

Kent, Surrey, and Sussex Quality Team

Annual Report 2019-20 Quick Glance

Introduction

The Kent, Surrey and Sussex (KSS) Quality Team work to ensure there are high quality clinical learning environments for all healthcare learners, primarily within NHS trusts and primary care, across the KSS region, ultimately aiming to support the delivery of high quality patient care. The Quality Team's work is underpinned by our mission statement and strategic ambitions:

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.

For more information on the areas covered within this summary document, please read the full annual report.

Quality Interventions

31 medical and pharmacy quality interventions planned, attended, scribed and outcomes reported by the KSS Quality Team.

Visited 11 separate Trusts:



Eight quality interventions were paused due to the COVID-19 outbreak in March 2020.

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Trainee Surveys

National Education and Training Survey

Supported through the following activity:

- Pre-survey communications to support engagement
- Reminder communications to increase response rate
- Management of free text comments
- Review of quantitative data



General Medical Council National Training Survey (GMC NTS)

Regulatory responsibilities throughout survey:

- Trainer data collection and validation.
- Change requests
- Management of Free text comments
- Reminder communications
- Analysis of results

Trainee response rate:

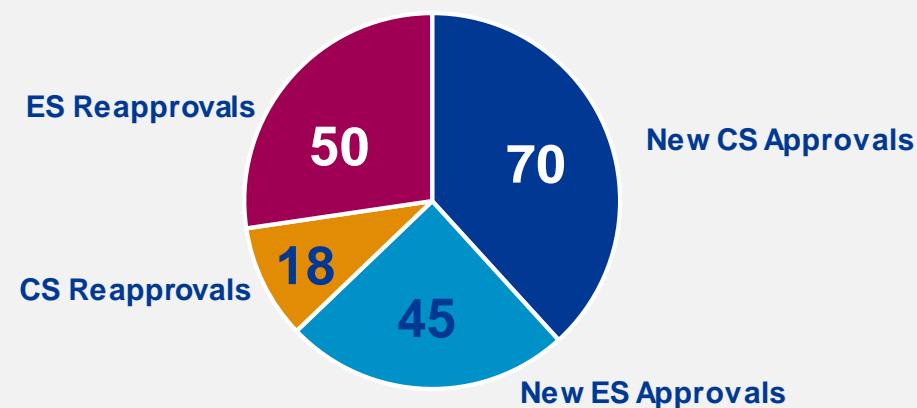
99.8%

Primary Care

- The primary care function transferred to the KSS Quality Team in April 2019.
- The approval of Clinical Supervisors (CS) and Educational Supervisors (ES) in General Practice is a GMC requirement.
- In total there are **657** approved supervisors across Kent, Surrey, and Sussex.



1 April 2019 - 31 March 2020



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Regulation

Overview of work in relation to regulatory bodies:	Fitness to practise – responded to three requests.	GMC Quality reporting (formerly known as the Deans' Report) – provided rationale for the closure of 11 historical items and continued to provide updates to the GMC on the remaining open items.	GMC enhanced monitoring – continued to work with the GMC on enhanced monitoring cases within KSS, including the de-escalation of one case.
Guardians of safe working hours (GSWH) – Associate Dean – Quality attends the GSWH group to link the team to this important role.	GMC quality assurance working group – contributed to the review and design of a new process for the GMC to quality assure HEE Local Offices Deanery functions.	GMC National Training Survey - met with the GMC to calibrate areas of concern following analysis of survey results.	

Reporting and governance

The Quality Team has continued to develop robust reporting mechanisms to meet regulatory requirements:

<p>Quality Management Oversight Group (QMOG) ensures all HEE KSS learners on clinical placements meet the required quality standards of the relevant professional regulator and curricular requirements, thus ensuring that the future workforce is fit for purpose and able to provide safe, compassionate care.</p>	<p>Multi-professional attendance at the QMOG has been increased; new members have included representatives from Allied Health Professions and Physician Associates. In addition, links have been strengthened with the National School of Healthcare Science to support intelligence-sharing.</p> 	<p>Quality Surveillance Groups (QSG) provided monthly reports for the QSG to support wider quality monitoring processes and intelligence sharing between Arm's Length Bodies.</p> <p>Joint Strategic Oversight Group (JSOG) contributed to reporting of concerns nationally through completion of a template to support identification of Early Warnings/Emerging Concerns for the JSOG.</p>	
<p>Briefing papers responded to specific areas of concern within NHS Trusts by preparing comprehensive deep-dive reports and briefing papers where appropriate.</p>  <p>This supported triangulation of evidence, reporting to regulators and evidence-based decision-making regarding quality interventions.</p>	<p>Quality intervention planning processes - were redesigned to be more multi-professionally focussed. The identification of risks was system based and involved various data sources and triangulating information from all professional leads.</p> <p>Quality intervention planning reports produced 14 Head of School reports and the HEE KSS Local Office Report to support quality intervention planning.</p>		<p>KSS Quality Team Newsletter – three editions published; received positive feedback from stakeholders.</p> <div data-bbox="1397 1177 1711 1452"> <p>100% felt the newsletter is informative</p> </div> <div data-bbox="1800 1177 2114 1452"> <p>100% would like the newsletter to continue</p> </div>

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Education

The KSS Quality Team newsletter has been established as a forum to share examples of notable practice in healthcare education and training with both internal and external stakeholders.



Working collaboratively across regions and nationally

The South has now transitioned into a South East and South West footprint. HEE KSS has aligned processes where appropriate and is working with the South East Regional Quality Forum and National Heads of Quality.



Workforce planning and intelligence

During all quality interventions, feedback has been shared with transformation teams and stakeholders to aid decisions relating to the clinical learning environment.

Feedback from all quality interventions carried out in 2019/20 has been shared with professional leads via QMOG.



Workforce transformation

Established reporting structures and relationships with the four Higher Education Institutions (HEIs) working within KSS to maintain oversight clinical learning environments and support management of any systems issues which may arise.

A model was piloted for HEE KSS and HEIs to review areas of quality, risk and opportunity. A meeting was held which provided outcomes and actions to be jointly monitored by HEIs, Workforce Transformation and the Quality Team.

COVID-19 response



The COVID-19 pandemic was unprecedented and placed pressure on all Health and Care Systems. HEE made the decision to pause all routine quality activities during the COVID-19 pandemic. The focus remained on the quality of the clinical learning environment and its impact on the safety of learners and patients.

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