

UCL Medical School MBBS Visits Policy

Contents

Introduction.....	1
Feedback on clinical placements	1
General Practice placements.....	2
QAEU visits	2
Types and frequency of visits.....	2
Value of visits	2
Pre-visit.....	2
Visit.....	3
Post-visit.....	3

Introduction

UCL Medical School (UCLMS), has responsibility to ensure that the General Medical Council's (GMC) standards for teaching and assessing MBBS students are maintained and the requirements of 'Promoting Excellence'¹ and Health Education England's (HEE) Quality Framework² are met. The Quality Assurance and Enhancement Unit (QAEU) manages the site visits activity and has a comprehensive, multi-faceted approach to quality assurance, which includes the collection of feedback on the clinical placements undertaken by students in Years 4-6 of the MBBS programme.

Feedback on clinical placements

Students undertake clinical placements in NHS Trusts, with private providers, in community settings and in General Practices. Students are asked to provide feedback on these placements through a variety of mechanisms:

- Learning Surveys, which students are asked to complete during each clinical placement.
- Unitu, an online UCL student voice platform.
- The Medical Education Providers' Annual Return (MEPAR), which is an online self-evaluative statement completed by each of our partner NHS Trusts and the private providers of clinical placements.
- Student representation on committees, module management and working groups.
- Student reporting, via an online tool, of any issues with their clinical placements or experiences that have concerned them.
- Student reporting, via an online tool, of any individuals who have inspired/impressed

¹ <https://www.gmc-uk.org/education/standards-guidance-and-curricula/standards-and-outcomes/promoting-excellence>

² <https://www.hee.nhs.uk/our-work/quality>

them during their time at UCLMS.

In addition, anecdotal evidence on the quality of individual clinical placements is shared between the students themselves and between the students and UCLMS members of staff and may be fed back informally to the QAEU. Evidence of areas of concern may also be shared among relevant bodies, for example Medical Schools Council, NHSE and the GMC.

General Practice placements

Given the large number and wide geographical distribution of undergraduate GP placement providers, the Primary Care education team independently manages the quality assurance of these placements at a local level and collects student feedback on a regular basis. Feedback from GP placements is integrated with feedback collected by the QAEU for the purposes of annual reporting to UCL, the GMC, and NHSE.

QAEU visits

Over the past few years, the quality assurance environment in London has experienced changes, with NHSE taking a more proactive approach to multi-professional Trust visits, which cover both undergraduate and postgraduate education and training. The QAEU is mindful of the regulatory burden put on Trusts by these visits and those of other bodies, including the GMC, and the Care and Quality Commission, and has therefore decided to adopt a visiting policy that is proportional to the visiting requirements of these other bodies and to UCLMS' other quality assurance mechanisms. QAEU may arrange joint visits by the Medical School and NHSE.

Types and frequency of visits

Visits will be planned annually alternating between face-to-face 'full visits' and remote 'progress visits', starting with face-to-face as we emerge from constraints caused by the pandemic. A visit may also be arranged at the request of UCLMS or the provider, or another body such as NHSE or the GMC, to consider unforeseen events or situations that may arise.

Joint visits with other bodies may be seen as advantageous to sites and visitors alike and may also be arranged.

Value of visits

- Visits provide an excellent opportunity to triangulate information gathered via other sources and to gather qualitative evidence through face-to-face meetings with key personnel and students.
- Visits will help providers implement specific measures through joint working between the Medical School and Provider.
- Visits will be of positive value to providers to improve teaching and where possible will be conducted with other bodies (e.g. NHSE) to avoid unnecessary duplication of effort.

Pre-visit

- Once the QAEU has decided to visit a Provider, the undergraduate site lead will be contacted to arrange a mutually convenient time. A minimum of 10 weeks' notice of the date of the meeting will be given to the Provider to ensure that key personnel will be able to participate. If a Trust wishes to invite the QAEU to undertake a visit, a request should be sent to the Quality Assurance and Enhancement Manager in the

first instance³. A minimum of 10 weeks' notice will be required.

- The undergraduate site lead, and their undergraduate administrator, will be responsible for informing key personnel within the Trust of the details of the visit. These should include the following:
 - The Chief Executive (or deputy).
 - Director of Medical Education.
 - Financial Director (or equivalent)
 - Clinical faculty, including module/specialty leads. (Full visits only)
 - Students currently undertaking a clinical placement at the Trust. (Full visits only)
 - F1s/F2s who graduated from UCLMS. (Full visits only)
- An agenda will be circulated by the QAEU 6 weeks before the visit, along with a request to the Trust provide evidence on key issues.
- The Trust will submit the evidence to the QAEU at least two weeks before the visit.
- Where a joint visit is being undertaken with another body, evidence collection must be coordinated to ensure that the Trust is only required to provide one set of data.
- The QAEU will collate the most recent relevant SEQ reports, and other data relating to the Trust and highlight any areas of concerns/examples of good practice to explore during the visit.
- A pack of the evidence from the Trust and the QAEU will be disseminated to the visitors one week before the visit.

Visit

- Full visits will typically include the Director of UCLMS (or nominated deputy), the Head of MBBS Management, the Head of MBBS Management (Years 4-6), the NHS Undergraduate Tariff Manager, and student representatives. Progress visits will not include student representatives.
- Visits will typically last for half a day or a whole day.
- During the visit, the UCLMS representatives will meet key personnel of the Provider and the evidence pack will be used as the basis of the discussions.
- The recommendations of the London Medicine and Healthcare report "*Providing effective undergraduate medical clinical placements in London: recommendations from the student perspective*"⁴ will be used to assess the quality of the Provider's clinical placements. A copy of this report will be provided to the Provider and the visitors before the visit.

Post-visit

- The QAEU Manager will draft the visit report and action plan within one week of the visit and circulate it to the Academic Lead for Quality and the other visit team members (where applicable) for comment.
- The draft report will be sent to the site lead within three weeks of the visit. They will, in turn, have a two-week period in which to request any factual amendments and to submit a realistic timetable for the action points.
- Once any amendments have been made, the QAEU Manager will send the final report to the Provider and publish a redacted version on the QAEU website.
- The Provider will be asked to provide an update on the implementation of its action plan in its next MEPAR submission.

³ medsch.qaeu@ucl.ac.uk

⁴ https://www.londonhealththe.ac.uk/wp-content/uploads/2019/01/Providing_effective.pdf