

*Developing people
for health and
healthcare*

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

**Norfolk and Norwich
University Hospitals
NHS Foundation Trust**

Narrative

Trust Indicators

The dashboard for the Norfolk and Norwich University Hospitals NHS Foundation Trust illustrates where it stands relative to the national mean and the other trusts nationally participating in the National Training Survey (NTS). Five of the 14 indicators lie in the first quartile, nine in the second and none in the third or fourth quartiles.

The chart illustrating the means by indicator from 2012 to 2015 shows that they have stayed fairly steady for the last 4 years. Norfolk and Norwich's Means by Indicator chart for 2014 and 2015 compared to the 2015 national mean illustrates that most indicators are both below the national mean and below last year's trust mean.

Programme Group Indicators

The chart for Overall Satisfaction for each programme group illustrates where Norfolk and Norwich'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. Norfolk and Norwich has six programme groups in the first quartile, ten in the second, ten in the third quartile and eight in the fourth quartile. Norfolk and Norwich 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 Emergency Medicine, Medical Microbiology and Respiratory Medicine have the most negative outliers with three each. Dermatology and Haematology have the most positive outliers with six.

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. Norfolk and Norwich had a net outlier value of 3 in 2012, -3 in 2013, 1 in 2014 and -4 in 2015.

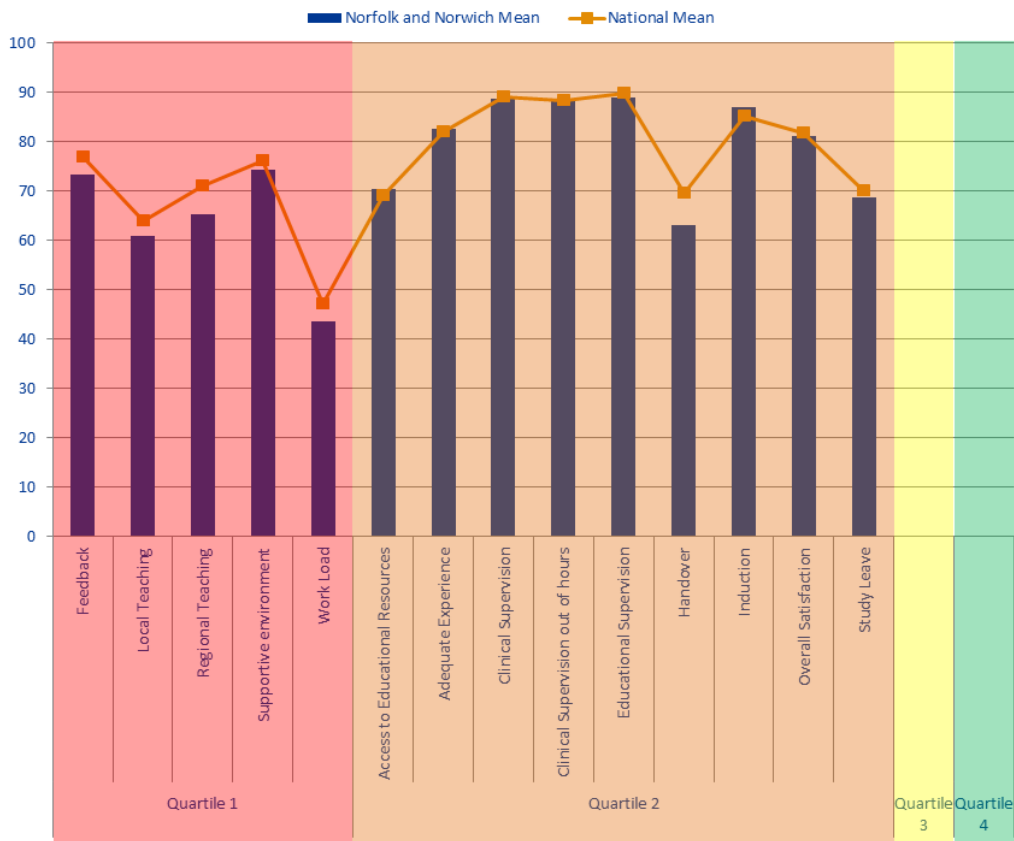
Rankings

The rankings chart shows where Norfolk and Norwich 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. Norfolk and Norwich has no programme groups which have remained in the bottom quartile for the last 3 years. General Surgery and Obstetrics and Gynaecology remained in the top quartile for the last three years.

Patient Safety Concerns

Norfolk and Norwich has three patient safety concerns, two of which are in understaffing. Norfolk and Norwich is in the lower range for concerns per bed and this is lower than previous years.

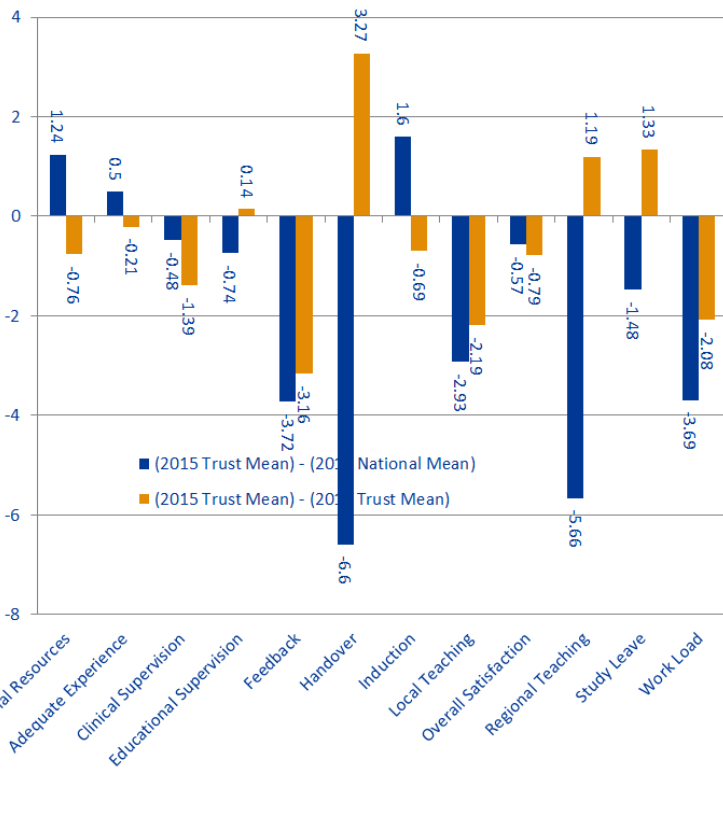
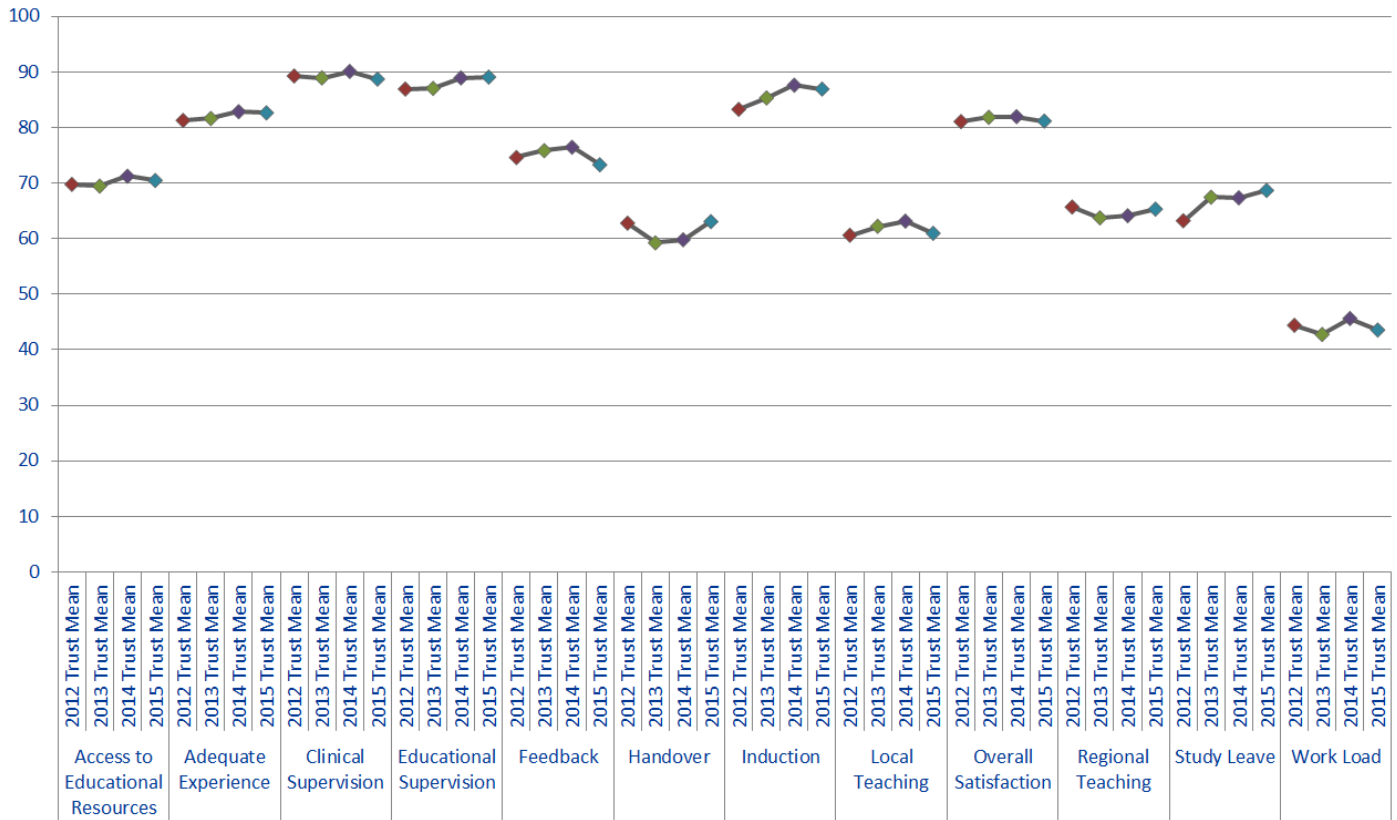
Dashboard







Quartile	Indicator	Norfolk and Norwich Mean	National Mean
Quartile 1	Feedback	73.29	77.01
	Local Teaching	60.97	63.9
	Regional Teaching	65.32	70.98
	Supportive environment	74.32	76.14
	Work Load	43.56	47.25
Quartile 2	Access to Educational Resources	70.48	69.24
	Adequate Experience	82.64	82.14
	Clinical Supervision	88.71	89.19
	Clinical Supervision out of hours	88.47	88.44
	Educational Supervision	89.08	89.82
	Handover	63.07	69.67
	Induction	86.93	85.33
	Overall Satisfaction	81.17	81.74
	Study Leave	68.69	70.17
	Quartile 3		
Quartile 4			

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 into the bottom 25% of trusts for that indicator. If a trust fell within the fourth quartile, then this means that the trust fell within the top 25% of trusts for that indicator.

Trend Data



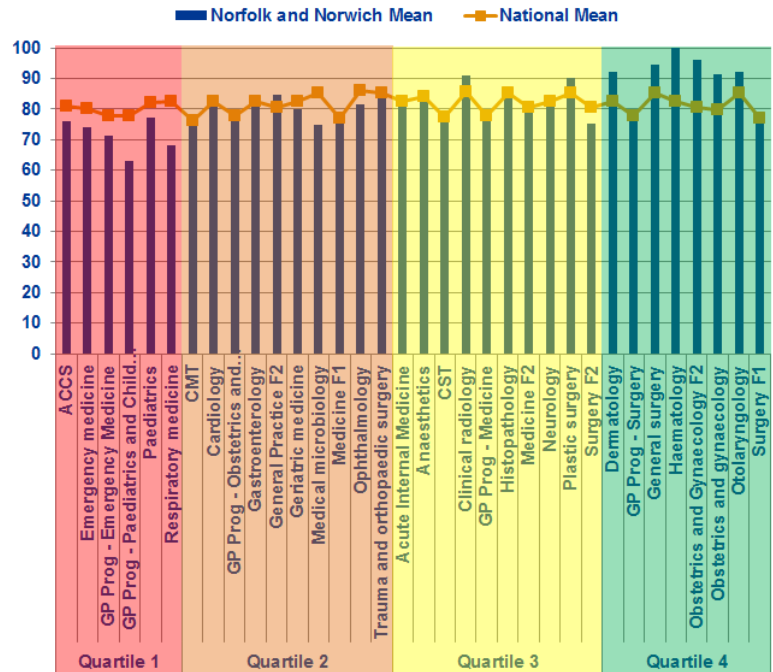
Indicator	2015 National Mean	2015 Trust Mean	2014 Trust Mean	(2015 Trust Mean) - (2015 National Mean)	(2015 Trust Mean) - (2014 Trust Mean)
Access to Educational Resources	69.24	70.48	71.24	1.24	-0.76
Adequate Experience	82.14	82.64	82.85	0.5	-0.21
Clinical Supervision	89.19	88.71	90.1	-0.48	-1.39
Educational Supervision	89.82	89.08	88.94	-0.74	0.14
Feedback	77.01	73.29	76.45	-3.72	-3.16
Handover	69.67	63.07	59.8	-6.6	3.27
Induction	85.33	86.93	87.62	1.6	-0.69
Local Teaching	63.9	60.97	63.16	-2.93	-2.19
Overall Satisfaction	81.74	81.17	81.96	-0.57	-0.79
Regional Teaching	70.98	65.32	64.13	-5.66	1.19
Study Leave	70.17	68.69	67.36	-1.48	1.33
Work Load	47.25	43.56	45.64	-3.69	-2.08

2015 trust mean lies above the national mean, but is below last year's trust mean 
 2015 trust mean lies above both the national mean and last year's trust mean 
 2015 trust mean lies below the national mean but above last year's trust mean 
 2015 trust mean lies below both the national mean and last year's trust mean 

Overall Satisfaction by Programme Group

Programme Groups by Quartile

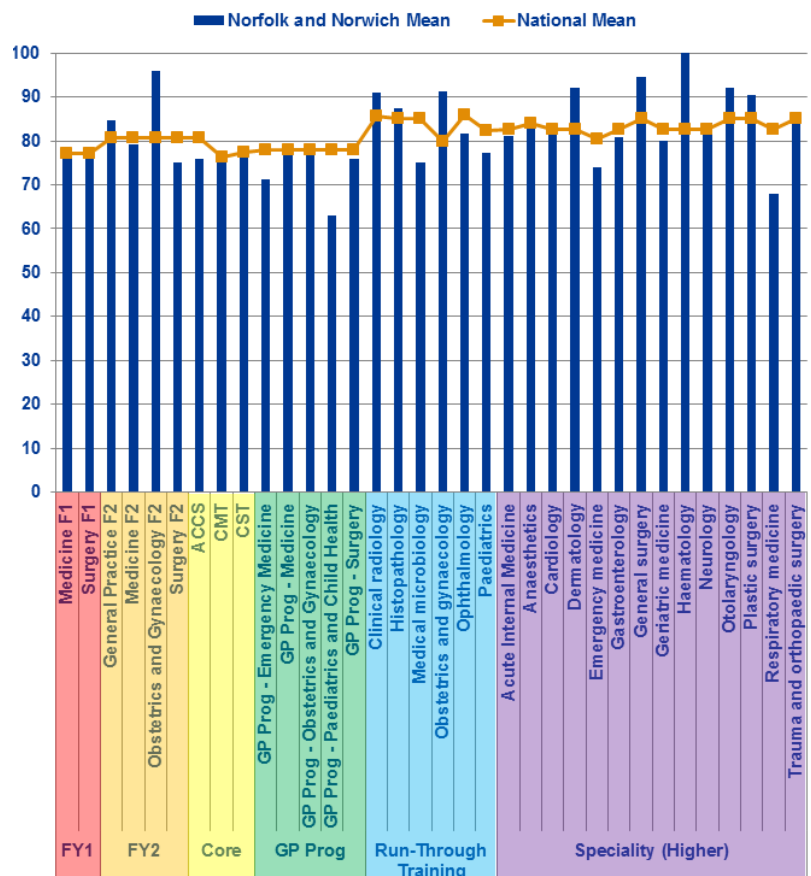
Quartiles	Programme Group	Norfolk and Norwich Mean	National Mean
Quartile 1	ACCS	76	80.82
	Emergency medicine	74	80.32
	GP Prog - Emergency Medicine	71.2	77.89
	GP Prog - Paediatrics and Child Health	63	77.89
	Paediatrics	77.14	82.29
Quartile 2	Respiratory medicine	68	82.69
	CMT	76.17	76.35
	Cardiology	81.33	82.69
	GP Prog - Obstetrics and Gynaecology	76.8	77.89
	Gastroenterology	80.8	82.69
	General Practice F2	84.57	80.57
	Geriatric medicine	80	82.69
	Medical microbiology	75	85.18
	Medicine F1	77.57	77.14
	Ophthalmology	81.6	85.91
Quartile 3	Trauma and orthopaedic surgery	84.57	85.18
	Acute Internal Medicine	81.14	82.69
	Anaesthetics	85.18	83.94
	CST	78.44	77.42
	Clinical radiology	90.96	85.59
	GP Prog - Medicine	77	77.89
	Histopathology	87.33	85.18
	Medicine F2	79.2	80.57
	Neurology	84	82.69
	Plastic surgery	90.29	85.18
Quartile 4	Surgery F2	75.11	80.57
	Dermatology	92	82.69
	GP Prog - Surgery	76	77.89
	General surgery	94.67	85.18
	Haematology	100	82.69
	Obstetrics and Gynaecology F2	96	80.57
	Obstetrics and gynaecology	91.2	79.96
	Otolaryngology	92	85.18
	Surgery F1	78.32	77.14



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	Norfolk and Norwich Mean	National Mean
FY1	Medicine F1	77.57	77.14
	Surgery F1	78.32	77.14
FY2	General Practice F2	84.57	80.57
	Medicine F2	79.20	80.57
Core	Obstetrics and Gynaecology F2	96.00	80.57
	Surgery F2	75.11	80.57
GP Prog	ACCS	76.00	80.82
	CMT	76.17	76.35
Run-Through Training	CST	78.44	77.42
	GP Prog - Emergency Medicine	71.20	77.89
Speciality (Higher)	GP Prog - Medicine	77.00	77.89
	GP Prog - Obstetrics and Gynaecology	76.80	77.89
Speciality (Higher)	GP Prog - Paediatrics and Child Health	63.00	77.89
	GP Prog - Surgery	76.00	77.89
Speciality (Higher)	Clinical radiology	90.96	85.59
	Histopathology	87.33	85.18
Speciality (Higher)	Medical microbiology	75.00	85.18
	Obstetrics and gynaecology	91.20	79.96
Speciality (Higher)	Ophthalmology	81.60	85.91
	Paediatrics	77.14	82.29
Speciality (Higher)	Acute Internal Medicine	81.14	82.69
	Anaesthetics	85.18	83.94
Speciality (Higher)	Cardiology	81.33	82.69
	Dermatology	92	82.69
Speciality (Higher)	Emergency medicine	74	80.32
	Gastroenterology	80.8	82.69
Speciality (Higher)	General surgery	94.67	85.18
	Geriatric medicine	80	82.69
Speciality (Higher)	Haematology	100	82.69
	Neurology	84	82.69
Speciality (Higher)	Otolaryngology	92	85.18
	Plastic surgery	90.29	85.18
Speciality (Higher)	Respiratory medicine	68	82.69
	Trauma and orthopaedic surgery	84.57	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
2015														
ACCS					B									
Acute Internal Medicine					B									
Anaesthetics						B				B				
CMT														
CST											B			
Cardiology													B	
Clinical radiology														A
Dermatology			A			A			A	A				A
Emergency medicine		B				B			B					
GP Prog - Emergency Medicine						B								
GP Prog - Medicine						B								
GP Prog - Obstetrics and Gynaecology														
GP Prog - Paediatrics and Child Health								B						
GP Prog - Surgery							2							
Gastroenterology														
General Practice F2											A			
General surgery							B							A
Geriatric medicine														
Haematology	A	A		A					A		A	B		A
Histopathology				A								B		
Medical microbiology	B								B		B			
Medicine F1														
Medicine F2														
Neurology														
Obstetrics and Gynaecology F2	A	A	A		A									
Obstetrics and gynaecology														A
Ophthalmology											B	B		
Otolaryngology														
Paediatrics														
Plastic surgery												B		
Respiratory medicine							B			B				B
Surgery F1														
Surgery F2														B
Trauma and orthopaedic surgery														
2014														
ACCS					B							B		
Acute Internal Medicine					B									
Anaesthetics				A										
Cardiology					B							B		
Clinical radiology												A		A
CMT												B		
Dermatology										A				
Emergency Medicine F2						B								
Gastroenterology				A										
General surgery												B		
Geriatric medicine									B					
GP Prog - Emergency Medicine	B					B				A				
GP Prog - Paediatrics and Child Health	A										B			
GP Prog - Surgery		B						B						
Haematology							A							
Histopathology											A			
Medical microbiology and virology											B			
Obstetrics and gynaecology											A			A
Ophthalmology											B	B		
Otolaryngology	A										A			A
Plastic surgery												B		
Renal medicine												B		
Respiratory medicine														
Rheumatology														
Urology												A		A
2013														
Acute Internal Medicine						B						B		
Cardiology	B					B	B	B	B		B	B		B
Dermatology	A											A		A
Emergency Medicine F2							B							
GP Prog - Emergency Medicine						B	B	B						
GP Prog - Medicine											B	B		
GP Prog - Obstetrics and Gynaecology	A											A		
GP Prog - Surgery														A
Gastroenterology	A								A					
General Practice F2									A				A	
Haematology														
Histopathology												B		
Medicine F2														
Neurology														A
Obstetrics and gynaecology	A													A
Ophthalmology														
Otolaryngology												B		
Plastic surgery													B	
Renal medicine														B
Respiratory medicine														
Rheumatology														
Urology	A												B	A

Programme Group Outliers

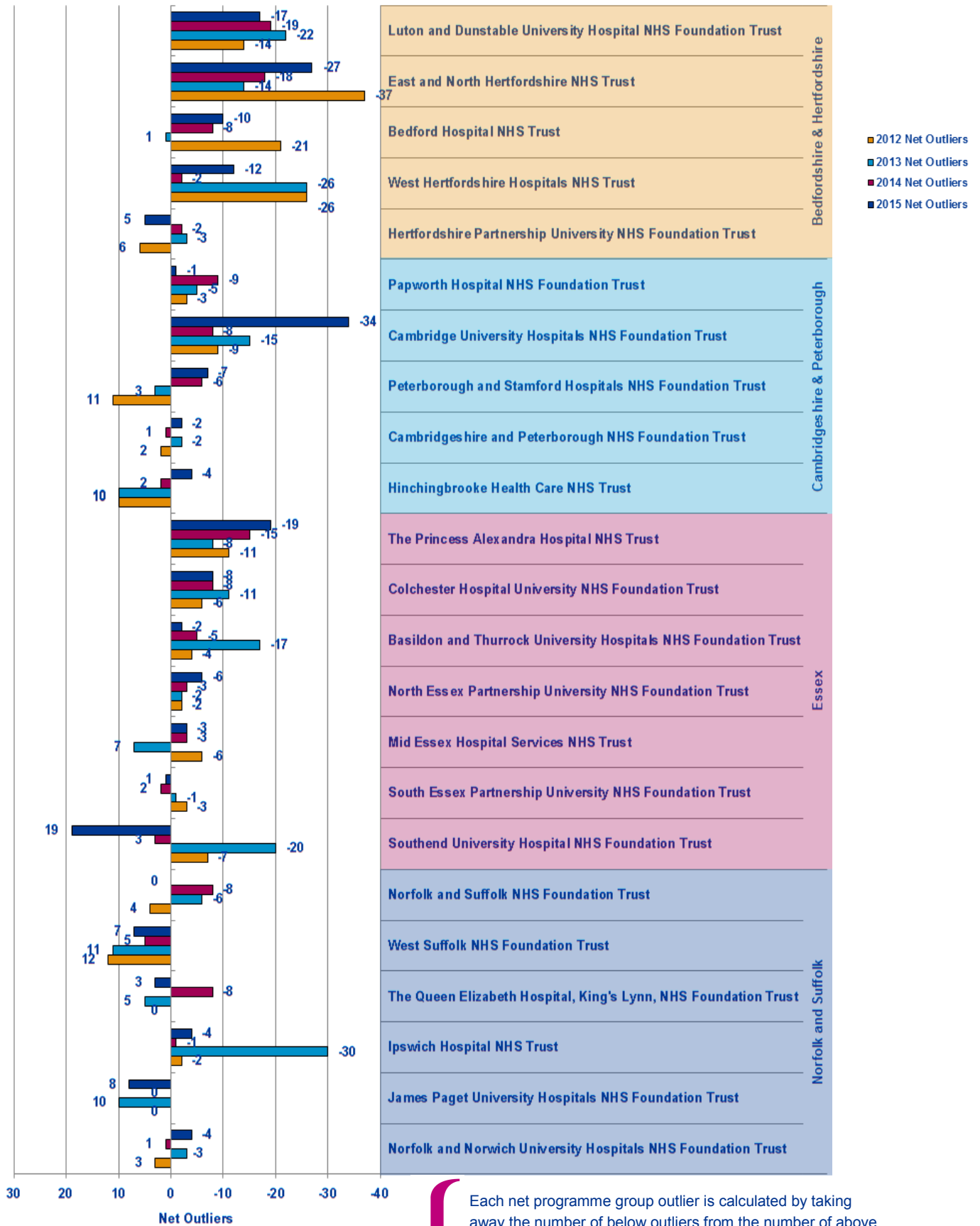
Programme Group	Patient Safety				Educational Development					Training Environment/ Infrastructure	GREEN OUTLIERS			RED OUTLIERS			2014 to 2015 CHANGE ↑ BETTER → STATUS QUO ↓ WORSE					
	Overall Satisfaction	Clinical Supervision	Clinical Supervision out of hours	Handover	Induction	Work Load	Educational Supervision	Adequate Experience	Feedback	Local Teaching	Regional Teaching	Study Leave	Supportive environment	Access to Educational Resources	2013	2014		2015	2013	2014	2015	
ACCS				2															2	1		
Acute Internal Medicine				3															2	1	1	
Anaesthetics															1						2	
CMT																			1			
CST																					1	
Cardiology																			8	2	1	
Clinical radiology													2	2	2	1						
Dermatology					2				2	2			2	5	1	6						
Emergency medicine				2																	3	
GP Prog - Emergency Medicine				2											1				3	2	1	
GP Prog - Medicine																			2			
GP Prog - Obstetrics and														2								
GP Prog - Paediatrics and Child															2					1	1	
GP Prog - Surgery							2								1					3	1	
Gastroenterology														2	1							
General Practice F2												2			2		1					
General surgery																	1		1	1		
Geriatric medicine															1					1		
Haematology		2			2				2	2				3	2	6		1			1	
Histopathology					2										1	1			1		1	
Medical microbiology									2											1	3	
Medicine F1																						
Medicine F2																			1			
Neurology															3							
Obstetrics and Gynaecology F2																	4					
Obstetrics and gynaecology															4	3	1					
Ophthalmology										2									1	3	2	
Otolaryngology																3				1		
Paediatrics																						
Plastic surgery															2				2	1	1	
Respiratory medicine					2				2							1			2		3	
Surgery F1																						
Surgery F2																					1	
Trauma and orthopaedic surgery																						
															24	19	21		24	19	25	↑↓

This table represents the outliers for the last three years. A place is coloured if it is a n above (Green) or below (Red) outlier in 2015. If an outlier in 2015 was not an outlier in either 2014 or 2013 then it is left as a pale colour and with nothing written in it. However if the outlier in 2015 has been an outlier multiple times over the last three years then the number of times it has been a positive or negative outlier is written in its box and the colour of the box is darkened correspondingly. This is useful for seeing where continuous issues or positive areas lie for each programme group.

On the right hand side of the table is a count of how many outliers there were for each programme group in each of the years. This can be used to see if programme groups are in general improving or getting worse.

The red and green arrows on the bottom left hand side represent whether the total number of positive and negative outliers has improved from 2014 to 2015.

Net Programme Group Outliers



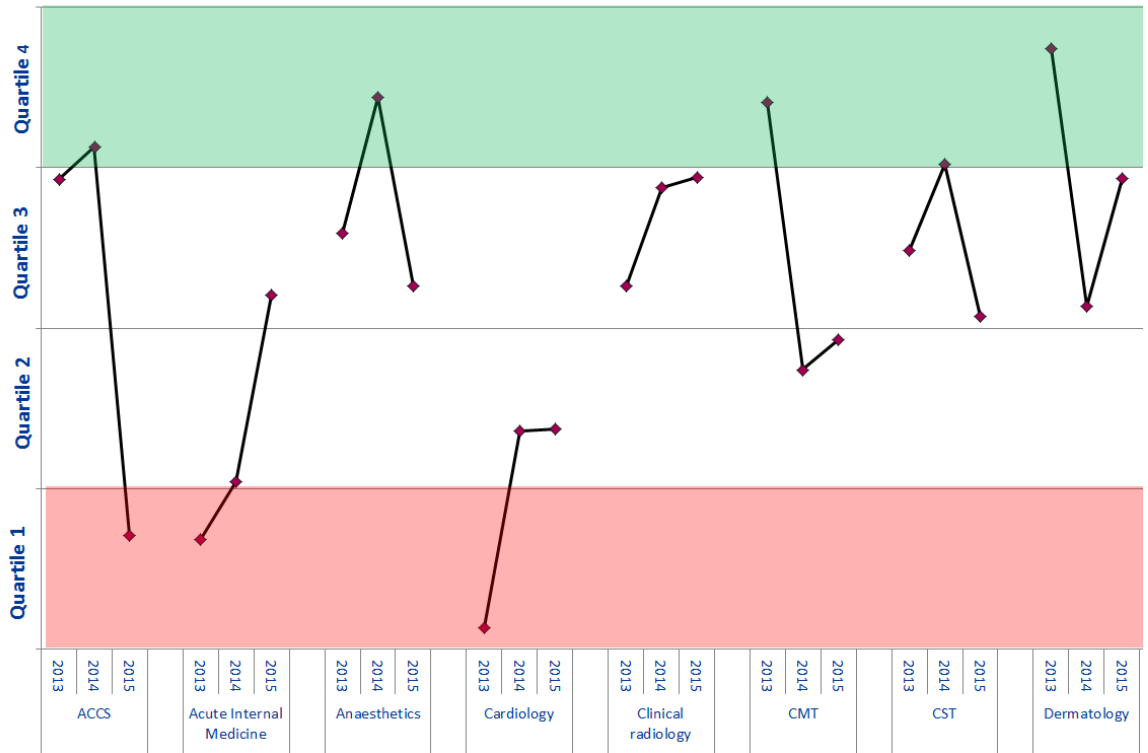
Each net programme group outlier is calculated by taking away the number of below outliers from the number of above outliers occurring across all programme groups for that trust in that year. Each trust has had their net outlier figure calculated for the last four years, permitting us to see the general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

Programme Group Overall Satisfaction National Rankings

National Ranking

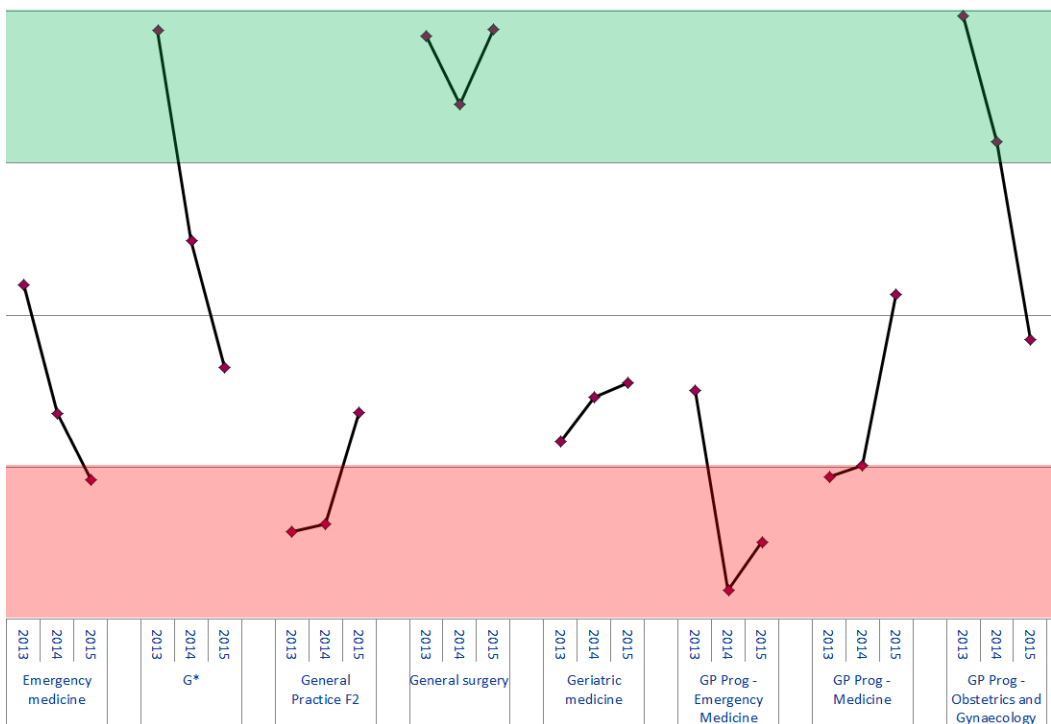
Total Number of Trusts Nationally Reporting for this Programme Group

35	29	98	39	34	22	56	22	66	57	39	44	36	23	22	25	96	85	58	36	69	2	14	8
130	133	119	47	46	49	159	157	152	59	59	67	83	82	83	169	170	164	153	147	143	31	30	30



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.

32	51	81	2	23	41	131	135	111	6	22	4	63	59	63	78	122	103	118	118	69	1	29	68
71	77	105	63	61	70	153	160	168	144	144	135	89	93	103	125	128	118	154	158	148	128	135	126



G* = Gastroenterology

Programme Group Overall Satisfaction National Rankings

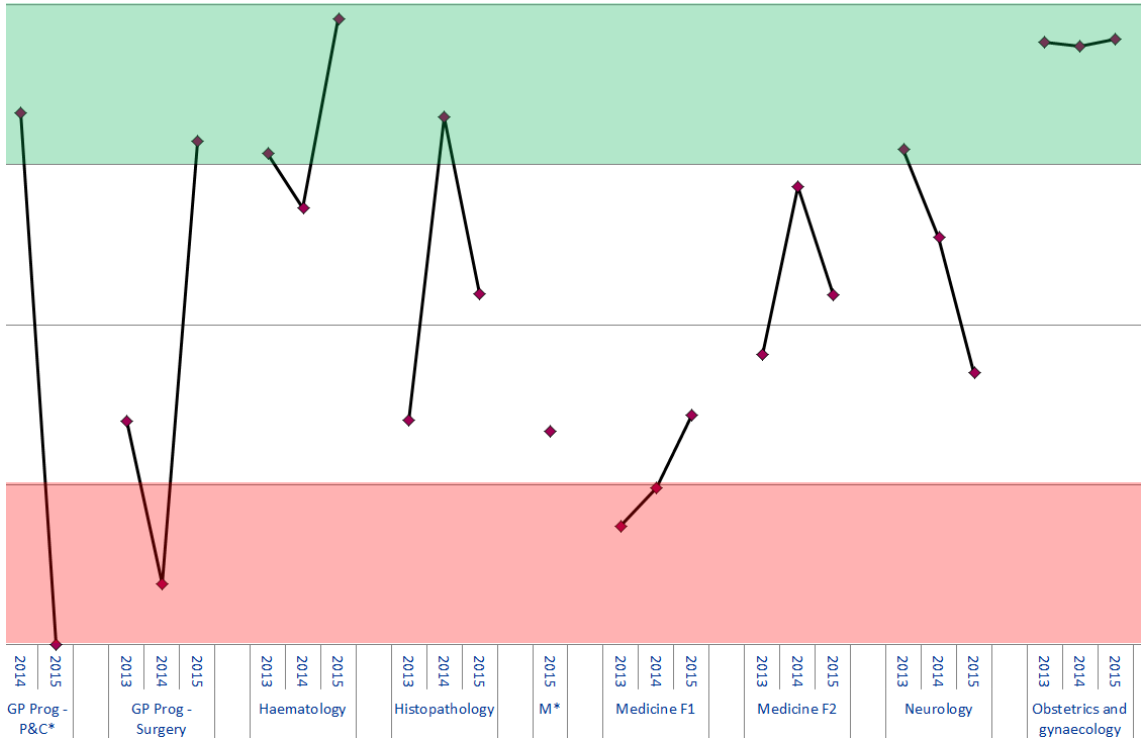
National Ranking

Total Number of Trusts Nationally Reporting for this Programme Group

23	133	28	38	10	10	14	1	26	7	19	8	136	126	104	88	47	73	7	12	19	9	10	8
136	133	43	42	47	43	44	44	40	40	42	12	167	167	162	161	165	161	31	33	33	153	153	148

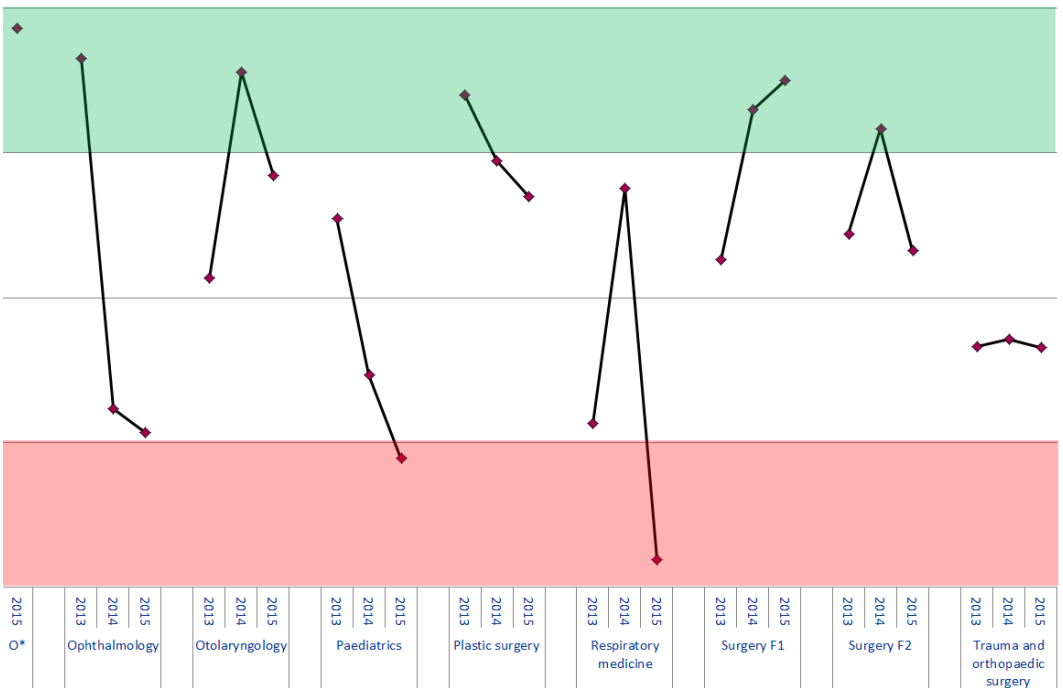
P&C* - Paediatrics and Child Health

M* = Medical Microbiology



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2	7	56	55	21	5	11	62	102	126	6	10	13	56	23	81	72	29	20	59	32	62	79	75	78
57	81	81	75	45	45	38	171	161	162	40	38	40	78	74	85	166	166	161	151	153	148	135	131	133



O* = Obstetrics and Gynaecology F2

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
BEDFORD & HERTFORDSHIRE															
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
TOTAL	6	3	4	1	4	1	4	0	1	4	2	2	0	0	32
ESSEX															
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
TOTAL	7	4	3	0	2	1	1	1	0	0	3	1	0	0	23

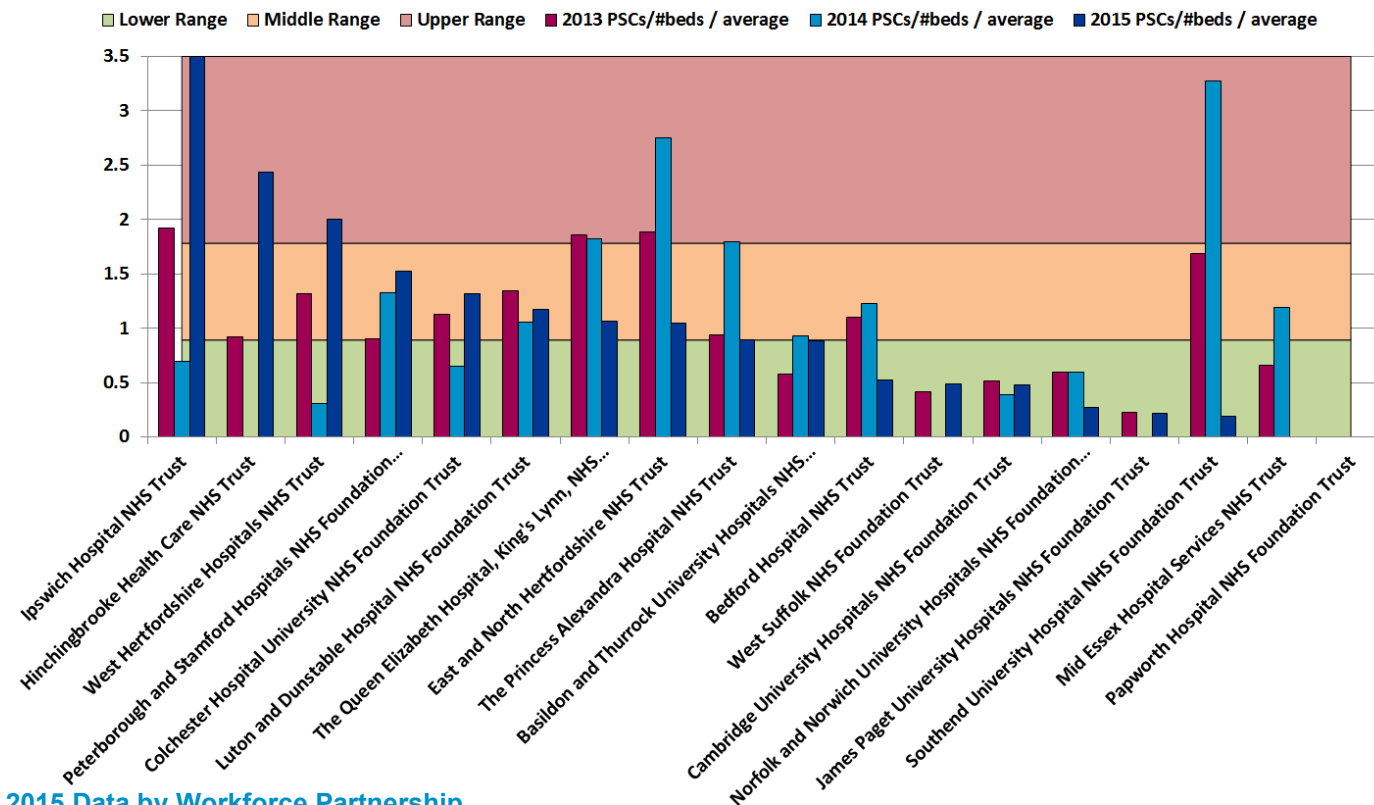
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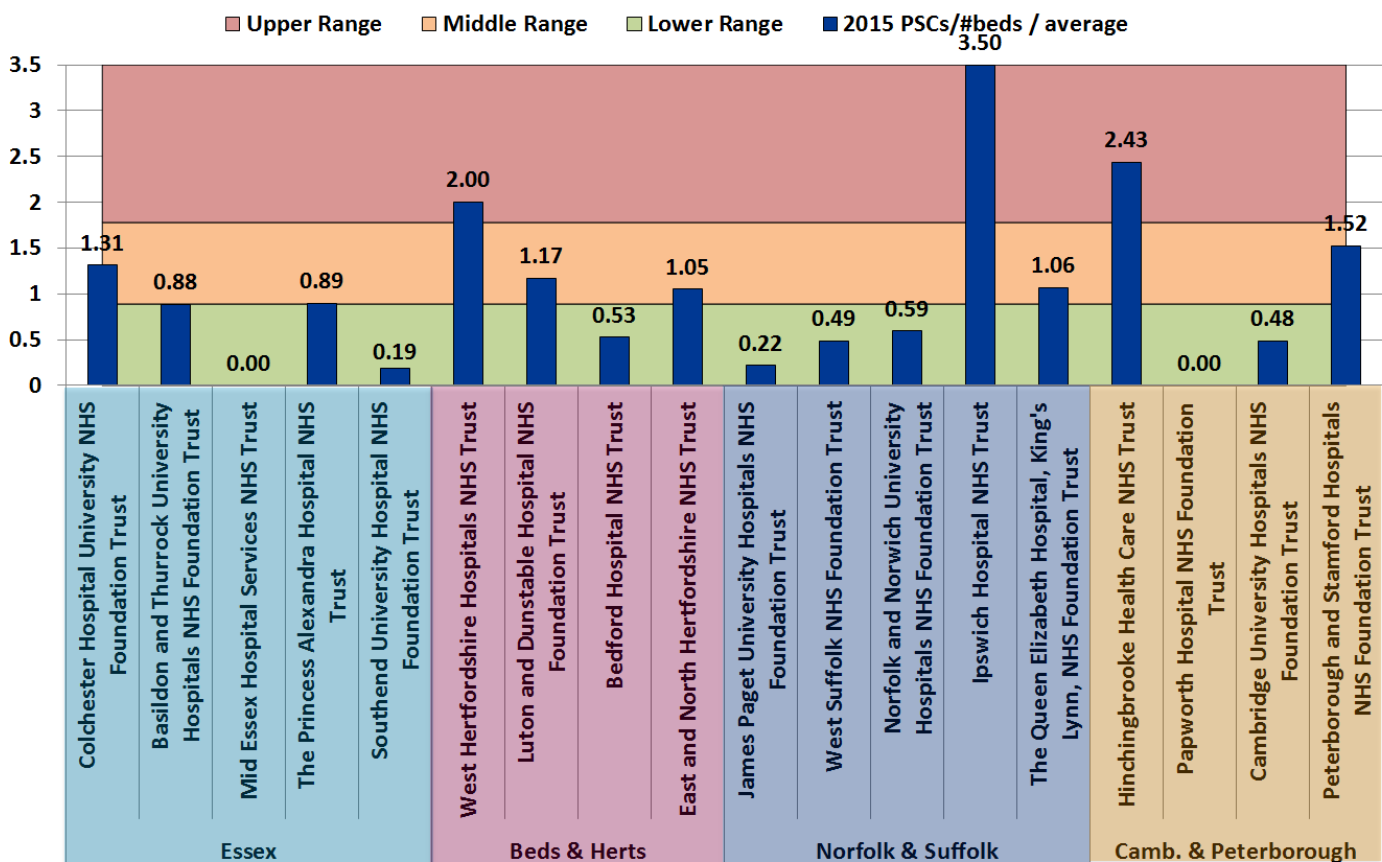
Areas of Concern identified	Understaffing	High Workload/ Work Intensity	Patient Care Provided Incl assessment, treatment	Lack of Team work	Inadequate Handover	Capacity [shortage of Beds]	Confidence Issues including lack of competence, induction; cross cover	Inadequate Supervision	Tension b/w education & service	Nursing Issues	Locum Issues incl quality, availability	Clinical Processes incl equipment; IT	Intercultural communication issues incl lang	Non PSC - Ethical Issue	Total
NORFOLK & SUFFOLK															
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
TOTAL	10	3	5	2	2	0	3	2	0	2	2	2	2	0	35
CAMBRIDGE & PETERBOROUGH															
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
TOTAL	5	5	5	1	1	1	2	2	2	1	1	1	0	0	27
OVERALL TOTAL N=	28	15	17	4	9	3	10	5	3	7	8	6	2	0	117

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.