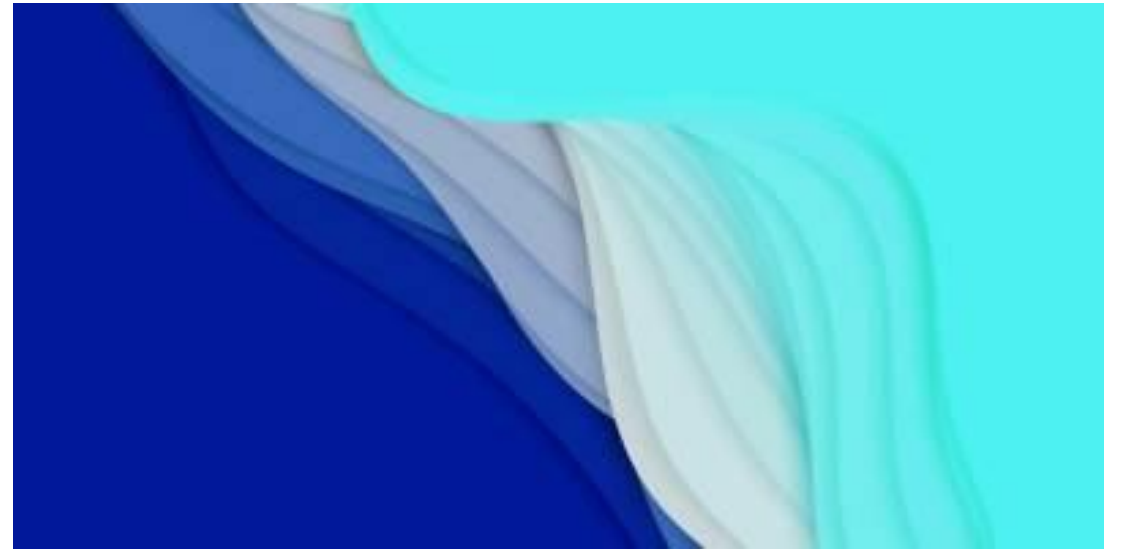
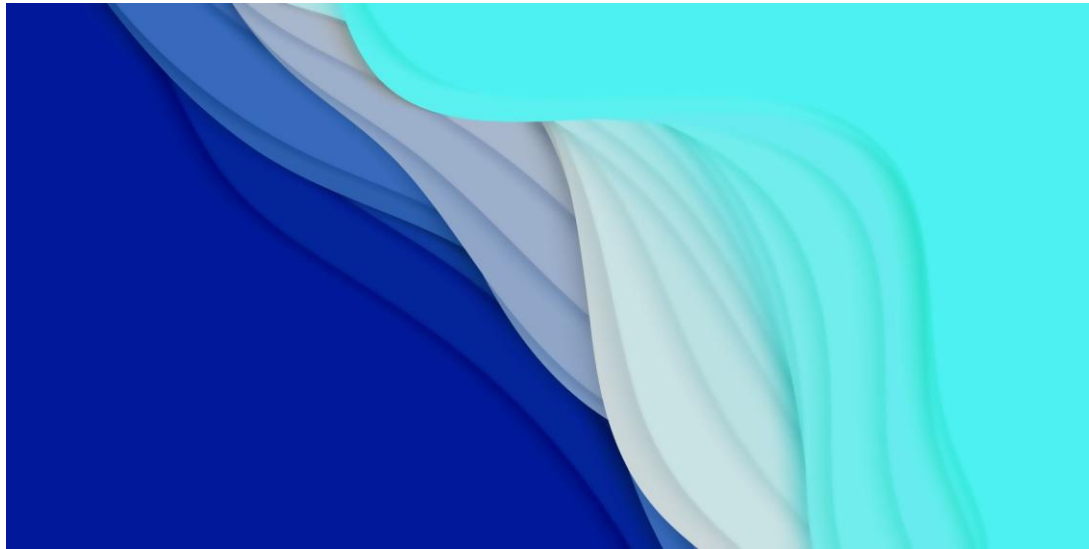


Quality in Primary Care

Spring Symposium 2026



Overview

Good News – Overall feedback suggests that we are doing well

ICS Approach to Quality

Align to National Quality Framework

Responsibility for ALL learners in Primary Care

Close working with secondary care and Quality Teams

Challenges in Primary Care



Smaller organisations with fewer learners



Heterogeneity between organisations



Diverse workforce with many nuances to education and training



Single Lead Employer

Approach to Quality in Primary Care

- Risk-based Assessment
 - Self-declarations
 - CQC
 - NETS
 - GMC NTS
 - TPD/Placement feedback
 - Information from NHSE/Quality Teams in ICB/HEIs
- Who/What is Being Assessed
 - Educators
 - Primary Care Organisations
 - GPST Programmes

Process for Managing Organisation/Educator Concerns



Initial data gathering by TH



Completion of QCAF



Review by GP AD for Quality



Risk Rating/Action Plan Agreed



Lower-level concerns return to BAU



Higher-level concerns discuss at REQIP

Scenarios

- An approved learning organisation receives an inadequate CQC rating
 - Does this matter within the context of training?
 - What were the previous CQC ratings?
 - Which learners may be affected?

Scenarios

- Free-text comments made in the GMC NTS accusing a PM of bullying
 - Can anonymity be protected?
 - Is this already being addressed?
 - Is there a wider cultural issue within the organisation?
 - Does the LE need to be involved?

Scenarios

- The sole educator within an organisation goes on long-term sick leave
 - How may this impact on the organisation as a whole?
 - Which learners may be impacted?

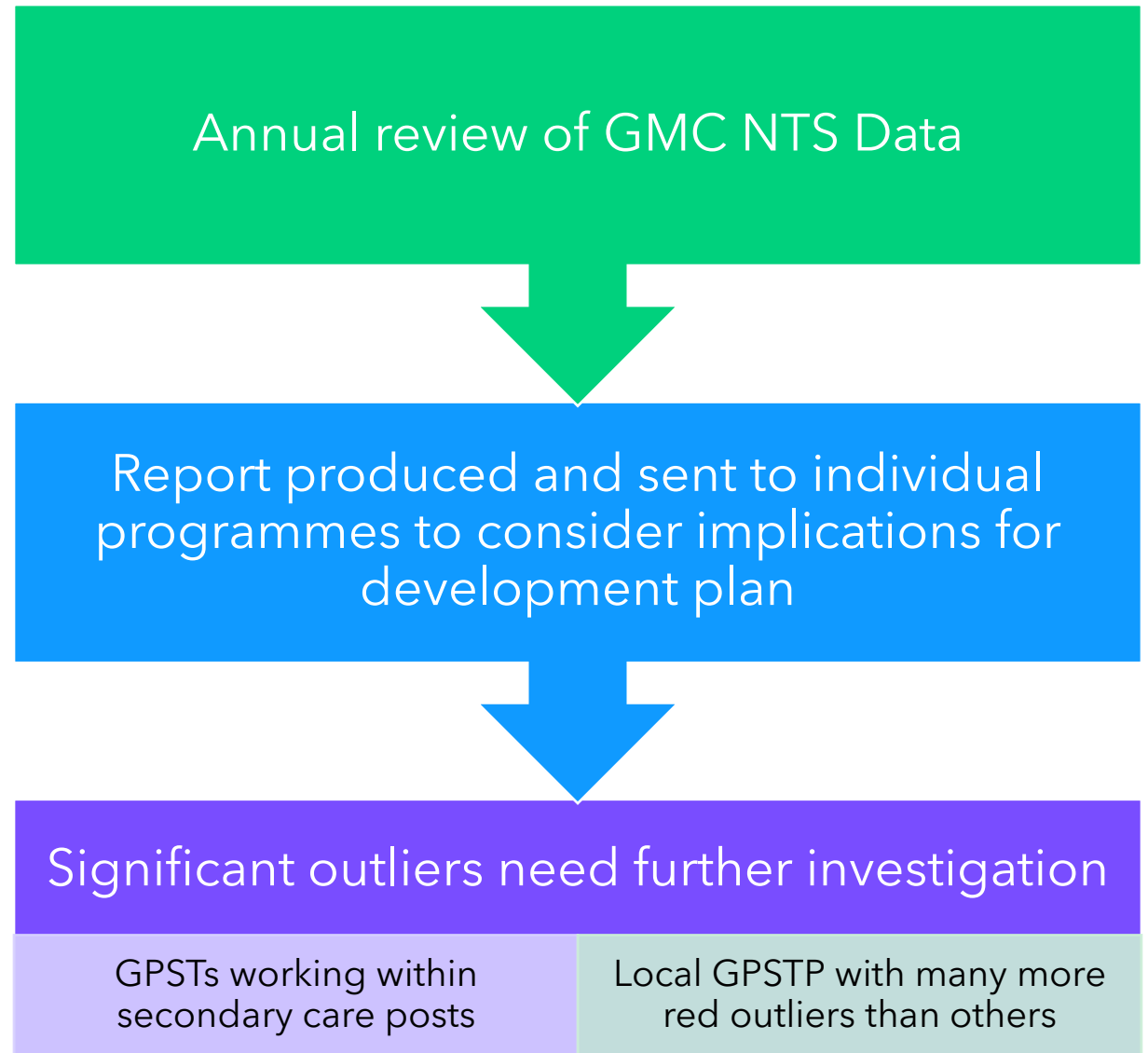
Scenarios

- HEI suspends learners from placement due to concerns over induction and supervision
 - Was this an appropriate course of action?
 - Does this automatically affect postgraduate medical residents?

Scenarios

- An escalating partnership dispute
 - What impact does this have on training?
 - In addition to the trainees who else may need support?
 - If the organisation is felt to be putting patients and learners at risk but the organisation does not agree to releasing the learners what happens?

Programme Level Concerns



How Can Organisations Help

- Respond to requests by THs for placement feedback and SDFs
- Consider PCN approval
- Seek regular feedback from learners so that they witness positive changes
- Support learners to complete feedback surveys
- Actively seek feedback on how patient care may be improved from learners

Summary



Given the large number of learning organisations the number of concerns raised is small



Most concerns are dealt with locally and returned to BAU quickly



It is rare for learners to be removed from organisations



Your learners are vital in quality enhancement



If you have significant upcoming organisational change, seek help early



Remember quality is everyone's business