

# The Queen Elizabeth Hospital King's Lynn



NHS Foundation Trust

Medical Education Centre  
[Heather.slater@gehkl.nhs.uk](mailto:Heather.slater@gehkl.nhs.uk)  
01553 613236

Gayton Road  
Kings Lynn  
Norfolk  
PE304ET

6 April 2016

**Abigail Nwaokolo**

Education Quality Analyst  
Visits and Monitoring Team  
Education Quality  
Education and Standards Directorate  
General Medical Council  
Regents Place  
350 Euston Road  
London  
NW1 3JN

Dear Abigail

Thank you for giving us the opportunity to respond to the GMC report following your visit on 4<sup>th</sup> November 2015.

We were very pleased with the report which highlighted many areas of good practice. However we are also very aware that we still have lots of challenges ahead and we are determined to make continuing progress to ensure excellence in under and postgraduate training at the Trust.

***In response to Requirement 1: The Trust must continue to tackle silo working amongst health care professionals:***

Our director of nursing and senior matrons are holding regular workshops with

---

Chair:  
Chief Executive:  
Patron:

Edward Libbey  
Dorothy Hosein  
Her Majesty The Queen



nurses to improve relationships. These issues have also been discussed at the junior doctor forum with improvements e.g. consistent drug and fluid policies. The acute care handover has introduced close multidisciplinary team working with improved relationships. The plans to introduce the hospital at night team will also help to improve relationships between healthcare professionals.

***With regards to requirement 2: Doctors in training must have timely access to all relevant IT systems***

There is currently an IT strategy review to ensure that all IT systems are fit for purpose and simple to access/ use. This review includes close working with our Norfolk Provider Partnership. Enabling work continues on rolling out our WiFi programme and this should be completed by the end of July 2016. The pathology results system is due to be upgraded to allow electronic ordering within the next six months. The induction process for using IT systems has been reviewed and improved with good feedback from trainees. This has ensured ease of access and familiarity with our IT systems for all trainees.

***In response to Recommendation 1: The Trust should continue to develop the medical and non- medical workforce to help address the issue of rota gaps.***

We are proactively tackling the issue of rota gaps. We are working closely with the Deanery to avoid future gaps and in the interim are looking at MTI and Trust/ specialty doctors to fill vacancies.

The critical outreach service is now fully operational which provides much needed support to medical teams in assessing severely unwell patients. We have appointed a senior physician associate (PA) and are looking to appoint a further PA in the near future to help with the trainee workload. Our new physician associate student programme has begun and we hope that students from the programme will stay with us once qualified.

With best wishes

Yours sincerely



---

Chair:  
Chief Executive:  
Patron:

Edward Libbey  
Dorothy Hosein  
Her Majesty The Queen



# The Queen Elizabeth Hospital King's Lynn



NHS Foundation Trust

Medical Education Centre  
[Heather.slater@gehkl.nhs.uk](mailto:Heather.slater@gehkl.nhs.uk)  
01553 613236

Gayton Road  
Kings Lynn  
Norfolk  
PE304ET

Dr Andrew Douds  
Clinical Director for Medical Education

---

Chair: Edward Libbey  
Chief Executive: Dorothy Hosein  
Patron: Her Majesty The Queen

