

*Developing people  
for health and  
healthcare*

Health Education East of England GMC National  
Training Survey Analysis 2015: Trust Report

**East and North  
Hertfordshire  
NHS Trust**



# Narrative

## Trust Indicators

The dashboard for the East and North Hertfordshire NHS Trust illustrates where it stands relative to the national mean and the other trusts nationally participating in the National Training Survey (NTS). Eleven of the 14 indicators lie in the first quartile, two in the second, none in the third and one in the fourth quartile.

The chart illustrating the means by indicator from 2012 to 2015 shows in general a positive trend. North and East Hertfordshire's Means by Indicator chart for 2014 and 2015 compared to the 2015 national mean illustrates that most indicators are up from the previous year, however they are almost all below the national mean.

## Programme Group Indicators

The chart for Overall Satisfaction for each programme group illustrates where East and North Hertfordshire's programme groups lie relative to each programme group's national mean. The quartiles were calculated for each programme group using the means of each trust participating in the NTS that runs that particular programme group. East and North Hertfordshire have nine programme groups in the first quartile, ten in the second, six in the third quartile and six in the fourth quartile. East and North Hertfordshire is in the bottom 25% of trusts which run the programme groups in quartile one while it is in the top 25% of trusts which run each of the programme groups which lie in quartile four.

## Outliers

The outliers by programme group show which areas are above (green/A) and below (red/B) outliers. A programme group is an outlier if it is in the top or bottom of the GMC calculated quartiles and its confidence intervals do not overlap those of the national mean.

The Paediatrics has the most negative outliers with seven. Clinical Radiology has the most positive outliers with five.

The chart of net programme group outliers for 2012-2015 illustrates the net outliers for each programme group by trust, with positive outliers getting value +1 and negative outliers getting value -1. East and North Hertfordshire had a net outlier value of -37 in 2012, -14 in 2013, -18 in 2014 and -27 in 2015.

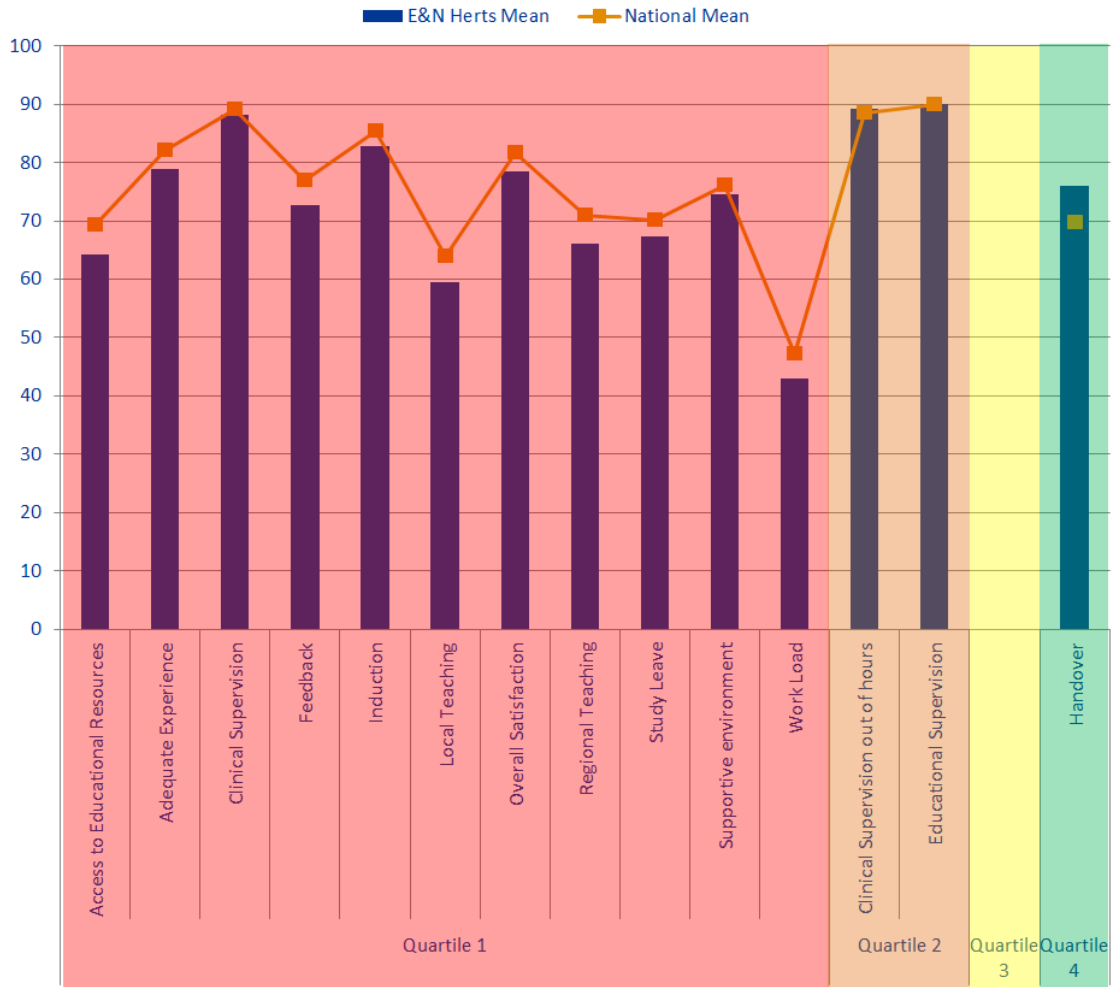
## Rankings

The rankings chart shows where East and North Hertfordshire comes in comparison to the other trusts delivering each of its programme groups for Overall Satisfaction. The graph is calculated by dividing by the total number of trusts who reported information for that programme group in order to be able to directly compare each programme group, no matter how many trusts deliver it. East and North Hertfordshire has two programme groups which have remained in the bottom quartile for the last 3 years, Paediatrics and Plastic Surgery. Clinical Radiology has remained in the top quartile for the last three years and from 2013 to 2015 the GP Programme for Obstetrics and Gynaecology has moved from the bottom quartile to the top half which means it has improved the most and the most consistently.

## Patient Safety Concerns

East and North Hertfordshire has seven patient safety concerns, including two in understaffing and two in inadequate handover. East and North Hertfordshire is in the middle range for concerns per bed and this is lower than previous years.

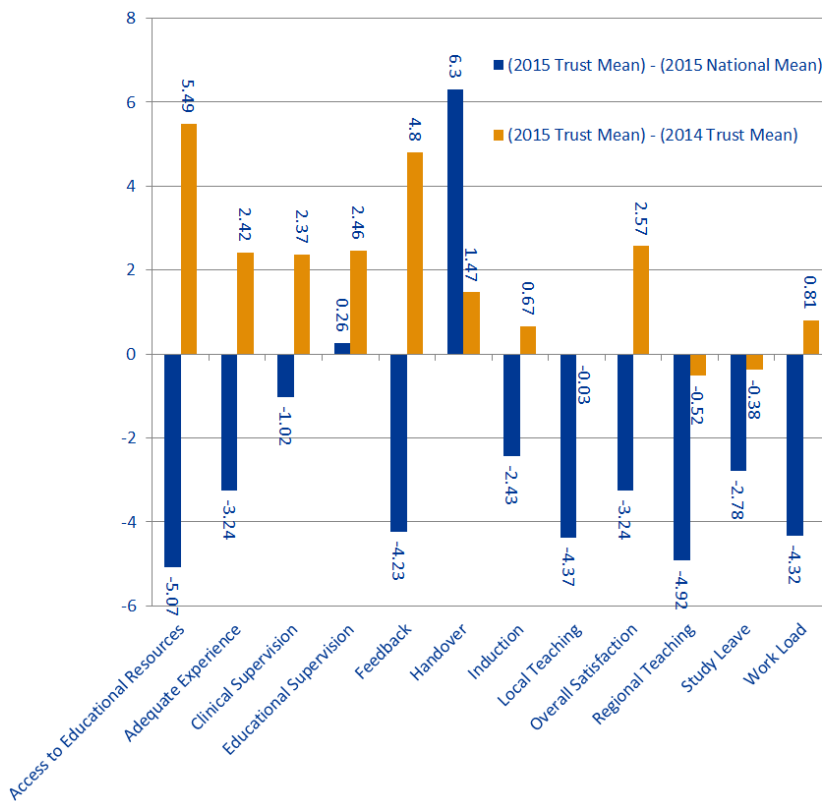
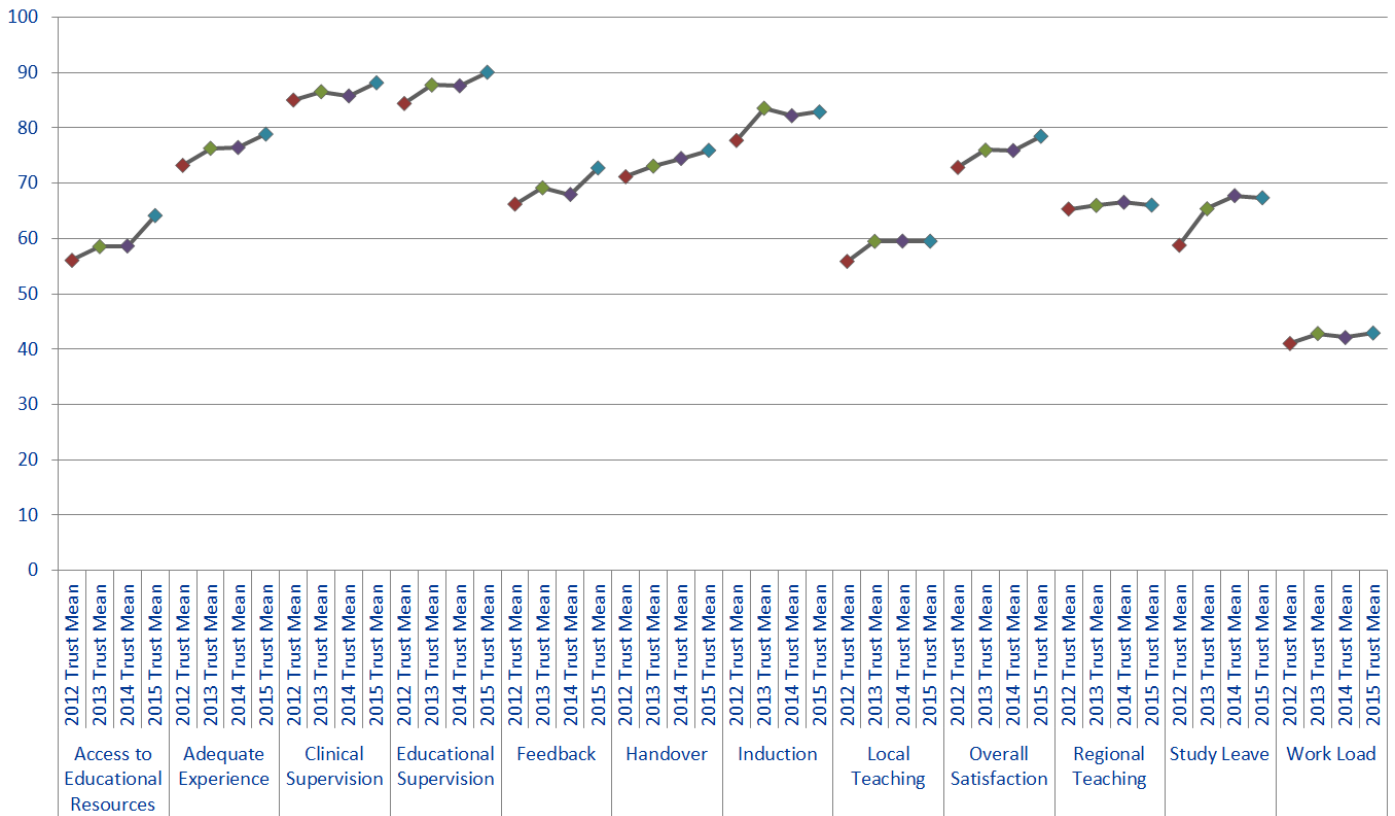
# Dashboard



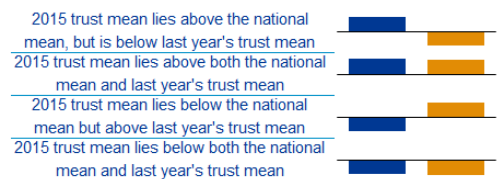
Quartile	Indicator	E&N Herts Mean	National Mean
Quartile 1	Access to Educational Resources	64.17	69.24
	Adequate Experience	78.9	82.14
	Clinical Supervision	88.17	89.19
	Feedback	72.78	77.01
	Induction	82.9	85.33
	Local Teaching	59.53	63.9
	Overall Satisfaction	78.5	81.74
	Regional Teaching	66.06	70.98
	Study Leave	67.39	70.17
	Supportive environment	74.53	76.14
	Work Load	42.93	47.25
Quartile 2	Clinical Supervision out of hours	89.11	88.44
	Educational Supervision	90.08	89.82
Quartile 3			
Quartile 4	Handover	75.97	69.67

The quartiles are calculated from the means for every trust that participated in the National Training Survey (NTS). The quartiles for each indicator are calculated separately. Therefore if a trust's indicator fell into the first quartile, then this means that the trust fell within the bottom 25% of trusts for that indicator. If a trust fell into the fourth quartile, then this means that the trust fell within the top 25% of trusts for that indicator.

# Trend Data



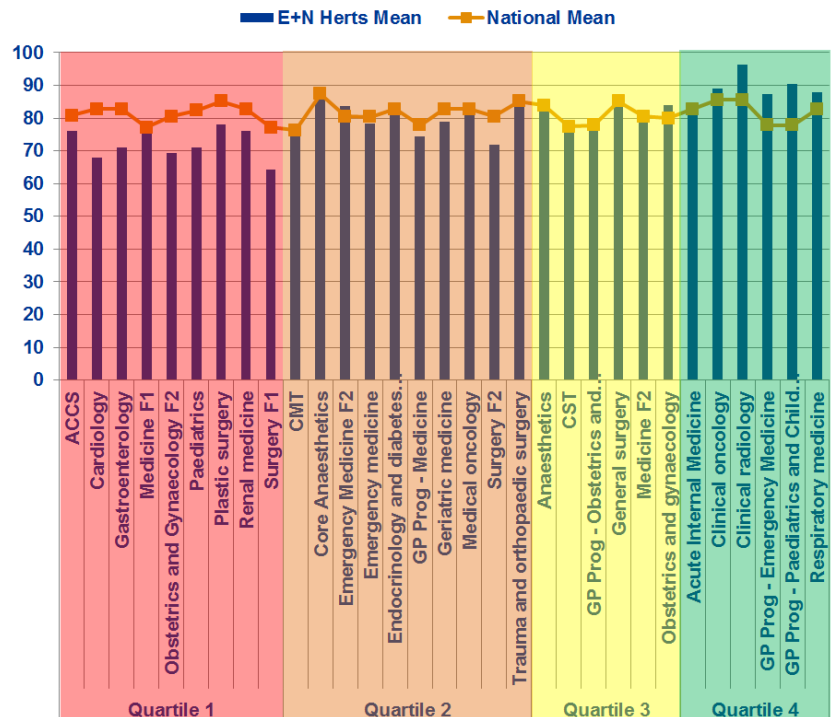
Indicator	2015 National Mean	2015 Trust Mean	2014 Trust Mean	(2015 Trust Mean) - (2015 National Mean)	(2015 Trust Mean) - (2014 Trust Mean)
Access to Educational Resources	69.24	64.17	58.68	-5.07	5.49
Adequate Experience	82.14	78.9	76.48	-3.24	2.42
Clinical Supervision	89.19	88.17	85.8	-1.02	2.37
Educational Supervision	89.82	90.08	87.62	0.26	2.46
Feedback	77.01	72.78	67.98	-4.23	4.8
Handover	69.67	75.97	74.5	6.3	1.47
Induction	85.33	82.9	82.23	-2.43	0.67
Local Teaching	63.9	59.53	59.56	-4.37	-0.03
Overall Satisfaction	81.74	78.5	75.93	-3.24	2.57
Regional Teaching	70.98	66.06	66.58	-4.92	-0.52
Study Leave	70.17	67.39	67.77	-2.78	-0.38
Work Load	47.25	42.93	42.12	-4.32	0.81



# Overall Satisfaction by Programme Group

## Programme Groups by Quartile

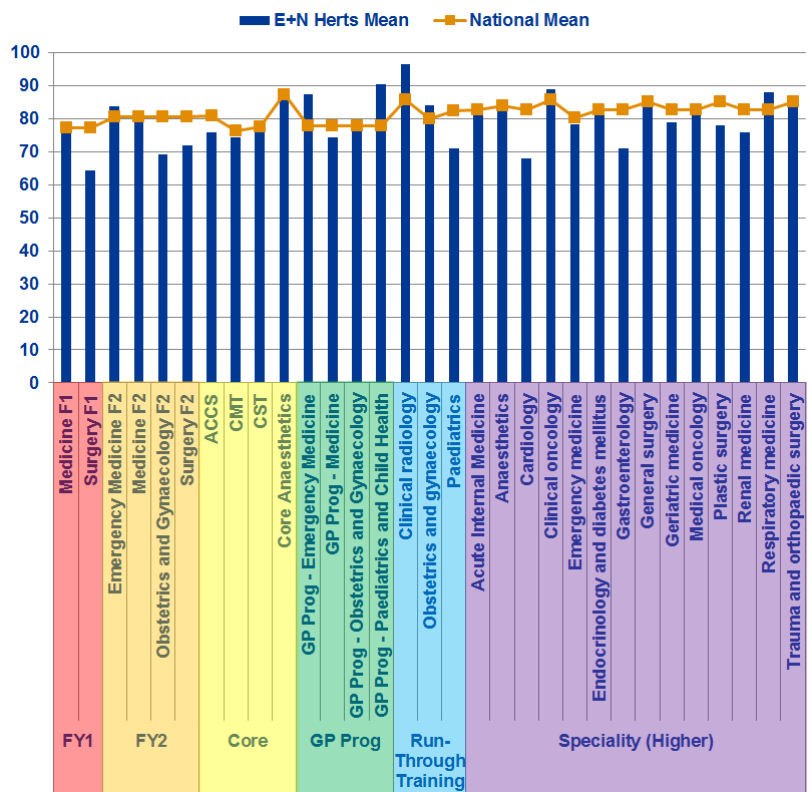
Quartiles	Programme Group	E+N Herts Mean	National Mean
Quartile 1	ACCS	76	80.82
	Cardiology	68	82.69
	Gastroenterology	71	82.69
	Medicine F1	76.31	77.14
	Obstetrics and Gynaecology F2	69.33	80.57
	Paediatrics	71.11	82.29
	Plastic surgery	78	85.18
	Renal medicine	76	82.69
	Surgery F1	64.31	77.14
	Surgery F2	72	80.57
Quartile 2	CMT	74.45	76.35
	Core Anaesthetics	88.44	87.4
	Emergency Medicine F2	83.69	80.57
	Emergency medicine	78.4	80.32
	Endocrinology and diabetes mellitus	82.67	82.69
	GP Prog - Medicine	74.4	77.89
	Geriatric medicine	79	82.69
	Medical oncology	84	82.69
	Surgery F2	72	80.57
	Trauma and orthopaedic surgery	83.43	85.18
Quartile 3	Anaesthetics	85.6	83.94
	CST	78.29	77.42
	GP Prog - Obstetrics and Gynaecology	79.2	77.89
	General surgery	84	85.18
	Medicine F2	81.23	80.57
	Obstetrics and gynaecology	84	79.96
	Acute Internal Medicine	84	82.69
	Clinical oncology	88.89	85.59
	Clinical radiology	96.44	85.59
	GP Prog - Emergency Medicine	87.33	77.89
Quartile 4	GP Prog - Paediatrics and Child Health	90.29	77.89
	Respiratory medicine	88	82.69



Quartiles are calculated from the means for every trust that ran that programme group. The quartiles for each programme group are calculated separately. Therefore if a trust's speciality falls into the first quartile this means this speciality had an overall satisfaction mean that fell within the bottom 25% of trusts in the UK running this speciality.

## Programme Groups by Level

Level	Programme Group	E+N Herts Mean	National Mean	
FY1	Medicine F1	76.31	77.14	
	Surgery F1	64.31	77.14	
FY2	Emergency Medicine F2	83.69	80.57	
	Medicine F2	81.23	80.57	
	Obstetrics and Gynaecology F2	69.33	80.57	
Core	Surgery F2	72.00	80.57	
	ACCS	76.00	80.82	
	CMT	74.45	76.35	
	CST	78.29	77.42	
	Core Anaesthetics	88.44	87.40	
	GP Prog - Emergency Medicine	87.33	77.89	
	GP Prog - Medicine	74.40	77.89	
	GP Prog	GP Prog - Obstetrics and Gynaecology	79.20	77.89
		GP Prog - Paediatrics and Child Health	90.29	77.89
	Run-Through Training	Clinical radiology	96.44	85.59
Obstetrics and gynaecology		84.00	79.96	
Paediatrics		71.11	82.29	
Speciality (Higher)	Acute Internal Medicine	84.00	82.69	
	Anaesthetics	85.60	83.94	
	Cardiology	68.00	82.69	
	Clinical oncology	88.89	85.59	
	Emergency medicine	78.4	80.32	
	Endocrinology and diabetes mellitus	82.67	82.69	
	Gastroenterology	71	82.69	
	General surgery	84	85.18	
	Geriatric medicine	79	82.69	
	Medical oncology	84	82.69	
	Plastic surgery	78	85.18	
	Renal medicine	76	82.69	
	Respiratory medicine	88	82.69	
	Trauma and orthopaedic surgery	83.43	85.18	



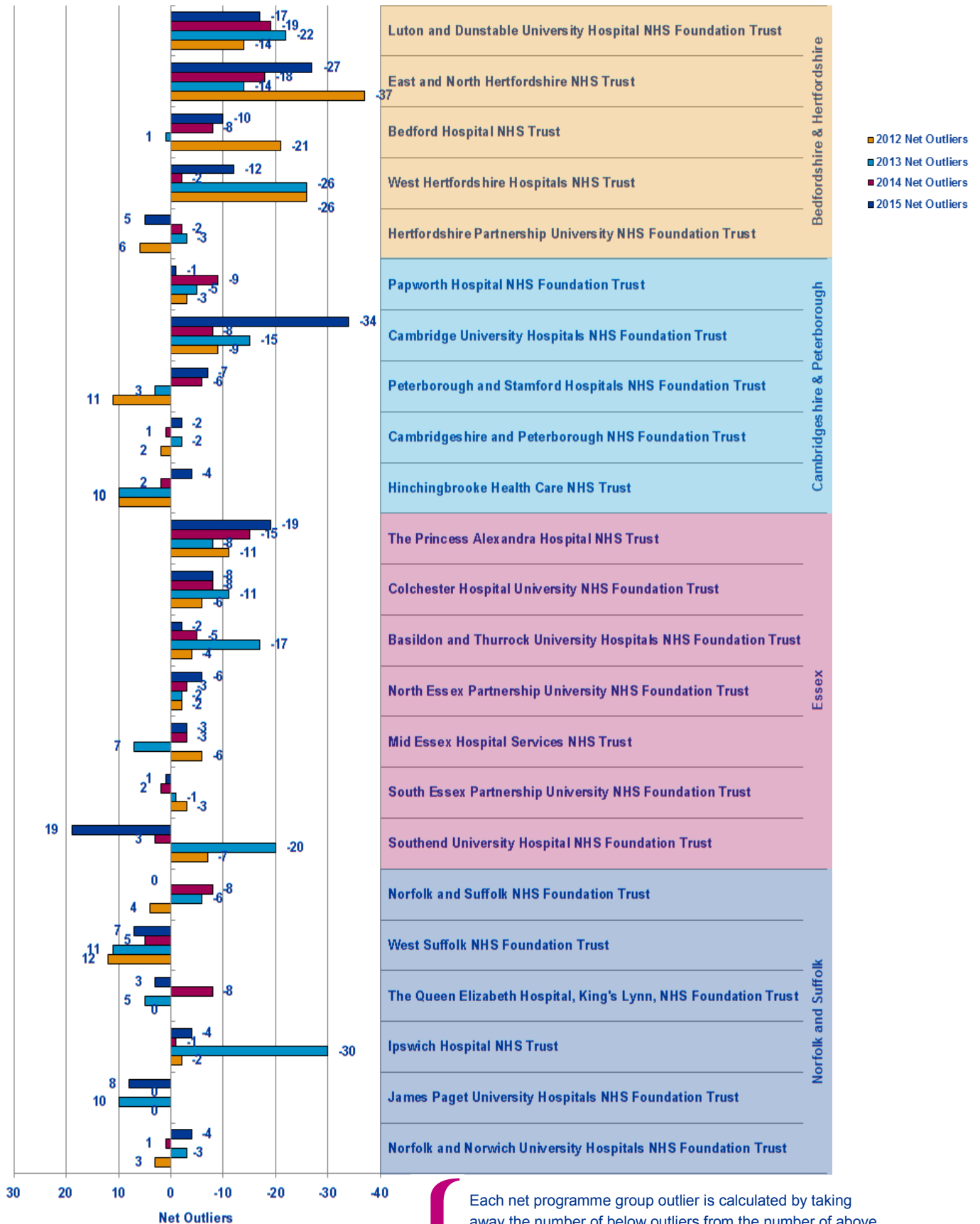
# Programme Group Outliers

**A** Above Outlier  
**B** Below Outlier

Programme Group	Overall Satisfaction	Patient Safety					Educational Development						Training Environment	
		Clinical Supervision	Clinical Supervision Out of Hours	Induction	Handover	Work Load	Education Supervision	Adequate Experience	Feedback	Local Teaching	Regional Teaching	Study Leave	Supportive Environment	Access to Educational Resources
ACCS														
Acute Internal Medicine			B						A					
Anaesthetics										B				
CMT														
CST														
Cardiology	B							B		B		B	B	B
Clinical oncology										B	B			
Clinical radiology	A		A						A	A		A		
Core Anaesthetics														
Emergency Medicine F2						B						B		
Emergency medicine														
Endocrinology and diabetes mellitus											B	B		
GP Prog - Emergency Medicine												B		
GP Prog - Medicine						B				B				
GP Prog - Obstetrics and Gynaecology					A									
GP Prog - Paediatrics and Child Health	A											B		
Gastroenterology	B							B						B
General surgery										B				
Geriatric medicine											B			
Medical oncology					A									
Medicine F1														
Medicine F2														
Obstetrics and Gynaecology F2	B				A					B				
Obstetrics and gynaecology														
Paediatrics	B	B	B	B				B					B	B
Plastic surgery											B			B
Renal medicine					A					B				
Respiratory medicine			A								B			
Surgery F1	B								B				B	
Surgery F2														
Trauma and orthopaedic surgery														
Acute Internal Medicine	B	B						B						B
Clinical oncology										B				A
Clinical radiology				A	A									
CMT									B					
Emergency Medicine F2												B		B
Endocrinology and diabetes mellitus	B	B						B						B
Gastroenterology						B				B	A			B
General surgery												B		
GP Prog - Emergency Medicine										A				
GP Prog - Obstetrics and Gynaecology					A									
GP Prog - Paediatrics and Child Health		B					B		B					
Obstetrics and gynaecology	B	B						B						B
Obstetrics and Gynaecology F2					A									
Paediatrics	B	B												B
Palliative medicine		A				A						A		
Plastic surgery	B										B			B
Psychiatry F2						A								
Renal medicine		A						A			B			B
Surgery F1														B
Surgery F2														B
Trauma and orthopaedic surgery				A										
ACCS											B			
CMT									B					
Clinical oncology					A					B				B
Clinical radiology										A				
Core Anaesthetics				A										
GP Prog - Emergency Medicine										A				
GP Prog - Obstetrics and Gynaecology					A									
General surgery								B						
Geriatric medicine								B		B				
Medicine F1														B
Obstetrics and Gynaecology F2					A									
Obstetrics and gynaecology												B		B
Paediatrics	B										B			B
Plastic surgery											B			
Psychiatry F2								A						
Renal medicine		A								B				
Respiratory medicine				B		B					A			
Surgery F1	B													
Surgery F2	B									B				
Trauma and orthopaedic surgery	B										B			B



# Net Programme Group Outliers



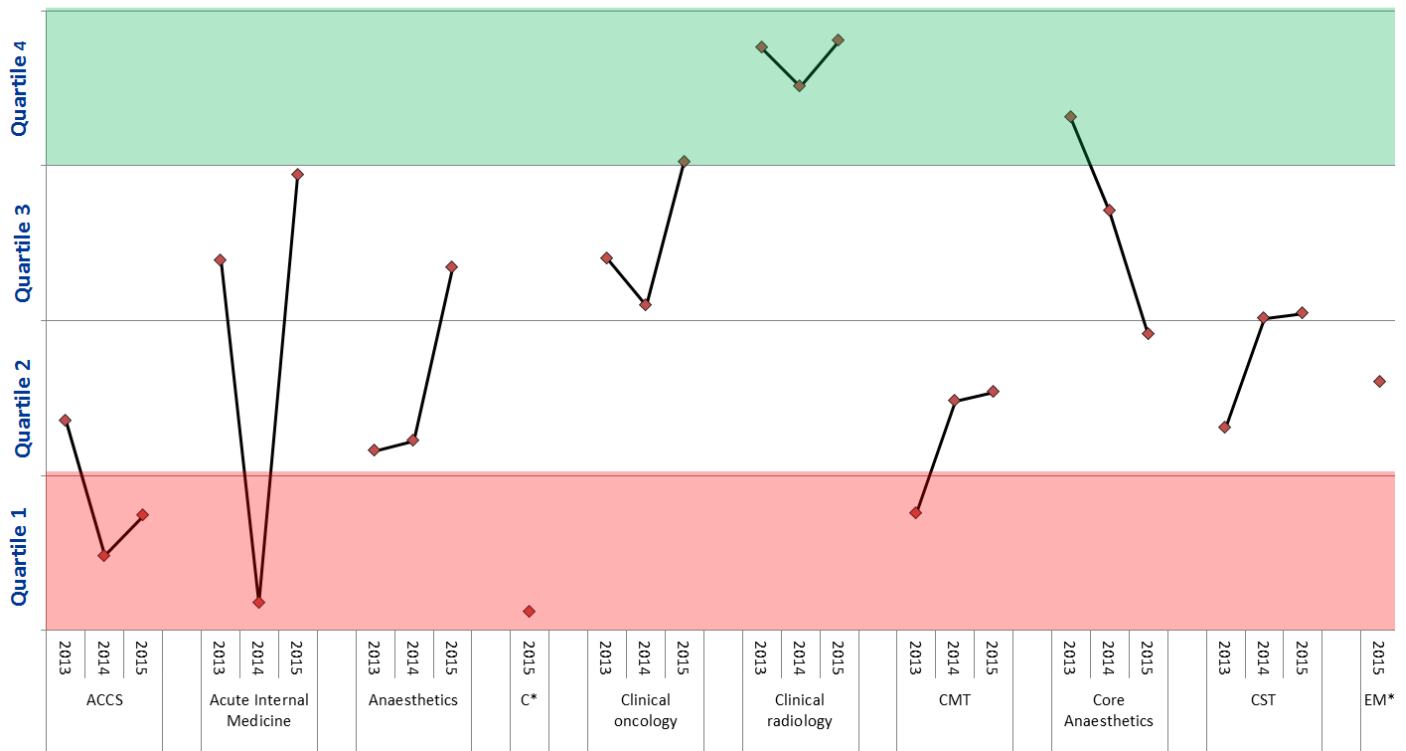
Each net programme group outlier is calculated by taking away the number of below outliers from the number of above outliers occurring across all programme groups for that trust in that year. Each trust has had their net outlier figure calculated for the last four years, permitting us to see the general trend for each trust and each workforce partnership.



# Programme Group Overall Satisfaction National Rankings

National Ranking
Total Number of Trusts Nationally Reporting for this Programme Group

86	117	97		19	44	13		113	109	63		65		16	20	10		5	10	4		137	107	101		25	45	71		103	73	70		63
130	133	119		47	46	49		159	157	152		67		40	42	41		83	82	83		169	170	164		145	139	136		153	147	143		105



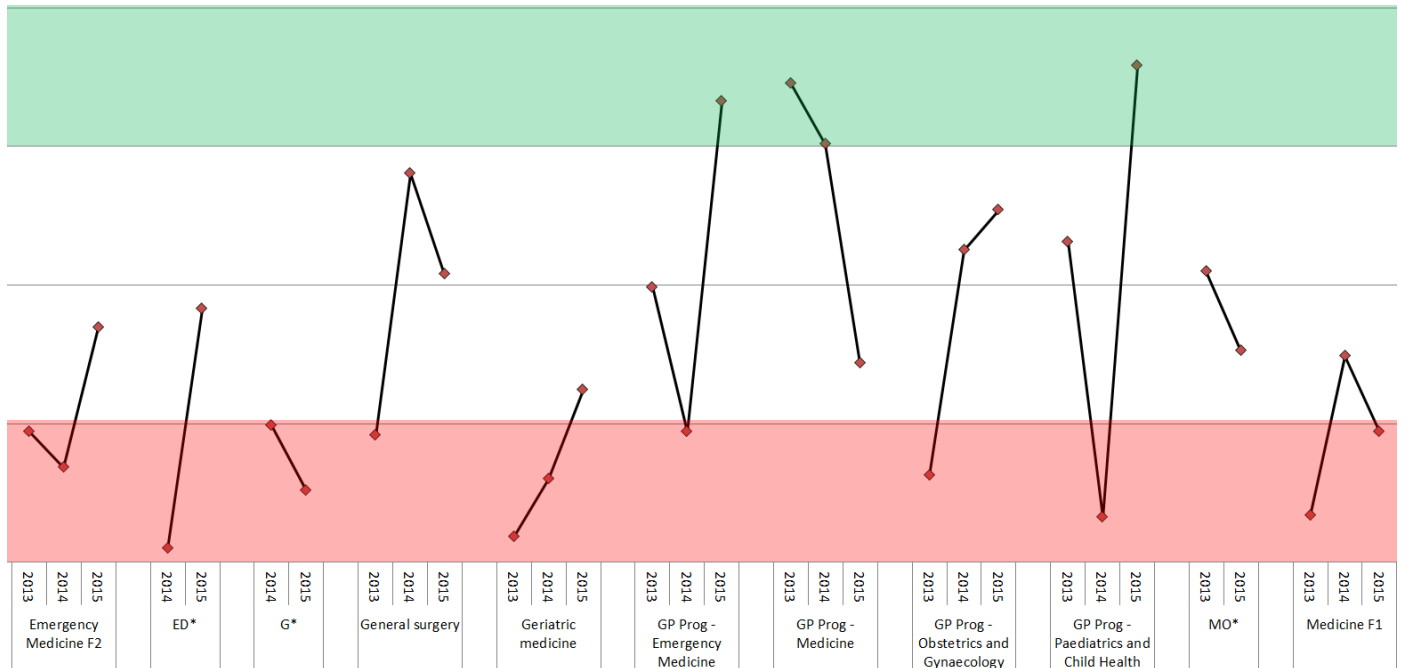
C\* = Cardiology

EM\* = Emergency Medicine

Trust ranking of each Programme Group for 2013-2015 is calculated by ordering the means of the Overall Satisfaction of all trusts reporting for that programme group with n>2 respondents. Quartiles have been calculated from means of the other trusts, meaning if a trust is in the top quartile then it is in the top 25% of trusts which deliver that programme group.

# Programme Group Overall Satisfaction National Rankings

114	126	83	40	25	46	61	111	43	65	85	79	71	63	98	20	21	39	95	108	59	46	58	125	14	10	13	153	105	124
149	152	144	41	46	61	70	144	144	135	89	93	103	125	128	118	154	158	148	128	135	126	137	136	133	21	21	167	167	162

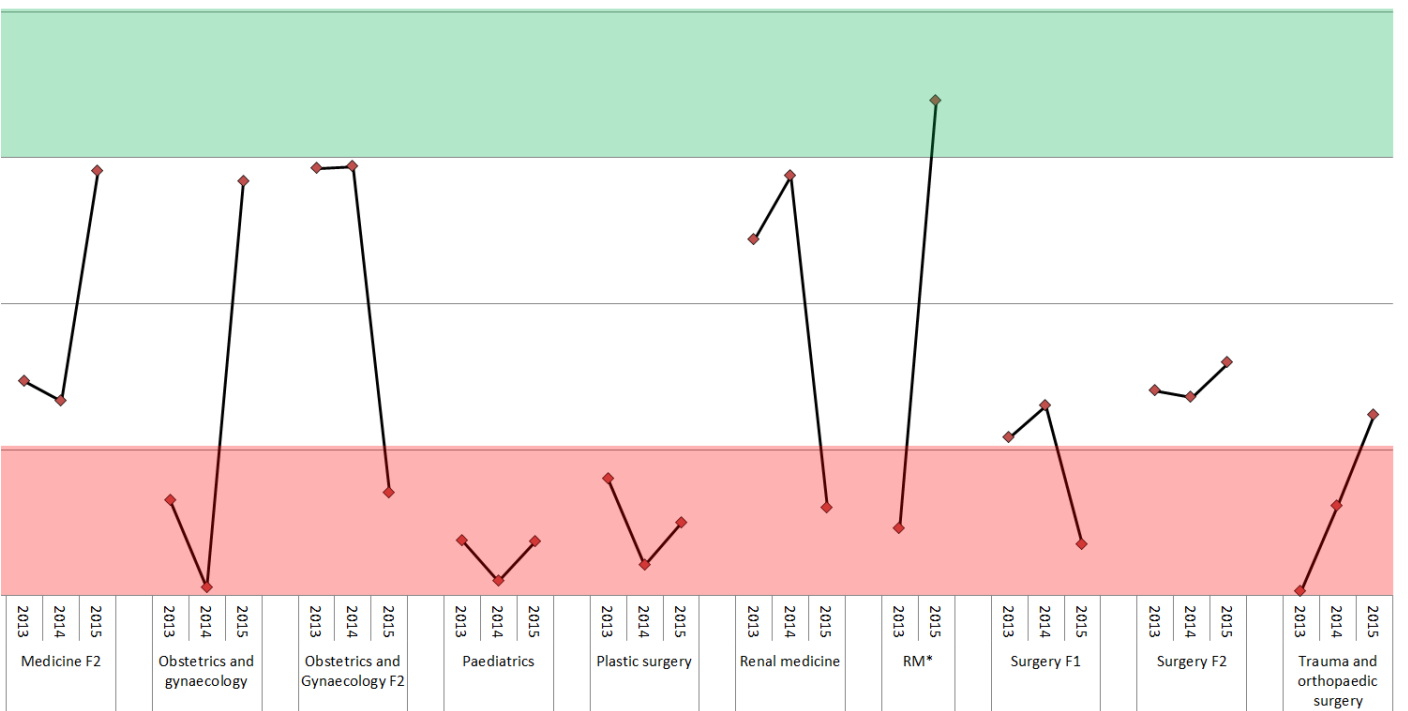


ED\* = Endocrinology and diabetes mellitus

G\* = Gastroenterology

MO\* = Medical Oncology

102	110	44	128	151	43	14	13	47	155	157	147	32	36	35	16	11	34	69	13	121	112	147	98	101	89	134	111	92
161	165	161	153	153	148	52	49	57	171	161	162	40	38	40	41	39	40	78	85	166	166	161	151	153	148	135	131	133



RM\* = Respiratory Medicine

# Patient Safety Concerns

These are the East of England Multiprofessional Deanery GMC NTS Patient Concerns for 2015 Collated by Local Education Provider (LEP) in March 2015. The data below has been broadly categorised to show the responses to the patient safety concerns question by LEP.

Areas of Concern identified	Understaffing	High Workload/ Work Intensity	Patient Care Provided incl assessment, treatment	Lack of Team work	Inadequate Handover	Capacity [shortage of Beds]	Confidence issues including lack of competence, induction; cross cover	Inadequate Supervision	Tension b/w education & service	Nursing Issues	Locum issues incl quality, availability	Clinical Processes incl equipment; IT	Intercultural communication issues incl lang	Non PSC - Ethical Issue	Total
<b>BEDFORD &amp; HERTFORDSHIRE</b>															
Bedford Hospital NHS Trust N= F1 = 1	1	1													2
East and North Hertfordshire NHS Trust N= C/ST1 = 3; C/ST2 = 1; ST3= 1	2	1	1		2					1					7
Hertfordshire Partnership NHS Foundation Trust N= C/ST2 = 1; ST4+ = 1;									1			1			2
Luton and Dunstable Hospital NHS Foundation Trust N= F2 = 1 ; C/ST2 = 2; ST4+ = 3;	1		2	1		1	2								7
West Hertfordshire Hospitals NHS Trust N= F1 = 3; F2 = 1	2	1	1		2		2			3	2	1			14
<b>TOTAL</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>32</b>
<b>ESSEX</b>															
Basildon and Thurrock University Hospitals NHS Foundation Trust N= F1 = 1; C/ST1 = 1	2				1			1			1	1			6
Colchester Hospital University NHS Foundation Trust N= F1 = 2 ; C/ST1 = 2; ST4+ = 1 ;	3	1	2				1				1				8
Mid Essex Hospital Services NHS Trust															0
Southend University Hospital NHS Foundation Trust N= ST3= 1											1				1
South Essex Partnership University NHS Foundation Trust N= ST3= 1	1	1			1	1									4
The Princess Alexandra Hospital NHS Trust N= F1 = 1; C/ST1 = 1	1	2	1												4
NHS West Essex CCG - The Gold Street Surgery															0
<b>TOTAL</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>23</b>

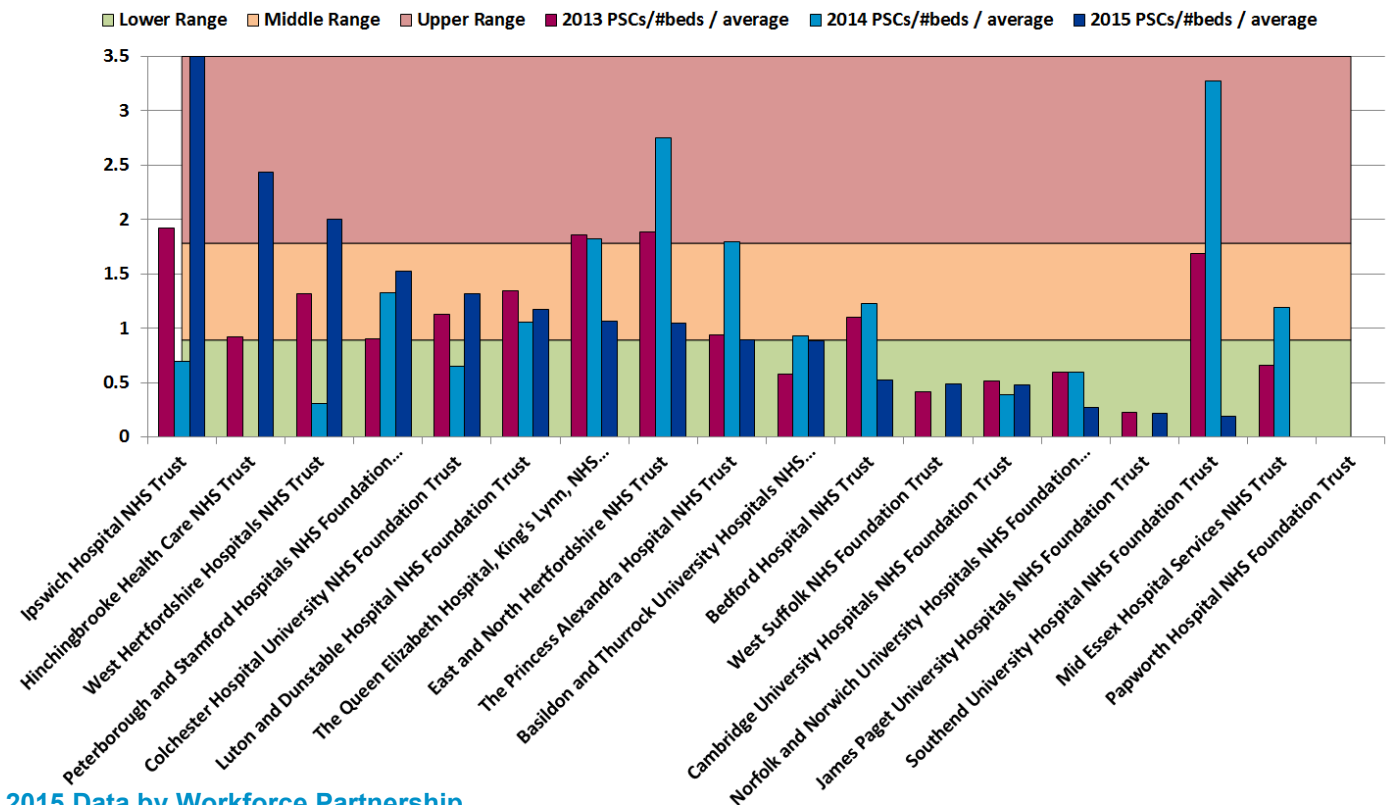
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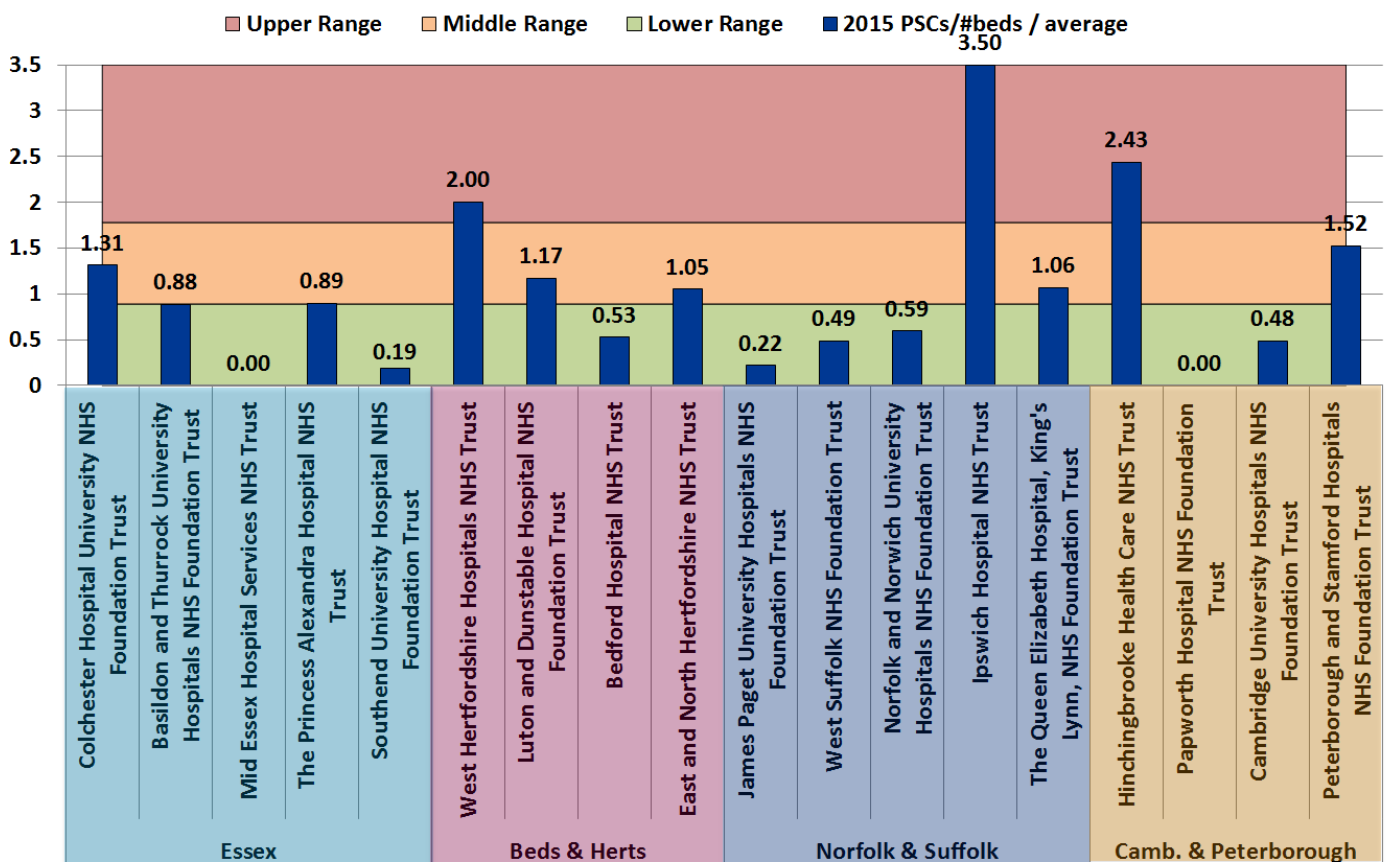
Areas of Concern identified	Understaffing	High Workload/ Work Intensity	Patient Care Provided Incl assessment, treatment	Lack of Team work	Inadequate Handover	Capacity [shortage of Beds]	Confidence Issues including lack of competence, induction; cross cover	Inadequate Supervision	Tension b/w education & service	Nursing Issues	Locum Issues incl quality, availability	Clinical Processes incl equipment; IT	Intercultural communication issues incl lang	Non PSC - Ethical Issue	Total
<b>NORFOLK &amp; SUFFOLK</b>															
Ipswich Hospital NHS Trust N= F1 = 3; F2 = 1; ST4+ = 1;	5	2	3	2	2		2	2		1	1	1	1		22
James Paget University Hospitals NHS Foundation Trust N= ST4+ = 1;												1			1
Norfolk and Norwich University Hospitals NHS Foundation Trust N= F1 =1; C/ST1 = 1	2		1												3
Norfolk and Suffolk NHS Foundation Trust N= C/ST2 = 1	1	1													2
The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust N= F1 = 2; ST4+ = 1;	1						1			1	1		1		5
West Suffolk NHS Foundation Trust N= C/ST2 = 1	1		1												2
<b>TOTAL</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>35</b>
<b>CAMBRIDGE &amp; PETERBOROUGH</b>															
Cambridge University Hospitals NHS Foundation Trust N= F2 = 1; ST4+ = 2;	1	1				1		1				1			5
Cambridgeshire and Peterborough NHS Foundation Trust N= C/ST1 = 2	1	2	2				1		1						7
Hinchingbrooke Health Care NHS Trust N= F1 = 2; F2 =1	1	2	1						1	1					6
Papworth Hospital NHS Foundation Trust															0
Peterborough and Stamford Hospitals NHS Foundation Trust N= F1 = 3; C/ST1 = 1	2		2	1	1		1	1			1				9
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>27</b>
<b>OVERALL TOTAL N=</b>	<b>28</b>	<b>15</b>	<b>17</b>	<b>4</b>	<b>9</b>	<b>3</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>117</b>

# Acute Trust Patient Safety Concerns per bed

## 2013-2015 Trend Data



## 2015 Data by Workforce Partnership



Calculation: (2015 Patient Safety Concerns / # beds in trust) / average all EoE acute trusts. Ranges are calculated using the standard deviation, centred around the target, 0. The number of beds is the overnight and day only bed numbers taken from NHS England at <http://www.england.nhs.uk/statistics/statistical-work-areas/bed-availability-and-occupancy/>, Q4 data of applicable financial year.