

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.

Covid-19 Response

HEE made the decision to pause all **routine** quality activities during the COVID-19 pandemic. The focus remained on the key areas of Induction, Clinical Supervision, Patient and Trainee Safety, working with professional leads to mitigate risk.

Quality Management Oversight Group continued to meet monthly; five of twelve held as extraordinary meetings.

Worked with Heads of School to review trust action plans throughout the year as the pandemic situation changed and further surges in Covid-19 cases arrived.

Primary Care Quality processes were streamlined taking into consideration the increased workload in general practice.

During further COVID surges recognised that pressure on services may impact on the implementation of requirements on Trust action plans. Action plan monitoring continued, taking a proportionate approach.

HEE set out a process for how escalating concerns should be reported. The quality team developed an internal process for checking for concerns in the specific inbox and an escalation route.

Supported County surge planning meetings during the second wave of the pandemic from October 2020 to March 2021. beneficial as it enabled awareness of areas which were experiencing higher pressures from covid-19, aiding in taking a proportionate approach to quality interventions and monitoring.

Quality Interventions



Quality interventions took place virtually – the team worked to rapidly change processes and created guidance to support the team, internal and external stakeholders.

All interventions in 2020-21 took place virtually via Microsoft Teams. Guidance documents to support this were produced.

Multi-professional interventions during this period that were well attended and facilitated and allowed intelligence to be gathered from the wider workforce when considering the impact of the learning environment on all learners.

A review of all Immediate Mandatory Requirements issued between 1 January 2017 and 15 March 2020 took place and the outcomes discussed with stakeholders to enable the production of guidance in issuing and monitoring IMRs to ensure a more consistent approach.

Trainee Surveys



National Education and Training Survey

- Management of free text comments.
- Review of quantitative data.
- Working with the other south local offices to share information about the survey, discuss ways of working with the data, agree communications to ensure consistency across the south and strengthen feedback to the national team.
- Quality Lead attended the National NETS Implementation Group on behalf of the South East which enabled more input into the survey, sharing of NETS information and better planning for NETS related tasks such as communications.

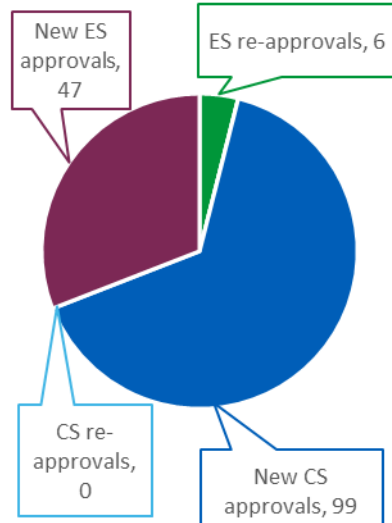


General Medical Council National Training Survey

- Survey was postponed due to covid-19. Ran from 22 July to 12 August 2020, it was not in usual format and was a shortened, targeted survey with covid-19 related questions.
- Trainer data collection and validation carried out by team.
- No during survey tasks to support survey. 41.4% trainee response rate.
- A General Medical Council National Training Survey results support tool was produced to assist stakeholders with reviewing the results.

Primary Care

The approval of Clinical Supervisors (CS) and Educational Supervisors (ES) in General Practice is a GMC requirement. In total there are 736 approved supervisors across Kent, Surrey, and Sussex. Due to Covid-19 Reapprovals had been automatically extended for a period of twelve months from 24.04.2020, reflecting the low number of re-approvals.



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) – there are five concerns which meet the threshold for reporting to the GMC. Two concerns have been de-escalated from GMC quality reporting in 2020-21.
- 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.
- HEE KSS GMC Quality Assurance review will begin in October 2021.

Reporting and governance



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.



Briefing papers responded to specific areas of concern within NHS Trusts by preparing comprehensive deep-dive reports and briefing papers where appropriate. This supported triangulation of evidence, reporting to regulators and evidence-based decision-making regarding quality interventions.



Quality Surveillance Groups (QSG) provided monthly reports for the QSG to support wider quality monitoring processes and intelligence sharing between Arm's Length Bodies.



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.



SE EQMOG: The Education Quality Management Oversight Group (EQMOG) was established during 2020/21 as part of the regional quality governance structure. The group meets monthly, chaired by the Regional Postgraduate Dean, and reports to the South East Regional Senior Leadership Team.



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. One edition of the newsletter was produced, other editions were paused due to the covid-19 pandemic.



Workforce planning and intelligence

• A new process for Higher Education Institutions to share concerns relating to clinical learning environments was consulted on with the HEIs and signed off by the Quality Management Oversight Group. The first report to QMOG was given in January 2021, an important step for QMOG triangulating intelligence from multiple professions.



Workforce transformation

• 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 2020-21 has been shared with professional leads via QMOG.



Working collaboratively across regions and nationally

• South East Regional Quality Team Meetings have been established and take place monthly. The group have focused on the South East Quality Operating model, aligning processes and making joint decisions on how key areas of work such as NETS should be managed.

• National quality refresh has taken place during 2020-21, the Associate Dean Quality has contributed to Task and Finish Groups to support this work and incorporated feedback from the Quality Team.