

Kent, Surrey and Sussex (KSS) Quality Team

Newsletter - February 2020



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Welcome to our February newsletter

What's in this edition:

- HEAT awards
- Who we are: Changes to staffing
- Interview with Miss Fiona O'Sullivan—
County Dean for Surrey
- National Education and Training Survey

Welcome to our February Newsletter

Welcome to the fourth edition of our newsletter, it feels quite a special one as it also marks the one-year birthday of the HEE KSS Quality Team!

What a year it has been, thank you for your support as the service has embedded. The team are currently reflecting on achievements and we will share these with you when we publish our annual report in Spring.

I am delighted that we have had a successful year and ended 2019 with nominations for HEE Staff Recognition awards in two categories:

Team nominations

- Quality Team-South East (Kent, Surrey & Sussex) (Crawley) - For their highly professional, cohesive and very hard way of working

Individual nomination

- Sarah Stanbridge (Crawley) - For the huge difference she has made to her team and for always being helpful, cheerful and thorough in everything she does.

We also won the coveted Crawley office best Christmas decorated room, with colleagues from the Transformation team! You can see the photo on Twitter! The trophy is proudly displayed in our office.

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Welcome to our February Newsletter continued

Looking to the future we are busy planning our work programme for 2020, with a focus on building how we support quality across professions. Supporting place-based pilots across multiple sites means we all need to consider new ways of ensuring adequate supervision and quality underpins the trainee/student experience.

I hope you enjoy this edition and please let us know if you would like to contribute an article about any work that you are undertaking. We are keen to promote notable practice and share ideas.

So, as we start 2020, we will continue our programme of work with you to support enhancing the quality of the clinical learning environment in Kent, Surrey and Sussex.

Here's to a happy, healthy and quality 2020.



Liz Fidler
Associate Dean - Quality

Nominations are now open for the 2020 HEAT (Healthcare Education and Training) Awards.

The HEAT awards, run by Health Education England and supported by NHS X, showcase the vital role of education, training and leadership and workforce planning in delivering high-quality compassionate healthcare across the NHS in England.



Do you know an individual or team within your organisation who deserves to be recognised for their outstanding achievements and contribution to the NHS in these fields? There will be awards in the following categories:

Open to individuals:

- Inspiring Student
- Inspiring Apprentice
- Inspiring Trainee
- Inspiring Colleague
- Inspirational Colleague
- Inspiring Returnee
- Inspiring Leader of the Year
- NHS Emerging Leader of the Year

Open to individuals and teams:

- Digital and TEL Innovation Award
- Delivering 21st Century Care Award
- Inspiring Student or Trainee Educator
- Making the NHS the Best Place to Work and Train
- Champion of Diversity, Inclusion and Widening Participation

Open to teams:

- System Transformation Team of the Year

Discretionary awards:

- Our NHS People Champion (finalist who best exemplifies the values of the NHS Constitution)
- HEAT Awards Learner Champion (the most outstanding individual learner)

The finalists will be announced in May. All finalists will be invited, along with their nominators, to an awards ceremony to be held in London on 9 July 2020.

More details, including the awards and judging criteria and how to nominate, can be found [here](#).

Closing date for nominations: 27 March 2020

Who we are: Changes to staffing

We have had a few changes that we wanted to let you know about.

Hayley Kenway has joined us as a part time Quality Project Officer working Mondays, Wednesdays and Fridays. Hayley is a qualified nurse who has a wealth of experience and is re-joining the NHS after a period away.

Sarah Stanbridge has been working as our Quality Support Administrator since March 2019 and has also been appointed as a part time Quality Project Officer. Sarah has previously worked within the NHS as a dietitian and will work three days per week in this new role and continue in her Administrator role for the remaining two days per week.

We are delighted to have both Sarah and Hayley join us as Quality Project Officers. They are currently undertaking their inductions and you may see them as observers and practice scribing reviews over the coming weeks.

Tiffiney Kent continues as Quality Project Officer, working four days per week (Monday – Thursday).

In the future, either Hayley, Sarah or Tiffiney will attend the reviews depending on which day of the week these are taking place. We have decided to divide the Trusts to match the County Deans' responsibilities and these are summarised in the table below. The Quality Project Officers will lead on their own Trusts and where possible will deal with all the correspondence regarding reviews and action plans. However, as they are all working part time, they will make sure that all queries are covered.

Please continue to use the KSSQuality@hee.nhs.uk email account for all your queries relating to quality interventions.



Hayley Kenway



Sarah Stanbridge



Tiffiney Kent

Table 1: Division of Trusts according to County Dean responsibility

| Professor Ali Bokhari - County Dean for Kent | Miss Fiona O'Sullivan – County Dean for Surrey | Dr Chris Carey – County Dean for Sussex |
|---|---|---|
| Hayley Kenway | Sarah Stanbridge | Tiffiney Kent |
| East Kent Hospitals University NHS Foundation Trust | Ashford and St. Peter's NHS Foundation Trust | Dartford and Gravesham NHS Trust |
| Frimley Health NHS Foundation Trust | Brighton and Sussex University Hospitals NHS Trust | East Sussex Healthcare NHS Trust |
| Kent and Medway NHS and Social Care Partnership Trust | Royal Surrey County Hospital NHS Foundation Trust | Queen Victoria Hospital NHS Foundation Trust |
| Maidstone and Tunbridge Wells Trust | Surrey and Borders Partnership NHS Foundation Trust | Surrey and Sussex Healthcare NHS Trust |
| Medway NHS Foundation Trust | | Sussex Community NHS Trust |
| | | Sussex Partnership NHS Foundation Trust |
| | | Western Sussex Hospitals NHS Foundation Trust |

What I do - An Interview with Fiona O'Sullivan

For the third in our series of 'What I do' articles, we asked Fiona O'Sullivan, County Dean for Surrey, to tell us about her role.

How long have you been County Dean and how did you get into this role?

I have been County Dean for Surrey since March 2019. I was previously a Training Programme Director and then became the Head of School of Ophthalmology in London for seven years. In these roles I became increasingly interested in quality interventions to improve healthcare education and training.

What might a typical working week as County Dean look like?

Every week is different! My work as County Dean can include travelling to attend Local Academic Board (LAB) meetings, undertaking quality visits as part of a review team, attending HEE meetings, reviewing reports and evaluating evidence of work to meet agreed requirements for education and training.

This work allows me to get to know different Trusts across the region, from developing an overview of their education and training environment to smaller details like where to find a parking space!

As a County Dean, I have a duty to report serious concerns regarding education and training to the Postgraduate Dean, however on a more positive note I am able to share good practice I have seen within Trusts.

I also have to balance maintaining my clinical practice with my work as County Dean, however I enjoy the contrast between the two roles and find this empowering.

What does your work with the KSS Quality team involve?

I liaise with Trusts across Surrey and Brighton, working with the Quality Team to identify areas of concern regarding the quality of training in these Trusts. We agree a programme of visits where concerns warrant this and work together to implement this, including delivery of reports and action plans to support positive changes following the visits.

What part of your role do you find the most interesting?

The wide variety of people I meet, from those in different trusts across all specialties to those within the team at HEE. I really enjoy working together to effect improvements in training within trusts.

What is the thing that people would find most surprising about your role?

That being good at dealing with spreadsheets is a vital requirement for this role!

What are you looking forward to working on in the future in your role?

I'm looking forward to working to implement the quality framework across the wider multi-professional teams.



HEE National Education and Training Survey (NETS)

The HEE National Education and Training Survey (NETS) ran from 11 November to 13 December 2019. NETS is a comprehensive survey that gives learners an opportunity to give confidential feedback on their training and learning experience. NETS is the only national survey of all healthcare learners across all clinical learning environments.

The survey provides a unique source of multiprofessional learner feedback and insight that enables us to identify improvements and share good practice. In sharing good practice, we can support healthcare professionals to develop the right skills, values and behaviours to deliver high-quality patient care. The survey allows placement providers and education institutions to see how they compare nationally and across all learner and professional groups.



The findings will enable placement providers to demonstrate to learners and regulators that they are providing a high-quality experience and provide education institutions with an opportunity to showcase the quality of clinical placements available within their programmes.

Kent, Surrey and Sussex responses

The final number of responses for Kent, Surrey and Sussex (KSS) was 1371. 1057 Medical Trainees completed the survey and 314 trainees completed the survey via the generic weblink (note some of these could also be medical trainees). KSS came 11th out of the 11 local offices for responses via the link generated for medical trainees. KSS came 9th out of the 11 local offices for responses via generic weblink.

Free Text Comments

When completing the survey learners were able to enter free text comments if they had indicated any of the following:

- Indicated that they had experienced or witnessed bullying/undermining/harassment.
- Indicated that they were 'Extremely Unlikely' or 'Unlikely' to recommend their placement.
- All learners had the opportunity to inform HEE about any positive aspects of their placement.

Free text comments were shared by the National HEE Team with Local Offices during the survey. We reviewed KSS comments during the survey, a summary of the comments received can be found below:

| | Bullying Comments | Placement Comments | Positive Comments |
|--|-------------------|--------------------|-------------------|
| Total Number of Comments | 136 | 89 | 487 |
| Number from Medical & Dental Trainees | 119 (0 dental) | 75 (1 dental) | 429 (2 dental) |
| Number from other Professions | 17 | 14 | 58 |
| Number that have already been raised locally (with placement provider or university) | 49 | 48 | N/A |
| Number that relate to a patient safety concern | N/A | 18 | N/A |

What happens next?

We are working with professional/clinical leads to further review the comments and establish which need to be shared for information or response. Comments will be shared with the education/placement provider if medical or the Higher Education Institution if non-medical, if there is value in doing so. Sharing of these comments will take place in March 2020.

Quantitative results data is not yet available and is expected late March. This data will be analysed with input from professional leads and triangulated with existing data.

An initial findings report has been produced and is available here: <https://www.hee.nhs.uk/our-work/quality/national-education-training-survey>. This report provides an initial overview of all 2019 responses. The regional reports are also available on the above web page and a reporting tool should be available for trusts to access in due course.

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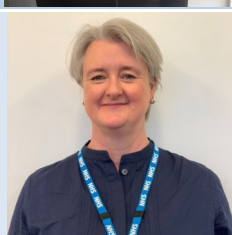


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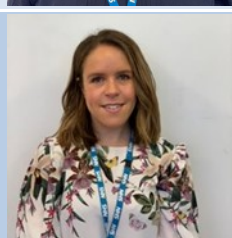
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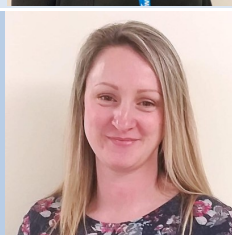


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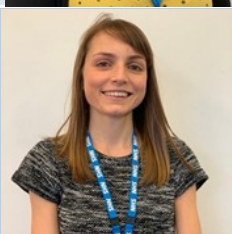


Sarah Stanbridge

**Quality Project Officer and
Quality Support Administrator**

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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.

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

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.

Over to you... what would you like to see in future editions?

We would welcome your suggestions - please do send your feedback and ideas to sarah.stanbridge@hee.nhs.uk