

# UCL Medical School Quality Assurance follow up visit to Whittington Health NHS Trust

**Wednesday 26 April 2023**

**Location: Remote**

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## Introduction

Whittington Health NHS Trust (the Trust) is one of three central sites which provide clinical placements to UCL Medical School (UCLMS) students. The Trust provides placements in medicine, surgery, paediatrics, obstetrics and gynaecology and emergency medicine, for students in years 4 and 5 of the MBBS programme. In addition, the Trust also hosts popular Year 1 and 2 student selected components (SSCs), Clinical and Professional Practice and the iBSc in Paediatrics and Child Health, which were out of the scope of this visit.

A full Quality Assurance Site Visit took place in person on 24<sup>th</sup> March 2022, which was the first such visit in several years. This follow up visit, one year later, was a shorter, remote meeting between Trust Senior Leadership and the Medical School Quality Visiting Team. The agenda covered the same domain discussions as the previous visit and the action plan from that visit, but did not include student/FY1 meetings or a walkaround. This is in line with the [UCL Medical School MBBS Visits Policy](#). The next full visit will take place in one year's time.

UCLMS has a 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' and NHS England's Quality Framework are met. The visit structure followed the NHS Education Contract's Schedule Three 'Quality and Performance's Quality Domains'.

A list of participants has been provided as Appendix 1. The visit team would like to thank all of those who participated in this visit, which was both productive and positive.

## Student safety and Induction:

The key points of the discussion were as follows:

- Student Induction is run by the UG Education and Management team. It is a full day which covers:
  - Safety, including Fire Safety for Clinical Areas and how to contact the Security Team in an emergency
  - IT
  - Lockers
  - Access Cards
- The innovative use of a Treasure Hunt in the afternoon enables students to explore the site in a fun way. Any students who miss this face to face induction must complete it at another time.
- The UG office is open 9-5 and is regularly used by students with administrative questions and pastoral needs.
- Induction Videos are used for some placements, for example COOP.
- Year 6 students on Prep for Practice are only on site for 4 weeks and the induction is arranged locally by leads. The Whittington Undergraduate Centre Manager will also meet them to welcome them and provide access cards.
- Laser Safety and Radiation are a current area of interest for the Quality Assurance Unit, who are gathering information on how each Trust handles them.
  - At the Whittington, radiation safety is broached with students when it becomes necessary on the relevant placement, usually Orthopaedics. Radiologists in theatre would also be expected to ensure the safety of everyone in the room on each occasion.
  - UCL does not currently provide generic training or guidance to all students but instead relies upon the Trusts' local policies.
  - The Imaging Lead has created a new session for all Year 4 students which will happen in the next IOM.
  - After consulting with the Trusts, the Medical School may produce a light touch policy to prevent student concerns in the future.

## Action Points from last visit:

Action Point	Completion Date	Update / Discussion
Recommended actions for Whittington		
The WEC is projected to be open for the new academic year. Whittington to continue to keep UCLMS informed, particularly regarding consideration of the 2022-23 timetabling deadline of July 2022.	July 2022	The WEC has been successfully open for a year.
Review room capacities in advance of the 2022/23 academic year (originally due to be reviewed for January 2023).	Ahead of timetabling deadline in July 2022	<p>Since the opening of the WEC there have been no capacity issues.</p> <p>Between September and April there were 500 bookings, indicating good usage of the WEC. These were mostly specialty teaching and tutorials, and specialty MDTs.</p> <p><b>ACTION: UCL to investigate and review Medical School usage.</b></p> <p>Some students who are not based at the Whittington but live locally would like to use the common room and library facilities. The Director of Undergraduate Education met with them and arranged for access cards (subject to a deposit). This is a generous precedent that we hope other sites would mirror.</p>
To review funding for Whittington Placement Administrators and increase Tariff Funded posts from 0.5 to 2 FTE's	July 2023	This has been exceeded, with 2.4 FTE's now agreed in the budget ahead of the July completion date.

<p>Continue to update the job planning system to reflect time for education and allocation of PAs.</p>	<p>To comply with the Trust job-planning round.</p>	<p>AMD for Work Force has worked with MNSE to update the job plan policy and now includes specific guidance on how education should be put into job plans, mentioning specific roles.</p> <p><b>ACTION: Whittington to produce a template of what the formal education roles currently are, so that there is something to check against when signing off on job plans and make the process as simple as possible.</b></p> <p>Specific teaching sessions should be reflected in job plans, but general activities that students are present for (e.g. ward rounds) would not be included.</p> <p>A barrier to improvement is the poor design and use of the job planning software. Although the structure is in place, it is difficult to encourage people to accurately record their time and this is the next challenge.</p> <p>The overarching goal, for all Trusts, continues to be encouraging and enabling people to have enough time for teaching and ensuring that education money is spent on education.</p>
<p>To write a detailed account of the use of the apprenticeship/assistantship models for dissemination to other teaching sites.</p>	<p>September 2022</p>	<p>This has been circulated and was a useful and illuminating document. The efforts of the Director of Undergraduate Education, the Year 5 Module C lead, and many students and teachers are recognised.</p>
<p>Consult with Royal Free Hospital for good practice implementing the SLA</p>	<p>September 2022</p>	<p>Discussions have been had regarding how money is distributed (they successfully use a large number of Teaching Fellows), but this has not gone any further as the system at the Royal Free is not possible to replicate at the Whittington.</p>

Actions for UCL Medical School		
Review SEQ question 'How would you rate the support systems available to you' as part of the ongoing SEQ Review.	July 2022	Learning Surveys have replaced SEQs and this question is no longer relevant. However, central Medical School Student Support continues to be assessed via mid-point and end of year surveys.

<p>As part of the current round of UCLMS site visits, investigate the funding parity between sites.</p>	<p>July 2022</p>	<p>All funding is based on student numbers and placement hours. The more students you take, the more money you receive. Funding follows the activity.</p> <p>UCLH and Royal Free receive more Tariff because there are more student activities there, but they also will need to fund more placement posts out of that Tariff.</p> <p>The University has historically funded a significant proportion of placement administration posts even though HEE contracts stipulate this is a placement provider responsibility. The Tripartite Agreement issued in March 2021 and new Tariff guidance re-state this obligation and UCLMS has been working collaboratively with each central provider over the course of 2022/23 to increase the proportion of posts funded by Tariff to the minimum stated in Service Level Agreements as a first step. As noted in a previous action update, the Trust has agreed to increase funding from 0.5 to 2.4 FTE by July 2023, which is in keeping with the direction of travel for placement funding and appreciated. The Whittington Trust currently has 3.6 posts working purely to support placements and the remaining 1.2 FTE will also need to transfer to Tariff, as stipulated by HEE (now called NHS E Workforce, Training and Education Directorate).</p> <p>A UCL and Faculty-led organisational change is currently underway. One of the aims for the MBBS is to develop placement offices with greater local control and accountability. Once the outcome of that process is known, the Whittington will be better placed to assess Tariff-funded placement resources.</p> <p><b>ACTION: Whittington to evaluate current placement resources and satisfy themselves that appropriate provision is in place.</b></p> <p>The Trust are planning a joint approach to oncology with UCLH, with UCLH leading.</p>
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<p>Ensure that the timetable information around where and when students are to be expected continues to be disseminated to Whittington Trust staff.</p>	<p>April 2022</p>	<p>This has been successfully completed.</p> <p>Timetables are now on ASR and are completed for students by the Friday before the week ahead. There is also a list of where each student is supposed to be, which helps with attendance.</p> <p>The ASR Clinical Timetables seem to have been a success at the Whittington. At the start of the year, the majority of Whittington staff had signed up for accounts and there was good student feedback.</p> <p>Advantages are that it is standard across Modules and detailed notes are possible. Teachers can be included on each event and get reminders, and absence reporting is much simpler. However, a number of staff are not directly accessing the information and are provided with it in another way. A barrier to success is the high turnover of Junior Doctors, who do not then know about the system.</p> <p>In general the Whittington is ahead of other Trusts in implementation of and engagement with ASR timetables.</p>
<p>Joint actions for UCL Medical School / Whittington</p>		
<p>Discussion to be had around timetabling and to facilitate the provision of the information needed to produce up-to-date and accurate timetables for students.</p>	<p>April 2022</p>	<p>As discussed in the action update above.</p>

<p>Continue to promote current Induction packs and Curriculum Map with learning outcomes.</p> <p>UCLMS offers roadshows around induction, clarifying curriculum requirements and placement outcomes</p>		<p>For Student Inductions, please see page 2.</p> <p>A grand round for clinicians was arranged, but poorly attended.</p> <p>Communication with clinical teachers is a difficulty at every site. Currently emails, a newsletter and grand rounds are used, which all reach a portion of teachers. The Deputy Leads for the MBBS Programme are considering the best options.</p>
<p>Consult NCL providers to see if a NCL medical directors' meeting would be thought useful. If so, UCLMS will try to arrange at an agreed frequency.</p>	<p>September 2022</p>	<p>UCL Medical Directors already meet every two weeks and it would be appropriate for the MBBS Quality Lead to be invited to one of these meetings. QAEU concerns, such as consent for intimate examinations, could be flagged at this meeting and then cascaded to the relevant governance structures for resolution.</p> <p>There are currently significant pressures dominating discussions, so this will wait until an appropriate time.</p> <p><b>ACTION: Academic Lead for Quality Assurance to be invited to a UCL Medical Directors meeting</b></p>



## Quality Domains Discussion

### Learning environment and culture

The key points of the discussion were as follows:

- Library: this is covered by the successful opening of the WEC
- Eduroam and IT: there are no concerns to address in this area
- Accommodation: this is covered by the successful opening of the WEC

### Educational governance and commitment to quality

The key points of the discussion were as follows:

- Student Feedback:
  - Students feel welcome and part of the community at the Whittington. The Undergraduate Centre staff are approachable and creative in creating a pleasant environment for students, for example with large displays for Christmas, Easter, EID Mubarak etc.
  - Timetables can be a point of difficulty, as with other sites
- Medical Education Providers Annual Return (MEPAR): Nothing to discuss at this stage
- Raising Concern reports:
  - The Whittington does not have a disproportionate number of Raising Concerns reports compared to other sites.
  - As a team the Whittington is responsive and takes concerns into the Trust governance structure. The Medical School acknowledges how difficult these conversations can be with clinical colleagues and is grateful for the care and effort with which concerns are dealt.

### Developing and supporting learners

The key points of the discussion were as follows:

- Curriculum Updates: The MLA may bring changes but there is nothing significant to report yet.
- Pastoral care:
  - Two Pastoral Tutors have been appointed. These roles consist of 1 PA each and, along with providing pastoral care to students, act as Site Senior Tutors co-ordinating the Personal Tutors at the Trust.
  - A pilot was conducted a few years ago at the Whittington and UCLH whereby Personal Tutors were given 1 PA and made responsible for 50 students, as opposed to the usual structure of many Personal Tutors with few students. This was well received.
  - It is proposed that this pilot could now be built upon to create two Personal Tutor posts for Year 4 and two for Year 5 (1 PA each) between which all students would be allocated.
  - UCLH have the same structure of 2 PAs for Site Senior Tutors and are considering moving to the consolidated model.

### Developing and supporting supervisors

The key points of the discussion were as follows:

- Teaching time in job plans: please see discussion in the action updates
- Name and proclaim/Top Teacher/Excellence in Medical Education Award (EMEA):

- Congratulations to the three members of Trust staff who were awarded an EMEA last year.
- Please continue to encourage people to come forward and be put forward.

## Delivering programmes and curricula

The key points of the discussion were as follows:

- Finance:
  - The national base rate has changed from April. There is a delay for the Trust receiving Q1 funding due to the merger between HEE and NHS England which this is causing delays.

## Any other business

The key points of the discussion were as follows:

- Examiner recruitment has been particularly difficult this year. It is a difficult time and consultants have less energy or goodwill to volunteer; they are over-stretched by the strikes and the impact on individuals is greater at smaller Trusts. But anything that can be done to encourage them would be welcomed.
- UCL has reached a position where it is funding placement roles which should have been under Tariff and has started moving towards the correct model but still needs to understand how best to implement this. It would be helpful for the MBBS Senior Leadership Team to discuss options with NHSE. The Deputy Postgraduate Dean NHSE London will liaise with the Head of MBBS Management about this.

## Conclusion

Many thanks to the Whittington for a productive meeting and for making progress against or completion of all action points over the last year. UCL are thankful for the time and effort that has been put into this.

Workforce is a significant issue for the NHS and UCL are trying to produce as many fit for purpose doctors as we can. Thank you for helping to nourish and preserve the pipeline for the future. It would be beneficial to everyone to find ways to appeal to and galvanise clinicians.

The Whittington UG Site Lead will be stepping down after many years of creative and colourful work as a bridge between UCL and the Trust. Both UCL and the Whittington would like to acknowledge their dedication and thank them for their contribution to the student experience at the Whittington.

## Action Points, continuing and new:

Recommended Actions	Person(s) responsible	Completion Date
Investigate and review Medical School usage of the WEC	UCLMS	January 2024
<p>Continue to update the job planning system to reflect time for education and allocation of PAs.</p> <p>Produce a template of what the formal education roles currently are, so that there is something to check against when signing off on job plans and make the process as simple as possible.</p>	Trust	Ongoing
Whittington to evaluate current placement resources and satisfy themselves that appropriate provision is in place. Within the context of 3.6 FTE current provision, 2.4 of which will be Tariff funded from July and the remainder UCL funded, but all needing to be Tariff funded eventually.	Trust	June 2023 (Confirmed by email that 3.6 FTE administrators required.)
Academic Lead for Quality Assurance to be invited to a NCL Medical Directors meeting at an appropriate time	Trust/QAEU	September 2023

# Appendix 1

## List of participants

### UCLMS Visit team

Director UCL Medical School  
Academic Lead for Quality Assurance  
Deputy Lead for MBBS Programme (Year 4-6)  
CPP and QAEU Clinical Associate Lecturer (Teaching)  
Head of MBBS Management  
UCLMS NHS Tariff Manager  
Head of Management QA and CPP  
Head of Management Year 4-6  
QA and CPP Administrator

### Whittington UGME Senior Management team

Medical Director  
Director of Undergraduate Education  
Finance Director  
Whittington Placements Office Manager  
Head of Income and Costing  
Director of Medical Education  
Year 4 Module B lead  
Year 5 Module C lead

NHSE Workforce Training & Education Directorate Representative  
Deputy Postgraduate Dean NHSE London