

KSS Trainee Engagement Forum

Minutes

Thursday, 18th November 2021, 12.30pm – 1.30pm

Chair: Charlotte Wyeth (CW)

Professor Graeme Dewhurst (GD) - Regional Postgraduate Dean

Jon Nodding (JN) - Senior Business and Education Manager, KSS

Marc Terry (MT) - Senior Business and Education Manager, London and KSS

Gordon Ferns (GF) - Academic Lead Associate Dean, KSS

Trainee representatives: Zahra, Nimmi Manheri Othayoth, Iranthi Meththananda, Atiqur Rahman

Item no.	Items	Actions
	<p>Key points:</p> <p>Two main items were raised and discussed:</p> <ol style="list-style-type: none"> 1. Improving the advertising and attendance of this forum 2. Challenges experienced using the Portal. <p>Various administrative challenges had affected how this month's meeting had been advertised, however there is a trend of only low numbers attending the meeting therefore it was agreed more was required to improve attendance and ownership of the group.</p> <p>Currently, the following is done each month:</p> <ul style="list-style-type: none"> • an invite is sent to trainees via MS Teams of forthcoming meetings • The HET team include the agenda and meeting invite on their trainee communications bulletins to all KSS trainees. • The KSS website includes a page about forthcoming meetings https://kss.hee.nhs.uk/resources-information/trainee-engagement-forum/ <p>GD advised that we will speak to MEMs and HoS about using their networks to promote this important workstream.</p> <p>CW to provide JN with the scheduled meeting dates until Oct 2022 to be published on KSS website.</p> <p>CW to produce a new poster to be shared with trusts to advertise the forum.</p> <p>A trainee raised several issues with the Portal. https://lasepgmdsupport.hee.nhs.uk/support/home. These were:</p> <ol style="list-style-type: none"> a. The requirement to re-enter trainee information on each occasion the form is used b. That the interface is not very interactive, and the responses come from generic faceless email addresses. c. The responses can sometimes be incomplete or not very helpful and then the 'ticket' is closed. 	<p>GD/JN</p> <p>CW/JN</p> <p>CW</p>

	<p>MT was able to advise that if a trainee registers with the Portal this means their details are stored in the system and therefore do not need to re-entered each time.</p> <p>They are often reviewing and bringing improvements to the Portal interface so if there are any suggestions or comments he would welcome these to be shared. There are 16,000 trainees in London and KSS, and emails were not being efficiently managed ahead of the Portal. This tool has been developed in collaboration with trainees and has improved the quality and timeliness of communication. Generic email addresses are used to manage the high volume of emails and are all picked up by the designated specialty teams. The HET team monitor the high volume of requests through the Portal and trainees are invited to score the responses they are given, this is also monitored.</p> <p>Lastly, if emails have not been helpful, MT can follow up with the specific team to make improvements.</p> <p>Action: trainees to raise with CW any specific issues regarding email.</p>	<p>CW</p>
--	--	-----------