Core, Foundation, Higher
Date identified	23/07/2015
Issues	Reopening of closed line: SEV0112-155. 2015 GMC NTS: red outliers by post specialty (i.e. All trainees) for Clinical Supervision, Clinical Supervision out of hours, Feedback and supportive environment. Also 1 red outlier by programme (for higher trainees) also in Feedback.

Actions taken 2016 GMC NTS (higher trainee results) RED outliers for: Adequate Experience, Clinical Supervision, Clinical Supervision out of hours, Local Teaching, Overall Satisfaction, Reporting systems and Supportive environment. Pink Outliers for: Educational Supervision, Feedback, Handover and Regional Teaching.

Actions planned Continuing issues suggest Level 2 joint schools visit.

Evidence GMC NTS Survey

Date of update 14/07/2016

Status Stage 3a: Progress not yet apparent

RAG Red

Actions taken 2016 GMC NTS: red outliers for all trainees (by post specialty) for: Clinical Supervision, Local Teaching and Reporting systems

Actions planned Continuing issues suggest Level 2 joint schools visit.

Evidence GMC NTS Survey

Date of update 14/07/2016

Status Stage 3a: Progress not yet apparent

RAG Red

Actions taken DME response:1. This area of practice has been closely monitored throughout the year with no further internal issues raised.
 2. A programme of weekly surgical teaching has been implemented and includes the management of relevant acute surgical conditions (ENT, urology and general surgery) as well as the role of ITU outreach and surgery in the elderly.
 3. A mentoring programme was considered and planned but there was little enthusiasm from the trainees.
 4. We have planned to deliver teaching on a rolling monthly basis, covering consultant delivered teaching on acute surgery, the introduction of an ALERT course to support acute deterioration of a surgical patient and practical surgical skills workshop. With the support of the Medical Education Team, we hope to deliver this from August 2016.
 5. It has been made clear to trainees at induction that senior colleagues are contactable in theatre and a formal buddy ward system for medical advice is to be re-established.

Actions planned Check GMC NTS 2016

Evidence Response from DME

Date of update 29/04/2016

Status Stage 3b: Monitoring Progress

RAG Amber

Trust North Bristol NHS Trust

Item Number	SEV0112-139
Programme No(s)	SWP908
Programme Name(s)	General Surgery
Post Specialty	General surgery
Grade	Higher
Date identified	01/01/2011
Issues	Hours of education per week, workload, undermining by consultant, study leave. 2015 GMC NTS: Red outliers for Regional Teaching and Local Teaching. 2016 GMC NTS results: pink outliers for Educational Supervision, Induction and Regional Teaching.

Actions taken 2016 GMC NTS results: pink outliers for Educational Supervision, Induction and Regional Teaching.

Actions planned Continue to address issues and monitor on the QR.

Evidence GMC NTS Survey

Date of update 14/07/2016

Status Stage 3b: Monitoring Progress

RAG Green

Actions taken	DME: Following major service review across Bristol / Avon, with transfer / consolidation of several major specialties (vascular, urology, breast surgery, trauma) at NBT providing a high complexity / regional tertiary referral service (joining neurosurgery, transplant, plastics/ burns), staffing concerns persist. At service transfer (1) locally linked foundation trainees did NOT move with the service & NBT has not gained any additional trainees by central re-allocation) (2) CST trainees complain that they are covering for foundation level deficiencies (3) Because of the complexity of workload - NBT is having to be innovative (within rota / hours constraints) in ring fencing simple cases for CST training. (AMBER - MONITOR)
Actions planned	Check GMC NTS 2016
Evidence	Response from DME
Date of update	29/04/2016
Status	Stage 3b: Monitoring Progress
RAG	Green

Item Number	SEV0715-535
Programme No(s)	SEV2238, SEV977, SWP908
Programme Name(s)	Foundation, Core Surgical Training, General Surgery
Post Specialty	Vascular Surgery
Grade	Core, Foundation, Higher
Date identified	23/07/2015
Issues	2015 GMC NTS: feedback and workload red outliers.

Actions taken	Quality Panel F2: Excellent. F1: Good - comments: Irratic rota causes issues with cover. Better rota planning required to allow more trainees on wards. Induction needs improving for those trainees on post nights etc
Actions planned	Response from DME required.
Evidence	Quality Panel
Date of update	02/08/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber

Actions taken	2016 GMC NTS: red outliers for: Induction and Work Load. Pink outliers for: Feedback by post speciality.
Actions planned	Response from DME required.
Evidence	GMC NTS Survey
Date of update	14/07/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber

Item Number	SEV0814-403
Programme No(s)	SEV977, SWP908
Programme Name(s)	Core Surgical Training, General Surgery
Post Specialty	General surgery
Grade	Core, Higher
Date identified	01/06/2014
Issues	2013/14/15 Regional Teaching Triple red outlier. 2013/14 Workload - Double Red Outliers. 2014 GMC NTS red outliers for Access to Educational Resources 2015 GMC NTS red outlier for Local teaching. 2016 GMC NTS qualitative concern regarding staffing (1-1372748684) from higher trainee. 2016 GMC NTS qualitative concern concerning fatigue after being asked to fill rota gaps in Surgical rota (1-1374432001) by core trainee.

Actions taken 2016 GMC NTS: Higher trainees red outliers in Access to Educational Resources, Clinical Supervision, Clinical Supervision out of hours
Local Teaching, Regional Teaching, Supportive environment and Work Load. Pink outliers for: Adequate Experience, Educational Supervision, Induction
Overall Satisfaction and Reporting systems.
Results by post specialty: red outliers for Local Teaching, Regional Teaching and Work Load.

Actions planned Suggest Level 2 visit as long standing issues. Move to Red.

Evidence GMC NTS Survey

Date of update 14/07/2016

Status Stage 3c: Concerns over Progress

RAG Red

Actions taken DME responded to patient safety concern with comments from Clinical Lead in General Surgery: We are one SHO (normally seven) and three registrar (normally ten) posts short. SHOs: Our seventh SHO was recruited to another speciality with an enhanced rate of pay and freedom from weekend on call. We have had SHO LAS adverts out twice in the last two months but unable to recruit. SpR / reg: We are down two ST posts due to senior STs on OOPE and soon to be 2.5 down as one of our existing STs moves to LTFT. We have a supernumerary academic ST working every other week and <50% on call so overall we are two STs down. Associate specialist has no OOH on call so permanent locum slot on reg on call rota. We are therefore three STs short on the on call rota. We have had registrar LAS adverts out three times since before Xmas but unable to recruit. I have contacted the TPD twice to explain our difficulty and they cannot help.

Actions planned Monitor GMC NTS results 2016

Evidence Response from DME

Date of update 01/06/2016

Status Stage 3b: Monitoring Progress

RAG Amber

Actions taken DME: Response from ADMEQ - Regional teaching being addressed by TPD Rob Longman. Local teaching - new programme instigated by new Speciality Tutor Paul Maddox and trainees. New teaching lists receiving favourable response from trainees. QP identified improving protected time for teaching.

Actions planned Monitor GMC NTS results 2016

Evidence Response from DME

Date of update 24/04/2016

Status Stage 3b: Monitoring Progress

RAG Amber

Actions taken GMC Training Survey qualitative comment (1-1372748684) Higher trainee has concerns about lack of staffing and rota gaps leading to incomplete emergency teams and low morale. 2016 GMC NTS qualitative concern concerning fatigue after being asked to fill rota gaps in Surgical rota (1-1374432001) by core trainee.

Actions planned DME response required.

Evidence GMC Patient Safety Concerns

Date of update 01/04/2016

Status Stage 3b: Monitoring Progress

RAG Amber

Item Number	SEV0915-561
Programme No(s)	SWP908
Programme Name(s)	General Surgery
Post Specialty	General surgery
Grade	F1, Foundation
Date identified	03/09/2015
Issues	Some issues regarding quality of colorectal surgery and breast surgery posts identified in 2015 Quality Panel.

Actions taken 2016 GMC NTS: no red outliers for this area. Green outlier for reporting systems.

Actions planned Monitor quality panel. Moved to green.

Evidence GMC NTS Survey

Date of update 14/07/2016

Status Stage 3b: Monitoring Progress

RAG Green

Actions taken	DME: Recent QP identified unsupervised clinics as being of lesser educational value. ADMEQ discussed with Speciality Tutor and Clinical Lead to institute intra-team teaching and improve teaching/supervision within clinics.
Actions planned	Monitor GMC NTS 2016 and quality panel.
Evidence	Response from DME
Date of update	24/04/2016
Status	Stage 3b: Monitoring Progress
RAG	Amber
Trust	University Hospitals Bristol NHS Foundation Trust

Item Number	SEV0316-573
Programme No(s)	SWP908
Programme Name(s)	General Surgery
Post Specialty	General surgery
Grade	Higher
Date identified	21/03/2016
Issues	Quality Panel identified issues of bullying and undermining.

Actions taken	2016 GMC NTS: no red outlier for supportive environment.
Actions planned	Review at contract meeting.
Evidence	GMC NTS Survey
Date of update	14/07/2016
Status	Stage 2: Implementing Solution
RAG	Amber

Item Number	SEV0715-533
Programme No(s)	SEV2238, SEV977, SWP908
Programme Name(s)	Foundation, Core Surgical Training, General Surgery
Post Specialty	General surgery
Grade	Core, Foundation, Higher
Date identified	23/07/2015
Issues	2015 GMC NTS red outliers for: Access to Educational Resources, Clinical Supervision, Clinical Supervision out of hours, Handover, Local Teaching, Overall Satisfaction, Regional Teaching and Supportive environment

Actions taken	2016 GMC NTS: red outliers for Clinical Supervision, Feedback, Handover and Overall Satisfaction. Pink outlier for: clinical supervision out of hours
Actions planned	Level 4 visit November 2016
Evidence	GMC NTS Survey
Date of update	14/07/2016
Status	Stage 3c: Concerns over Progress
RAG	Red*

Actions taken	<p>Details from Level 4 triggered visit report January 2016: On-going consultant vacancies mostly filled with long-term (1 year) NHS locums some of which are fully accredited educational supervisors, increased consultant presence on ward rounds, educational supervision improved, feedback facilitated through monthly junior doctor forum (format changed to closed meeting with MD and FPD only) and hazard reporting line (additional anonymous route for raising concerns implemented, with high volume use), good multi-professional team handover at night, Awaiting results from GMC NTS 2016</p> <p>No expectations of trainees to take consent, increased number of surgical registrars (2 new clinical fellow posts),</p> <p>During the GMC visit on 14th Sept "surgical trainees reported improved consultant engagement including daytime supervision and teaching, some concerns remain regarding workload and supervision OOH, Established MRCS teaching programme weekly with feedback collected, see enhanced monitoring data, awaiting results GMC NTS 2016</p>
Actions planned	Review action plan from Level 4 visit. Review GMC NTS results 2016
Evidence	Response from DME
Date of update	24/04/2016
Status	Stage 3c: Concerns over Progress
RAG	Red*

Stages	Description
Stage 1: Investigation	Verification of concern is being undertaken and action plan is not yet in place.
Stage 2: Implementing Solution	Action plans/plans for improvement are in place, but are yet to be fully implemented and evaluated.
Stage 3a: Progress not yet apparent	There is no change as of yet, but there continuing monitoring and evaluation of actions
Stage 3b: Monitoring Progress	Actions are being implemented, and there is evidence of improvement through monitoring.
Stage 3c: Concerns over Progress	The action plan has fallen behind or is likely to fall behind.
Stage 4: Closed	Solutions are verified, evidence that there has been sustained improvement over an appropriate time