

**Postgraduate School of Paediatrics Visit to
East and North Hertfordshire NHS Trust (Lister Hospital)**

Visit Report

Monday 10th August 2015

**HEEoE
Representatives:**

Visiting Team:

Dr Wilf Kelsall, Head of School of Paediatrics

Dr Angela D'Amore, Neonatal Consultant and less than full-time training lead for HEEoE

Dr Amr Hadoura, Trainee representative ST8

Dr Sampath Padmanabhan, Trainee representative ST8

Dr Gunjan Jain, Trainee representative ST6

Purpose of visit:

The purpose of the visit was to review paediatric training at the East and North Herts Hospital. This visit was organised to assess progress made since the last school visit in August 2014 and to discuss the outcome of the 2015 GMC Survey which highlighted seven red outliers in the department.

Meeting with trainees:

We met a representative group of trainees from GP, Foundation and Paediatrics. The paediatric trainees were from both level 1 and level 2. Importantly, some of the trainees had worked in the department over a number of years and were able to confirm that significant progress had occurred since the last School visit. Interestingly many were disappointed that the GMC survey had been so poor. They felt that, under the leadership of Dr Kefas and Dr Dhelaria, that their concerns and suggestions were listened to and being acted upon. They felt that there was a good teaching programme in the department. They highlighted that there was inconsistent consultant engagement with supervision both clinically and with training. They felt that they had good educational supervision for the most part. Many consultants were committed to completing work-base placed assessments and supervisors' reports but there was inconsistency across the department. They felt that their rotas had been modified to deliver better training and a safer service. The trainees were very grateful to some of their colleagues who had shown great leadership and worked tirelessly on the rotas. They felt that the handovers were much smoother and were less intimidating. The induction process has improved. Trainees are now more supported in responding to complaints. The trainees continued to express concerns over the running of the Children's Assessment Unit, there are still problems with consistent consultant cover and support at busy times of the day.

Feedback from the Paediatric Tutor - Dr Anshoo Dhelaria:

A summary of the department was presented along with an update on the 2014 action plan. An action plan response to the 2015 GMC survey was presented and it is clear that the department have a clear strategy to tackle the issues raised and were already making progress.

Conclusions:

- The East & North Herts Hospital Paediatric Department provides excellent clinical training in paediatrics. There is a very supportive working relationship between paediatric trainees and nursing staff. It is clear that the relationship with paediatric consultants has improved greatly. Trainee issues are being taken seriously and are being addressed. The trainees were very positive about the leadership of Dr Kefas and Dr Dhelaria and named a number of other consultants who they felt were excellent role models.
- There has been a significant improvement in departmental induction for paediatricians, GP and foundation trainees.
- The handover process has been streamlined and is less intimidating.
- The department has an excellent teaching programme particularly in safeguarding, resuscitation, and simulation. The department is striving to make some of the sessions bleep free.
- Trainees have been encouraged to participate more in the organisation of their training, leading to better rotas.
- The department continues to develop the extended roles of nursing and midwifery staff.
- Trainees are better supported in the handling of clinical incidents and complaints. There is a better feedback system in place.
- Trainees are now able to complete work place-based assessments more efficiently. Notable practice in the department is the drive to ensure that assessments are completed on the wards at least two days per week.
- The role of the "senior trainee" has been developed and there is a good communication pathway with the tutor
- The progress highlighted above is reflected in the fact that all level one trainees would now recommend the East and North Herts Hospital for their training. The level 2 trainees are more guarded in their recommendations mainly because of inconsistent consultant support.

Recommendations:

- The department must review who is allocated to the role of educational supervisor. It is clear that two to three of the existing consultants struggle as educational supervisors and do not complete work place-based assessments or educational supervisor training reports in a timely fashion. I understand that this has already been raised with the Paediatric Tutor. It should be addressed over the next year.

- The department has produced a robust action plan following the GMC survey. This action plan should be forwarded to the LETB as a formal record. We would expect this action plan to be delivered. Recent changes to consultant working practices and teaching programmes must be sustained. The importance of consistent consultant input and support cannot be over emphasised, particularly in the busy assessment unit. There are some excellent role models who help trainees on the CAU and show leadership, this needs to become to norm.
- Staffing in the department must be reviewed. The department is well staffed in terms of trainee numbers indeed, has it has more trainees than many units of comparable size. Trainee numbers will be reviewed and may be reduced. The department should look to expand consultant numbers, particularly highlighting the Children's Assessment Unit as an area that needs increased consultant leadership and presence to meet the RCPCH facing the future standards. The current consultant inconsistencies are a potential safety issue.
- The department should work with trainees to look at how out-patient attendance can be maximised. The clinic weeks work well for level 1 trainees. Clinic attendance for level 2 trainees is problematic.
- We would recommend that the Education and Paediatric departments continue their engagement with paediatric trainees to drive up training quality. The regular meetings with the senior trainee should be continued. It would be sensible to conduct a repeat internal survey towards the end of 2015/early 2016 to assess progress.
- I would suggest that consultants liaise with colleagues in similar sized departments such as Ipswich, Peterborough and Colchester. All are busy departments. All have Children Assessment Units at various stages of development. All run their service at night with a single trainee. Ipswich and Colchester are two of the most popular training units in the East of England. Their models of success should be considered for the East and North Herts hospital.
- The department must continue to tackle inconsistent consultant practice. It was a recurring theme in all our discussions, there were areas of excellent practice in the department but it very much depended on which consultant trainees were working with. These inconsistencies let the department down and almost certainly have led to the poor GMC survey response.

Action Plan and further visits:

We left the department today feeling positive that things were moving in the right direction. A robust action plan has been developed that must be followed. We will re-visit the department in the Summer of 2016.

The findings of this report were fed back to colleagues from the Paediatric and Medical Education Departments as well as to the Deputy Chief Executive Officer and to the Chair of the Women’s and Children’s Division. This report has been reviewed by the other members of the visiting team and is felt to be factually accurate.

Action Plan	The Trust is required to provide an action plan to address the recommendations highlighted in the report by 4th December 2015 including an update on the GMC survey action plan.
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Revisit:	Summer 2016
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Report prepared by Dr Wilf Kelsall, Head of School of Paediatrics, September 2015.

Cc:

- Mr Nick Carver, Chief Executive
- Miss Jane McCue, Medical Director
- Dr Jonathan Kefas, Clinical Director
- Dr Anshoo Dhelaria, College Tutor, Paediatrics
- Dr Shahid Khan, Director of Postgraduate Medical Education
- Dr Linda Struthers, Divisional Director
- Mrs Christine Crick, Medical Education Manager

- Dr Jonathan Waller, Deputy Postgraduate Dean, HEEoE
- Dr Angela D’Amore, Neonatal Consultant and less than full-time training lead, HEEoE
- Dr Amr Hadoura, Trainee representative ST8
- Dr Sampath Padmanabhan, Trainee representative ST8
- Dr Gunjan Jain, Trainee representative ST6
- Dr Matthew James, Training Programme Director, ST1&2
- Dr Andrea Turner, Training Programme Director, ST3-5
- Dr Vipin Datta, Training Programme Director, ST6-8