

Annual Quality Assurance Summary – Health Education England, Wessex

This summary provides an overview of how an organisation is meeting our standards for medical education and training as detailed in [Promoting excellence: standards for medical education and training](#). It provides an overview of the QA activities undertaken over the course of a year and an overview of findings including any areas of notable practice or requirements and recommendations we have set. The summary is published.

Organisation	Health Education England, Wessex
Review period	September 2021 - October 2022 (Year 2 of the PQA cycle)

Overview of findings

Overall findings statement
<p>From the SAQ submission, and the clarification of some points during the SAQ meeting, we consider that Health Education England, Wessex (HEE Wessex) is meeting the standards set out in the GMC's <i>Promoting excellence</i>.</p> <p>The QA activities that we have carried out in this annual cycle have provided good opportunities to observe how HEE Wessex meets our standards in themes 1 (Learning Environment and Culture) and 2 (Educational Governance and Leadership) of this guidance.</p>

Quality Activities Undertaken

	Activity	Date	Summary
1	Annual quality engagement meeting	27/09/2021	The annual quality engagement meeting was attended by members of the GMC's education QA team and the HEE Wessex team. Prior to the meeting the agenda and relevant documents were circulated for review.

			<p>At this meeting, we discussed the management of enhanced monitoring concerns, the proactive QA process rollout, NTS results, differential attainment and an overview of the QRS. The next steps were agreed upon and a summary of the meeting and related actions were circulated for agreement in the weeks following.</p>
2	SAQ submission	07/01/2022	<p>The SAQ was submitted on time and covered all five themes of <i>Promoting excellence</i>. The submission included a list of planned HEE Wessex activities that we could observe for quality assurance purposes.</p> <p>We are satisfied that where further information and/or clarification is still required that this can be provided in the next SAQ submission.</p>
3	SAQ feedback meeting	28/02/2022	<p>This meeting was held to provide feedback to HEE Wessex on its 2021/22 SAQ submission, and to seek clarification and additional information on the submission where required.</p> <p>We also discussed potential QA activities we could undertake in this annual cycle. These activities were not selected because of risks identified from the SAQ submission.</p> <p>We did not identify areas of risk during the SAQ meeting.</p> <p>Following this meeting, HEE Wessex was provided with written feedback on the SAQ submission.</p>
4	Welcome to Wessex induction programme	01/09/2022	<p>This activity was listed on the SAQ by HEE Wessex against Theme 1: Learning Environment and Culture.</p> <p>In attendance for the GMC was an Education Quality Assurance Programme Manager, Education Quality Analyst and a Trainee Associate (Specialty Trainee Doctor).</p> <p>This induction programme took place via MS Teams. It contained important, interesting and</p>

		<p>helpful sessions for trainees and was well-attended, with over 100 participants.</p> <p>Live sessions were presented by an Associate Dean, the Professional Development Unit Manager, Senior Doctors and an Education Programme Manager. One session, on Clinical Ethics, was recorded.</p> <p>The sessions provided information to trainees about the role of HEE Wessex and the support and opportunities available to them, including study leave, professional development, support and wellbeing.</p> <p>Two senior doctors presented the Culture of Care session, which enabled trainees to discuss pressure, difficulties and barriers in break-out groups. We recommend that HEE Wessex shares this idea with other HEE organisations for potential inclusion in their regional inductions.</p> <p>Important information regarding Differential Attainment (DA) was shared, along with information about how trainees and educators in the region are being supported. Initiatives include an International Medical Graduate (IMG) induction programme, mentoring, coaching and leadership courses, IMG support networks, DA regional workshops and a range of online resources.</p> <p>There was good signposting throughout the session, with links to websites being provided in the chat box (such as whistleblowing guidance on the GMC and CQC websites). Trainees were advised that the slides would be shared after the session, and were asked to complete a feedback questionnaire at the end of the programme.</p> <p>We believe the Welcome to Wessex induction provides clear and helpful information to trainees about their roles, how to gain support and access clinical and learning resources. It was clear that HEE Wessex is proactively committed to creating</p>
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			<p>a safe and welcoming environment and in engaging trainees in an honest, open conversation to improve understanding of DA issues. We have therefore identified Wessex's regional induction as an area working well.</p>
5	<p>Observation of a Serious Concerns Group meeting</p>	26/09/2022	<p>This activity was listed against Theme 2 – Educational governance and leadership.</p> <p>The Serious Concerns Group (SCG) meeting took place via MS Teams. In attendance for the GMC were two Education Quality Analysts and an Associate (Doctor in Emergency Medicine).</p> <p>The SCG meets bi-monthly to discuss developmental issues and outcomes, GMC referrals and fitness to practise issues for trainees.</p> <p>The group is chaired by the Associate Dean for Governance and attendees include Heads of School, the Dean and representatives from the Professional Support and Wellbeing (PSW) Unit.</p> <p>We were pleased to learn that other Heads of School attend the meeting as observers in order to understand how the SCG works, and the process of escalations to the group.</p> <p>A spreadsheet of all cases to be discussed was shared on screen, and cases from each school were discussed in turn. The confidentiality of the discussion was emphasised.</p> <p>The group considered each trainee's case individually, and it was clear that the relevant Head of School, or Dean, was knowledgeable about the issues and the current position for each trainee. Discussion focused on how trainees could be supported as well as identifying timelines and where further discussion was required.</p> <p>We were encouraged to observe strong communication between the Dean, Heads of</p>

			<p>Schools and other teams, for example the PSW, Revalidation and Occupational Health.</p> <p>All matters relating to trainees were discussed in a professional, respectful and sensitive manner, with a considered and individualised approach. It was encouraging to hear updates of trainees returning to their posts after receiving the necessary support.</p> <p>The meeting was well-chaired with attendees fully participating in the discussion and asking questions. The attendees were clearly familiar with each other, working well together with a common objective of ensuring trainees are provided with appropriate support.</p> <p>We are satisfied that the SCG enables HEE Wessex to appropriately identify and manage progression and fitness to practise issues, with the input of a range of professionals who help to make informed decisions about trainees' progression. We are also satisfied that the SCG offers support to trainees and ensures they do not progress if they fail to meet the required learning outcomes.</p>
6	Equality, Diversity and Inclusion action plan (including differential attainment)	20/06/2022	<p>HEE Wessex's DA Strategy sets out measures and initiatives being undertaken under each theme in Promoting Excellence. These include: training and induction programmes; support specifically aimed at IMGs, including buddying and fellowships; the collection, sharing and understanding of DA data; an ongoing project to minimise Cognitive Bias in ARCP processes.</p> <p>A DA action plan for 2022 was also provided, setting out activities and their purpose, timelines, proposed outcome measures and details of key personnel with responsibility for activities.</p>

			We will follow-up with HEE Wessex on progress against the action plan through our proactive quality assurance process, and we will require an updated action plan alongside the SAQ submission in 2023.
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Quality Reporting System (QRS)

We use the QRS to monitor concerns raised by organisations when they identify that our standards are not being met in a training environment. Concerns are managed locally by the responsible organisation until resolution.

Activity	Date	Summary
Quality Reporting System (QRS)	Ongoing	HEE Wessex has eight open items on the QRS. HEE Wessex is engaged with the QRS system and continue to provide frequent and detailed updates. We are assured that our thresholds for reporting via the QRS are embedded and adhered to.

Enhanced Monitoring

Enhanced monitoring is used to promote and encourage local management of concerns which adversely affect patient or trainee safety, doctors' progress in training, or the quality of the training environment. During enhanced monitoring, the GMC provides an increased level of monitoring and participate in activities organised by the deanery/HEE local office. We tailor our support to each enhanced monitoring case to help address the concern(s) and develop a sustainable solution. We have summarised the enhanced monitoring activity this organisation has undertaken over the last 12 months below. For further information on enhanced monitoring please [visit our website](#).

Activity	Date	Summary
Enhanced monitoring activities	Ongoing	HEE Wessex currently has one open enhanced monitoring cases within the Wessex region. HEE Wessex follows the GMC's enhanced monitoring process appropriately, updating the GMC on live cases. They also update the GMC on potential cases and

		<p>include the GMC in decisions regarding escalation to and de-escalation from enhanced monitoring.</p> <p>The GMC has been involved in quality visits alongside HEE Wessex as part of the enhanced monitoring process, and further information on enhanced monitoring visits can be found on the GMC website. The GMC will be attending an HEE Wessex virtual visit to the Trust in November 2022.</p>
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Areas that are working well

We note areas where we have found that not only our standards are met, but they are well embedded in the organisation.

Number	Theme	Areas working well
1	Theme 1: Learning Environment and Culture (R1.13)	<p>We have identified the Welcome to Wessex Induction Programme as an area working well.</p> <p>This item was identified as part of the proactive quality assurance process so that we could gain a better understanding of how trainees are inducted into the region.</p> <p>Overall, the induction was a good opportunity for trainees to connect and learn helpful information about their roles, how they can obtain support and access clinical and learning resources. The programme was welcoming and inclusive, giving attendees the opportunity to engage in discussion and provide feedback.</p> <p>We recommend that HEE Wessex shares the Culture of Care session with other HEE organisations for potential inclusion in their regional inductions.</p>

Recommendations

We set recommendations where we have found areas for improvement related to our standards. They highlight areas an organisation should address to improve, in line with best practice.

No.	Theme	Recommendation	Date set
1	Theme 1 – Learning Environment and Culture (R1.15, R1.19)	The HEE Wessex Trainee Advisory Group should consider making it clear who is responsible for which actions at the end of the meeting and to provide evidence of closing the loop in subsequent meetings.	15/10/2021

Next steps

Next Steps

The GMC's responses to the information submitted in the SAQ gives feedback on each theme to help HEE Wessex complete the updates to the questionnaire in the next annual cycle.

These include:

Theme 2:

EGL2-07 – We would be interested to learn more about the new self-assessment process for placement providers

EGL2-09 – We would be interested in receiving updates about the mapping and aligning of NETS and NTS results.

EGL3-04 – We would like to receive an update about how ARCPs are being held and whether a hybrid approach has been introduced. We would also like to learn more about the Cognitive Bias Workshop, and how this has been facilitated and delivered.

Theme 3:

SUL1-01 – We would be interested to hear more about the Professional Support and Wellbeing Unit, and any changes made to allow this to run in a more sustainable way.

In the next cycle, we would also be interested in attending a meeting of the Undergraduate Medical Liaison Committee (**EGL2-02**) as a potential quality activity. We have already been informed of the Committee dates for the coming year and we anticipate attending a meeting in May 2023.

Organisation response

The organisation has the right to reply to the AQAS; if they have responded it will be included below.

Organisation response