

Kent, Sussex and Surrey (KSS) Quality Team Newsletter

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Welcome to the KSS Quality Team newsletter.

What's in this edition:

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- **Mission statement and strategic ambition**
- **Who we are: staffing**
- **Enhancing trainee voice**
- **Transition update**
- **Quality review processes overview**
- **GMC National Training Survey (NTS)**

Our first newsletter

Welcome to the KSS Quality Team. The team became operational on 1 December 2018. The key Quality Team focus for the first four months has been to transition the work from the London Quality Patient Safety and Commissioning Team in a robust manner with minimal disruption to key stakeholders.

Key achievements since becoming operational for the KSS team are:

- recruited, inducted and trained new posts
- three visits jointly with London, a further 17 visits organised and led or planned until June 2019
- analysed and updated 16 Trust action plans
- established links with key stakeholders including attendance at a range of internal and external meetings
- analysed, developed and submitted reports to NHS England for arms lengths bodies, professional regulators and internal HEE governance structures
- begun to review processes and work with County Deans, Heads of Schools and Medical Education Managers to refine quality interventions to ensure they are appropriate for KSS.

A busy first four months!

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Our first newsletter continued...

However, the team are keen to ensure we improve and enhance the service we provide. This quarterly newsletter aims to provide you with an update on:

- the role of the team
- who we are
- work we are undertaking currently
- future plans

We will continue to provide updates at various meetings but please do come and visit us on the third floor if you are in Crawley hospital.

May I take this opportunity to thank everyone for their support as we have transitioned the service and to say how delighted I am to work with you all to support quality education placements for the many trainees working within KSS.

Liz Fidler

Associate Dean (Quality)



Our mission statement

We are committed to supporting the implementation of education standards in clinical learning environments as defined in the HEE Quality Framework.

Learners have a right to expect safe, good quality education from their clinical placements.

Strategic ambition 1:

To provide evidence-based quality management processes that enable transformation and sharing of best practice.

Strategic ambition 2:

To contribute to wider quality management systems enabling sharing of intelligence to promote learning opportunities.

Who we are: staffing

We now have a full team in place and are delighted to be able to introduce everyone to you. Find out about what we all do and how to contact us from the table below.



L-R: Liz Fidler, Heather Haynes, Denise Redford, Yaa Addo, Tiffiney Kent, Sarah Stanbridge, Bridget Kelly

Name	Role
Liz Fidler Liz.Fidler@hee.nhs.uk T: 01293 227148 M: 07795 616861	Associate Dean – Quality The core function of this job is to have the overview of how quality is managed and how this fits with the other work of HEE KSS locally and regionally, as well as ensuring the delivery of high level quality functions across arm's length bodies and professional regulators.
Bridget Kelly Bridget.Kelly@hee.nhs.uk T: 01293 227148 M: 07717 336175	Quality Lead The core function of the job is to implement the Quality Framework in KSS and to manage operational delivery of the Quality Team and associated work.
Heather Haynes Heather.Haynes@hee.nhs.uk T: 01293 227148 M: 07827 307014	Quality Support Manager (Reporting and Regulation) The core function of this job is to be the team's link to regulatory bodies and lead on the GMC NTS processes and analysis of results from the survey. This role also leads on reporting for the team, including HEE Reporting Register, GMC Deans Report and other reports to arm's length bodies as required. Additionally, this role oversees the primary care quality workstream.
Tiffiney Kent Tiffiney.Kent@hee.nhs.uk T: 01293 227148 M: 07747 008263	Quality Project Officer The core function of this job is to monitor, analyse and act upon multi-professional quality intelligence working closely with Higher Education Institutions (HEIs), Medical Schools and Local Education Providers, to ensure that the quality of education and training is of the highest standards and that robust quality control mechanisms are in place. The role includes setting up, attending and documenting quality visits and following up on actions. The role also includes developing strong supportive relationships with education providers and to act as a source of knowledge and advice for good practice and problem solving.

Name	Role
Denise Redford Denise.Redford@hee.nhs.uk T: 01293 227148 M: 07920 418758	Quality Project Officer The core function of this job is to monitor, analyse and act upon multiprofessional quality intelligence working closely with Higher Education Institutions (HEIs), Medical Schools and Local Education Providers, to ensure that the quality of education and training is of the highest standards and that robust quality control mechanisms are in place. The role includes setting up, attending and documenting quality visits and following up on actions. The role also includes developing strong supportive relationships with education providers and to act as a source of knowledge and advice for good practice and problem solving.
Sarah Stanbridge Sarah.Stanbridge@hee.nhs.uk T: 01293 227148	Quality Support Administrator The core function of this job is to provide high-quality accurate, comprehensive, confidential, and executive administrative support to the Quality Team. This includes day to day team support, coordination of work, disseminating of information, diary management of Associate Dean and Quality Lead, liaison with stakeholders, participate in working groups and initiatives and managing databases.
Yaa Addo Yaa.Addo@hee.nhs.net T: 01293 227148	Quality Support Administrator (Primary Care) The core function of this job is to provide high-quality accurate, comprehensive, confidential, and executive administrative support to the Quality Team. This includes day to day team support, coordination of work, disseminating of information, liaison with stakeholders, participate in working groups and initiatives and managing databases. This role focuses on the primary care quality workstream, the main aspect of this work is educator and training premises approvals.

Welcome to our new team members

We wish our two new team members a great welcome!

Sarah Stanbridge started on 11 March 2019. Her role is to support tracking post visit actions, report deadlines, general administration including Quality Management Oversight Group, primary care post cover and PA support to Liz Fidler and Graeme Dewhurst in relation to quality functions.

Yaa Addo started on 12 March 2019. Yaa will focus on supporting the transition of primary care quality functions from London to KSS. Yaa will work with Heather Haynes to develop and implement the transition plan, processes and operationally support primary care quality.

Enhancing trainee voice

The KSS Quality Team are looking forward to welcoming Tim Chipperfield. Tim will start with the team in April as a Darzi Fellow. Tim's project will focus on how we utilise the multi-professional trainee voice in quality management processes. This will include using technology and providing a model for how we support and train trainee reps to enhance our quality visits. Tim will have a robust induction and will be a key member of the wider HEE team; meeting a range of stakeholders

internally and externally to ensure that the model developed is meaningful so that trainees are empowered and supported to carry out a vital role in contributing to our quality management and improvement interventions. Tim will attend an Operational Group and Integrated Programme Board meeting to begin to make his introductions and to understand the work of the wider KSS team.

Our key focus has been working on a phased transition from London, we have carried out this transition through three clear phases:

1. **Quality reviews** – The team began this work by undertaking a period of shadowing of the London QPSC Team on review visits and taking on report writing. Files were transferred to KSS from London. The existing action plans came over from London and the team have spent time analysing and updating these, working with the County Deans and Trusts. Visits are now being organised and led by our two Quality Project Officers.



2. **GMC National Training Survey (NTS)** – The team have taken HEE responsibilities for the GMC NTS through shadowing London and adapting their existing processes, working with the GMC and Healthcare Education Team. The comments process during the survey will be managed by us. Once the survey results are in, the team will analyse these results and produce reports. The GMC attended our team meeting on 13 March 2019 and shared information on how we can work with them to look at NTS results along with an overview of other regulatory processes for example Deans Report and Enhanced Monitoring.

3. **Primary care quality** – we are beginning to transfer this work over from QPSC in London and it is planned that this will be complete by 1 April 2019. This covers the approval of primary care general practice educators and training premises.

In addition, the HEE National Education and Training Survey (NETS) was launched in December 2018. The survey allowed all learners within clinical learning environments to tell us their views about their education and training. Results were made available to quality teams in HEE in January 2019 and we are awaiting national guidance on next steps. The next survey will take place in autumn 2019. Information and timescales will be shared when known.

Future...

Although our focus to date has been on transition and establishing ourselves as an effective team, we are now moving to ensuring that the Quality Team function and service reflects the needs of our stakeholders. In order to do this effectively we have needed a few months to settle so that we can provide proposals based on experience. We will now begin to work with you to review our quality review processes. This work is also occurring nationally within HEE and we are contributing to it. Below is a brief project overview.

Quality review processes overview

The Quality Team are developing procedures/processes for:

Triggers for a quality intervention (visit etc)	Managing surveys
Process for organising a quality intervention – governance, who, what, when, how	Action plan management
Post quality intervention processes: <ul style="list-style-type: none">◇ Reporting◇ Risk escalation◇ Monitoring◇ Quality improvement	GMC NTS results analysis and reporting covering proposed processes and timelines for 2019

Proposed quality review procedures are currently being drafted and will be co-developed with Associate Deans, Heads of School, Medical Education Managers and other stakeholders. Work has begun on seeking views. Some processes will be shared at Operations Group on 29 March 2019. Procedures will be signed off at Quality Management Oversight Group and Senior Leadership Team. The procedures will be operational from 1 July 2019. This is to support consistency in current business as usual and allow enough time and experience to make improvements with all key stakeholders.

GMC National Training Survey

The GMC NTS for 2019 begins on 19 March 2019 and closes on 1 May 2019. We have been working with the London team and attending planning meetings to ensure that all KSS information is correct for the survey. Trainees will again be able to raise patient safety and bullying and undermining comments during the survey and we will manage these comments and share them with the Deans, and with the relevant Local Education Providers requesting responses. Once the survey results are available to us (expected mid-June) we will analyse them and produce reports; our first priority will be producing a report

for each Head of School. We plan to offer each Head of School a meeting to look at the results and to discuss any other evidence that may exist to highlight a risk.

These meetings will take place in late June/early July – we will be in contact soon. We will also go through the results with the County Deans looking across each of their patches. The results and discussions will be tied together with a summary report and meeting which all Heads of School and Deans will be invited to attend in July. At this stage we will agree a list of quality reviews that are required for 2019/20.

Future Editions...

Our next newsletter will be in June 2019, expect to hear more about:

- Celebrating good practice... what we pick up on visits
- Procedures and processes
- NTS operational plans

