

**Responding to Red flags
in the GMC survey
Spring Symposium 20/3/19**

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Developing people

for health and

healthcare

Responding to red flags in the GMC survey

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First Impressions.....

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Trepidation

Useless

Fear?

**Tick box
exercise**

**Takes the
fun out of
education**

First Impressions.....ever been?

- Can use to improve education and training
- Perhaps get more staff?

We share your sentiments!

Love it or hate it, we are stuck with it...

The Plan...

- Examination ... Discuss approach to GMC red flags
- Investigations .. Review ways of getting to the bottom of the problem
- Management Consider possible actions
- Review examples of turnaround and continuing issues
- Work on case scenarios
- Summary session

Examination ... of the problem

- Bad: Denial there is a problem
- Appropriate: Acceptance there is a problem
- Review of history / trends / results from similar trusts / red flag outliers / free text feedback

Investigation ... fact finding

- Review trends for the last 3-5 years
- Liaise with College tutor and faculty group
- Liaise with Departmental/Divisional management
- Discuss at Trainee forum

Management...

- Evaluate information gathered
- Development action plan specific to issues identified
- Buy in from department and trust Executive team
- Share information gathered and action plan with trainers & trainees
- Regular mentoring meetings with College tutor and trainers
- Regular trainee meeting to evaluate impact of changes

Example 1: Paediatrics

Paediatrics	Basildon and Thurrock University Hospitals NHS Foundation Trust	Overall Satisfaction	79.53	76.00	81.26	82.22	75.50	72.00	78.50
		Clinical Supervision	86.84	88.31	90.09	86.92	90.50	84.67	89.06
		Clinical Supervision out of hours				90.35	90.25	84.73	86.81
		Reporting systems					78.44	70.71	78.67
		Work Load	41.79	43.87	33.22	41.20	25.52	35.69	40.23
		Teamwork						68.33	71.35
		Handover	80.47	78.13	87.50	86.72	79.46	77.24	66.83
		Supportive environment				78.89	68.75	55.33	73.75
		Induction	81.47	82.50	88.68	86.67	77.50	71.67	77.19
		Adequate Experience	78.24	78.89	85.26	81.11	81.25	73.67	74.84

Example 1: Paediatrics... actions

- HOS meeting with College Tutor & DME
- DME with MD meeting with Supervisors, all consultants, management team (medical & nursing)
- Change in supervision structure / processes
- Regular feedback – trainees and trainers
- DME monitoring of progress

Example 1 Paediatrics

- From 13/16 in the EOE trusts in 2017 to



Case scenario 1: Undermining / Bullying

Sometimes it difficult to know if comments are banter or bullying. I am unsure if it is bullying as I have a good relationship with my bosses but sometimes they have made me feel uncomfortable especially when things said in public eg. Theatres. Eg. How could you have operated so quickly? You obviously didn't operate properly. Eg. Make sure you operate properly! Eg. How many of the patients actually needed operating on, if you were operating on them?

Case scenario 2: Pt safety / OOH support

not enough doctors on the ward on a very regular basis. escalated multiple times to clinical director of department (Consultant on ward). not enough nurses on the ward on a very regular basis. patient medications including antibiotics being delayed. documented in patient notes. escalated to ward manager and clinical director of department (Consultant on ward) On nights, there is only one doctor who is covering half the hospital (5pm - 9am). This poses risk to patients, as nursing staff on this ward are not trained in basic skills such as cannulation. If one doctor is rotared, and has to deal with multiple sick patients, then patients medications such as antibiotics are often missed.

Case scenario 3: Workload

“There were numerous occasions during the holiday period in which staffing levels were very low. There was times where there wasn’t a ward reg. This provided concerns to patient safety. I think the whole hospital in general under staffed and as doctors we are unable to provide the care that we strive to deliver.”

- Work load and understaffing resulting in patient safety concern

Case scenario 4: Teaching

- Red flags in local teaching & Feedback
- Feedback from Foundation school feedback report

“The department is always busy. The consultants do a business ward round. There is zero teaching and all we do is make a list of the jobs. As we are understaffed and overworked, I find it difficult to attend generic teaching”

Conclusion

- GMC survey red flags can be stressful for all
- Useful to have a structure and plan to deal with red flags
- It is possible to turn around departments with red flags

Thank you & good luck!