

## Trust Quality Improvement action Plan (QIP)

### Organisations details:

<b>Trust's name:</b>	Northumberland Tyne and Wear NHS Foundation Trust
<b>Trust Chief Executive's name:</b>	John Lawlor
<b>Director of Medical Education's name (or equivalent, please state job title):</b>	Bruce Owen, Director of Medical Education
<b>QIP compiled by:</b>	Bruce Owen, Lisa Insole, Prathibha Rao, Brian Lunn and Karen Peverell
<b>QIP signed off by:</b>	John Lawlor
<b>Date signed off:</b>	19th October 2015

Health Education North East: Quality Reporting Framework (Trust)  
 GMC Standards for medical education LEP Dashboard (Appendix 1 to the SAR)

Please list all specialties/programmes which your organisation contributes to or directly manages. Against each one, please select a rating from the drop down list. Note 1) As a minimum, a trust will have a list showing all specialties 2) If a particular grade requires a different rating to another grade (within the same specialty) then this can be shown by repeating the specialty line (example O&G shown below which is met in GP but varies for run through trainees)

Local Education Provider	Site	Post Specialty	Programme curriculum	Please list the level of trainees affected	GMC theme 1. Learning environment and culture	GMC theme 2. Educational governance and Leadership	GMC theme 3. Supporting learners	GMC theme 4. Supporting educators	GMC theme 5. Developing and implementing curricula and assessments	Bullying and undermining
Northumberland, Tyne and Wear NHS Foundation Trust	Trust-wide	Child and adolescent psychiatry	Child and adolescent psychiatry	Core, Higher	Met, and exceeds in all areas	Met, and exceeds in all areas	Met, and exceeds in all areas	Met, and exceeds in all areas	Met	Met
	Trust-wide	General psychiatry	General psychiatry, Core Psychiatry Training	Core	Met	Met, and exceeds in all areas	Partially Met	Met, and exceeds in all areas	Met	Partially Met
	Trust-wide	Old age psychiatry	Old age psychiatry, Core Psychiatry Training	Core, Higher	Met	Met, and exceeds in all areas	Met	Met, and exceeds in all areas	Met	Partially Met
	Trust-wide	General psychiatry, Old age psychiatry	Foundation Programme	Foundation	Met	Partially Met	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	General psychiatry, Old age psychiatry	General Practice	GP	Met	Met, and exceeds in all areas	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	Forensic psychiatry	Core Psychiatry Training, Forensic psychiatry	Core, Higher	Met, and exceeds in all areas	Met, and exceeds in all areas	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	Medical psychotherapy	Medical psychotherapy	Higher, Core	Met	Met	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	Psychiatry of learning disability	Psychiatry of learning disability	Core	Met	Met, and exceeds in all areas	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	Psychiatry of learning disability	Psychiatry of learning disability	Higher	Met	Met	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	Rehabilitation medicine	Rehabilitation medicine	Core, Higher	Met	Met	Met	Met, and exceeds in all areas	Met	Met
	Trust-wide	General psychiatry	General psychiatry	Higher	Met	Met, and exceeds in all areas	Met	Met, and exceeds in all areas	Met	Partially Met

Health Education North East: Quality Reporting Framework  
Trust Quality Improvement Plan (QIP) inc. Foundation, GP, Specialty

Local Education Provider	Site	GMC Standards for medical education; Select Theme	Programme curriculum	Post Specialty	Please list the level of trainees affected	Date Item was identified / added to the QIP	Initial RAG rating	Description of item (issue / concern or area for improvement)	Actions (please list planned actions)	Deadline for completion	Current Status	Current RAG	Previous Updates (prior to SEP15, collated)	SEP15 Update (excludes new items)	
Northumberland, Tyne and Wear NHS Foundation Trust	Trust-wide	1. Learning environment and culture	Broad Based Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General Practice	Broad Based Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General Practice	Higher, Core, GP, Foundation	01/09/2013	Amber	Changes to clinical services will have impact on training and the educational experience of trainees	1. The medical education team meets with the transformation team to ensure that the needs of trainees and medical students are not lost in the process and that the time 3. required to provide teaching and supervision is protected. This is an ongoing process but poses a potential risk. 2.The newly appointed medical development lead will take an active role in participating in workshops about community service re-design. 3. Proactively working with trainers and trainees in clinical services to provide a pathway for communications regarding concerns around service development in their areas.	01/12/2015	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and evaluated.	Amber	1.1 March 2015 update Initial evaluation now complete. This identified some issues in relation to resources which have been fed back through Trust Group Business Meeting. Ongoing monitoring of existing posts in place. Close working established with transforming team regarding ongoing developments	Medical education team has established good links with transforming services and this has allowed trainee needs to be considered as services developed in the south of the trust. Evaluation of the impact on training in the south ongoing. As trust organisation continues to change we are building closer links with local services both through linking with managers and trainers/trainees. The newly appointed medical development lead is still establishing links in order to facilitate this.	
Northumberland, Tyne and Wear NHS Foundation Trust	Trust-wide	1. Learning environment and culture	Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General Practice	Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General Practice	Higher, Core, GP, Foundation		Apr-13	Amber	The lack of awareness among all grades of medical staff concerning measures to be taken to minimise risk in lone working situation	Whilst concerns around lone working awareness now addressed there are a number of ongoing environmental factors that have been identified both through audit done and the school visit that could impact on safety. Plans have been developed with the trust safety team to address these. Outstanding actions: 1. To review with trust safety team regarding progress on actions as described in both school visit report and trust-wide audits. 2. To repeat audit on safety more broadly encompassing lone working	Feb-16	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and evaluated.	Amber	Lone worker safety training is included in induction, all training posts have been risk assessed and where a need identified lone worker devices have been provided. Following initial concerns has been re-audit that shows improvement in trainee awareness of lone working arrangements, access to lone worker devices and training in safety	Outstanding issues in relation to safety have been identified and we are working within the trust jointly with the safety and clinical services teams to address these. Many of these relate to buildings or environments where additional safety measures could be developed, examples include wider use of CCTV across the trust and improved design of clinical areas both on NTW and acute trust sites. In one area where the environment is felt to be unsafe alternative arrangements have been implemented so this environment not used whilst improvements implemented

<p>Northumberland and Tyne and Wear NHS Foundation Trust</p> <p>Trust-wide</p> <p>1. Learning environment and culture, 3. Supporting learners</p>	<p>Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General</p> <p>Practice, Broad Based Training, Child and</p>	<p>Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General</p> <p>Practice, Broad Based Training, Child and</p>	<p>The delivery of medical input to out of hours mental health services needs to improve, so that: so that cover and supervision arrangements are simplified, better handover practices between out of hours services are introduced and out of hours work is fully appreciated for the educational opportunities that are available</p>	<p>Action 1. To review and as needed redesign rotas in remaining areas of trust so benefits achieved in Sunderland and South Tyneside can be spread elsewhere. 2. To review second on call arrangements in Newcastle and North Tyneside following introduction of Street Triage and consider changes as appropriate to maximise educational opportunities.</p>	<p>Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and</p>	<p>Amber</p> <p>Aug-13</p>	<p>Since this issues was raised there has been a number of changes , in Newcastle and North Tyneside there has been a review of first on call out of hours work with changes made to align supervision arrangements better across different levels of rota. There has also been the implementation of resident consultant cover in Sunderland and South Tyneside for extended hours. Initial evaluation now complete. New out of hours arrangements appear to offer greater access to face to face supervision and improved experience of emergency psychiatry. Adjustments have been made in response to the findings.</p> <p>There is now good alignment of trainee out of hours work and supervision. In Sunderland and South Tyneside changes in consultant out of hours working practice has increased face to face supervision and educational opportunities. The Medical Director is currently leading on a trust-wide review of other consultant out of hours rotas with DME involvement ensuring training and education needs considered</p>
<p>Northumberland and Tyne and Wear NHS Foundation Trust</p> <p>Trust-wide</p> <p>4. Supporting trainers</p>	<p>Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General</p> <p>Broad Based Training, Child and</p>	<p>Broad Based Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy, Old age psychiatry, Psychiatry of learning disability, Rehabilitation medicine, General</p> <p>Practice, Broad Based Training, Child and</p>	<p>In line with the GMC guidance on the approval and recognition of trainers, we need to develop our processes for the appraisal of trainers' training role.</p>	<p>1. Audit of system established to assess reliability and identify any areas for improvement. 2. Update evidence guidance provided to trainers to reflect changes on GMC standards/themes</p>	<p>Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and</p>	<p>Amber</p> <p>Aug-13</p>	<p>March 15: Process has now been developed shared and agreed with Trust Education Committee and Revalidation team. In the process of communicating this to all Trainers and appraisers. Goal to introduce this process as part of all Trainers appraisal from May 2015. Outstanding actions include need to update SARD system to better support this system.</p> <p>Process for supporting trainers collect evidence for revalidation now been shared and widely through training events. SARD has been updated to ensure that doctors with a training role have this appraised as part of their annual appraisal. System established to provided trainers feedback about their posts to inform appraisal.</p>
<p>Northumberland and Tyne and Wear NHS Foundation Trust</p> <p>Trust-wide</p> <p>4. Supporting trainers</p>	<p>Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy</p> <p>Practice, Broad Based Training, Child and</p>	<p>Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme, General psychiatry, Medical psychotherapy</p> <p>Practice, Broad Based Training, Child and</p>	<p>Currently we have established standards and training for trainers. However process of supporting new training accessing this often only starts once consultants take up post, this results in delay in attending training.</p>	<p>Working with colleagues in medical staffing establish a process that ensures that any training role in new posts prioritised through the appointment and induction process.</p>	<p>Stage 1: Investigation - Verification of concern is being undertaken and action plan is not yet in place.</p>	<p>Amber</p> <p>Aug-06</p>	

Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	Foundation Programme	General psychiatry, Old age psychiatry	Foundation	Aug-14	Amber	As further Foundation Year one posts in psychiatry come on stream agreements need to be reached with the acute trusts concerned regarding the pattern of out of hours work that they do		Stage 4: Closed – Solutions are verified, evidence that there has been sustained improvement over an appropriate time period., Stage 4: Closed – Solutions are	Green	sets of feedback, evaluation of this suggests F1s will benefit and value the opportunity to do out of hours work and to feed this back to STFT.Sept 2015: Following further discussions with STFT all foundation trainees now do out of hours work
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	Foundation Programme	General psychiatry, Old age psychiatry	Foundation	Aug-14	Amber	We would like to improve the range of foundation taster opportunities, their promotion and take up. This is important both in relation to promoting psychiatry and broadening opportunities for doctors to gain experience in psychiatry.		Stage 4: Closed – Solutions are verified, evidence that there has been sustained improvement over an appropriate	Green	All Taster sessions have been added to foundation and NTW website. Leaflets sent to all acute trust medical education depts.
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	Foundation Programme	General psychiatry, Old age psychiatry	Foundation	Aug-15	Amber	Communication of any learning needs, particularly in relation to performance concerns for foundation trainees joining the trust not as consistent and robust as ideally would be.	Foundation team within the trust to work Foundation school through Psychiatry working group meetings with a goal of improving this practice	Stage 1: Investigation - Verification of concern is being undertaken and action plan is not	Amber	New item for SAR
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	1. Learning environment and culture, 3. Supporting learners	Training, Child and adolescent psychiatry, Core Psychiatry Training, Forensic psychiatry, Foundation Programme,	General Practice, General psychiatry, Old age psychiatry	Core, GP	Jan-14	Amber	Unfilled posts at CPT level in some clinical areas puts the quality of training of other trainees at risk through the need for them to support clinical services	1. Develop and establish feeder scheme jointly with TEWW to improve recruitment. 2. Continue practice of recruiting both locums and flexible posts to support service whilst recruitment remains problem	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and	Amber	remains an issue, measures already described include use of agency and LAS Doctors remain in place. Introduction of teaching fellow posts has been helpful with aiding impact on out of hours work and plans to expand this to two posts from 2015. Is a problem with securing agency locums and plans outlined under recruitment aim to help with this
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	Core Psychiatry Training	General psychiatry	Core	Jan-14	Amber	To ensure that trainees obtain adequate emergency psychiatry experience to meet the standard set in the curriculum	1. Implement recommendations of working group looking at ways of increasing emergency psychiatry experience in each locality in the trust.2. Establish use of simulation to aid training in emergency psychiatry 3. Once this done re-audit experience in emergency psychiatry	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and	Amber	wide Audit carried out Nov-Dec 2014. Meeting arrange in May with Liaison Consultants, rota co-ordinators etc to be arranged to identify ways of improving experience. Changes already proposed and agreed South of Tyne, North of Tyne further discussions needed goal to implement changes by August 2015
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	Core Psychiatry Training	General psychiatry	Core	Jan-13	Amber	Recruitment to core psychiatry low	1. Develop and establish feeder scheme jointly with TEWW to improve recruitment. 2. Continue with different elements of recruitment strategy. 3. Take appropriate steps to lobby for regional and national support around regional variations in recruitment	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and	Amber	which continuing to develop. In early stages of discussion with TEWW to develop a combined Trust based programme to prepare overseas trainees for core psychiatry training with aim that this will improve core recruitment which centre for workforce intelligence report suggests key for
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	General psychiatry, Old age psychiatry	General psychiatry, Old age psychiatry	Higher	Jul-14	Amber	Specialty specific regional teaching in adult (higher) and old age training schemes is identified as a negative outlier in the GMC Trainee Survey 2014	series and liaison with higher trainees and then implement any agreed changes to aid higher trainees attendance at this. 2. Provide any necessary support to higher training POA TPD as they look at review of regional teaching	Implementing Solutions – Action plans/plans for improvement are in place, but are yet	Amber	Have liaised with higher trainees regarding this and have a proposal to develop the Psych Lectures and support higher trainees attending these

Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	5. Developing and implementing curricula and assessments	Core Psychiatry Training	General psychiatry	Core	Jul-14	Amber	Improve training in reflective practice for CPT	Now complete	N/A	Solutions are verified, evidence that there has been sustained improvement over an appropriate time period.	Green	the psychiatry curriculum this year and has included within it an additional ILO based on reflective practice. We are aware many core psychiatry trainees struggle with reflective practice and we aim to develop and deliver training in this	Have now run and evaluated two courses for core trainees on reflective practice. This will be established as part of training offered to core trainees and support for this identified. Informal feedback for core ARCP's noted improvement in reflective practice.
Northumberland and Tyne and Wear NHS Foundation Trust	Walkergate Park Hospital	2. Educational governance and Leadership	Rehabilitation medicine	Rehabilitation medicine	Higher, Core	Aug-15	Amber	The systems for reviewing the quality of individual posts are embedded in core and GP posts and continue to be developed in higher training and foundation posts. At this point, the TPD for neuro-rehabilitation medicine leads on quality managing the posts in neuro-rehabilitation. She is supported in this through the School of Medicine, the Trust and the Medical Education Committee. We would like to extend the systems we have established to monitor the psychiatry posts to encompass the neuro-rehabilitation posts.	To liaise with TPD from neuro-rehabilitation medicine with goal to expand quality monitoring system that in place for psychiatry posts to include neuro-rehabilitation posts	Aug-16	evaluated.	Amber	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and	
Northumberland and Tyne and Wear NHS Foundation Trust	Trust-wide	Bullying and undermining	General psychiatry, Old age psychiatry	General psychiatry, Occupational medicine	Higher, Core	Aug-15	Amber	Both general psychiatry and old age psychiatry were pink outliers in the bullying and undermining rating in GMC trainees survey. Initial triangulation with other sources of information has not raised other signs of concerns at this stage	1. We have already shared this information with college tutors and core trainee educational supervisors and TPD's are aware. We have asked college tutors to be particularly alert to this in meeting with trainees. 2. We will liaise with the school of psychiatry to look at including questions in the school survey to cover this area specifically as have not to date and this may provide us with additional information. 3. This issue is down for discussion at trust education committee in order to plan additional steps which may include adaptation of training for trainers and trainees.	Actions 1 completed. Action 2 by Jan 2016 and Action 3. Dec 2015	Stage 1: Investigation - Verification of concern is being undertaken and action plan is not yet in place.	Amber		



Health Education North East: Quality Reporting Framework  
Trust Quality Improvement Plan (QIP) UNDERGRADUATE

Local Education Provider	Site	GMC Standards for medical education; Select Theme	Placement / Rotation (Please select all OR an option from the post specialty list. Where an issue/concern impacts on an entire rotation please ensure rotation please ensure	Date item was identified / added to the QIP	Initial RAG rating	Description of item (issue / concern or area for improvement)	Actions (please list planned actions)	Deadline for completion	Current Status	Current RAG	Previous Updates (prior to SEP15, collated)	SEP15 Update (excludes new items)
Northumberland, Tyne and Wear NHS Foundation Trust	Trust-wide	1. Learning environment and culture	N/A	Jun-15	Amber	Feedback from medical students dipped in 2014 and early 2015. This coincided with significant service change. We were concerned that the need of UG training was not always being prioritised in this change or that the process of change has had a negative effect	1. To appoint a senior clinician to work into service developments to ensure the needs of students being considered. 2. To work with service managers and clinicians to raise the profile of UG education.	Point 1 appointed to Aug 15. 2. Jan 2016		Amber		
Northumberland, Tyne and Wear NHS Foundation Trust	Trust-wide	1. Learning environment and culture	N/A	Apr-15	Amber	Feedback in Tyne and Northumberland dipped in early part of 2015 following some changes in delivery model.	1. review data within medical education team. 2. review model of delivery and make changes in light of findings	1. Review completed May. 2. Review feedback ongoing and Dec 15	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and evaluated.	Amber		
Northumberland, Tyne and Wear NHS Foundation Trust	Trust-wide	3. Supporting learners	N/A	Aug-15	Amber	Facilities for students around both private study and access to internet	1. Improve facilities for students with development of dedicated space in North and South of Trust. 2. work with colleagues in IT to look at ways to improve access to wifi.	1. Estate identified and funded for student teaching facility in South of trust, due to open by Nov 2015. Estate being identified in North aim to complete Aug 2016. 2. Aug 2016	Stage 2: Implementing Solutions – Action plans/plans for improvement are in place, but are yet to be fully implemented and evaluated.	Amber		