

HEE Quality Interventions Review Report



**University College London Hospitals NHS Foundation Trust
(University College Hospital)
GP Obstetrics and Gynaecology
Senior Leader Engagement Visit**

**London – North Central London
Date of Review/Intervention: 5 May 2022
Date of Final Report: 14 June 2022**

Review Overview

Background to the review

This Senior Leader Engagement Visit (SLEV) to GP Obstetrics and Gynaecology at University College London Hospitals NHS Foundation Trust (University College Hospital) was scheduled due to concerns raised within the department by doctors in postgraduate training (DPT).

The aim of the review was to discuss DPT feedback concerns about the following areas of the educational environment:

- Clinical Supervision on the Gynaecology wards
- Handover
- Workload/Rota/Study leave
- Access to local and GP teaching
- Access to experience for curricular competencies
- Teamworking and culture

Subject of the review:

GP Obstetrics and Gynaecology

Who we met with

The review panel met with the following Trust representatives:

- Director of Postgraduate Medical Education
- Associate Director of Medical and Dental Education
- College Tutor for Obstetrics and Gynaecology
- Clinical Lead for Obstetrics
- Clinical Lead for Gynaecology
- Divisional Clinical Director, Women's Health
- Divisional Manager, Women's Health
- Medical Education Manager

Evidence utilised

The following evidence was utilised for this HEE Quality review:

- Draft Obstetrics and Gynaecology (O&G) Local Faculty Group (LFG) - Minutes - 11.02.22
- Guardian of Safe Working Hours (GoSWH) report 01.10.21-31.12.21
- GP LFG FINAL minutes 06.10.21
- GP LFG FINAL minutes 12.01.22
- O&G LFG - Minutes - 26.11.21
- Specialist Hospital Board Medical Education Committee Minutes - 08.12.21

Review Panel

Role	Name, Job Title
Quality Review Lead	Dr Elizabeth Carty Deputy Postgraduate Dean for North London
Specialty Expert	Dr David Price GP Deputy Head of School for North London
HEE Quality Representative(s)	Nicole Lallaway Learning Environment Quality Coordinator

Executive Summary

This Senior Leader Engagement Visit (SLEV) was scheduled to GP obstetrics and gynaecology at University College London Hospitals NHS Foundation Trust (University College Hospital) due to concerns raised by GP doctors in postgraduate training (DPT) in the obstetrics and gynaecology department. Concerns were raised by some DPT around clinical supervision in the gynaecology wards, workforce issues, curriculum coverage and the culture of the environment, which echoed some of the issues identified at a previous HEE Quality Review to the department in 2019.

The Trust and the HEE review panel discussed concerns raised and steps that the Trust had taken to resolve issues for GP obstetrics and gynaecology DPT, and identified the following actions to be undertaken by the Trust in order to assure HEE that the issues have been resolved:

- DPT feedback on the perceived culture of the environment
- DPT feedback on the resolution of any workforce issues regarding pay
- DPT feedback on clinical supervision arrangements on the gynaecology ward
- Demonstrable evidence that DPT are attending ten specialist interest clinics and an additional two antenatal clinics in their six-month placement

Further information about the mandatory requirements and recommendations can be found on pages 4-6, and all actions and updates will be reviewed by HEE in September 2022 and December 2022. HEE intend to undertake a follow-up SLEV in February 2023 and will utilise discussions at this HEE Quality Review, coupled with information gathered from the mandatory requirements to make an informed decision around the removal of some or all GP obstetrics and gynaecology DPT within the department.

Review Findings

This is the main body of the report and should relate to the quality domains and standards in HEE's Quality Framework, which are set out towards the end of this template. Specifically, mandatory requirements in the sections below should be explicitly linked to the quality standards. It is likely that not all HEE's domains and standards will be relevant to the review findings.

Requirements

Mandatory Requirements

Requirement Reference Number	Review Findings	Required Action, Timeline and Evidence
GPOG1.1a	The review panel heard that there were instances of perceived undermining of GP obstetrics and gynaecology doctors in postgraduate training (DPT), and that due to the specific scenarios, the Trust felt	The Trust is required to obtain DPT feedback via the Local Faculty Group (LFG) meeting or other means or feedback that demonstrates there is no longer a cultural issue around the treatment of GP obstetrics and

HEE Quality Interventions Review Report

	<p>this was perceived rather than the reality of the interactions.</p>	<p>gynaecology DPT within University College Hospital.</p> <p>Please submit progress against this action on the Quality Management Portal (QMP) by 1 December 2022.</p>
GPOG1.1b	<p>The review panel heard that there were previous instances of issues with pay for GP obstetrics and gynaecology DPT, however the Trust reported they had heard of no recent instances since February 2022.</p>	<p>The Trust is required to investigate any additional concerns around pay issues for GP obstetrics and gynaecology DPT in University College Hospital.</p> <p>Please submit DPT feedback on QMP that this has been resolved for all DPT by 1 September 2022.</p>
GPOG1.1c	<p>The Trust acknowledged that access to annual leave and study leave was limited for GP obstetrics and gynaecology DPT due to staffing levels and rota issues, but noted that the current cohort were able to access their annual leave and study leave as required.</p>	<p>HEE seek further assurance that GP DPT are able to access their full annual leave and study leave entitlement. The Trust is required to submit evidence that the current cohort of GP DPT were able to access their full study leave and annual leave entitlement.</p> <p>Please submit an update to QMP by 1 September 2022.</p>
GPOG3.5a	<p>The Trust acknowledged that there were some concerns that when a GP obstetrics and gynaecology DPT saw a patient, it was not clear to them which senior colleague was responsible for the patient. The Trust reported that work had been done to make this clearer to DPT within the gynaecology department.</p>	<p>The Trust is required to obtain feedback from GP obstetrics and gynaecology DPT on clinical supervision arrangements within the gynaecology department, to ensure that DPT are actively aware of who to seek support from when required.</p> <p>Please submit evidence in support of this action on QMP by 1 September 2022.</p>
GPOG5.1	<p>The review panel heard that GP obstetrics and gynaecology DPT were unable to access sufficient educational opportunities like specialist interest clinics due to staffing issues within the department.</p>	<p>The Trust is required to ensure that GP obstetrics and gynaecology DPT are able to attend at least ten specialist interest clinics during a six-month placement and are able to access an additional two antenatal clinics during their</p>

HEE Quality Interventions Review Report

		<p>placement (total of 12 including the antenatal clinics).</p> <p>Please submit evidence that GP obstetrics and gynaecology DPT are attending the required number of clinics (e.g. DPT logbooks) to demonstrate that DPT are getting their curriculum-based learning. Documentation in support of this action should be submitted to QMP by 1 September 2022.</p>
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Immediate Mandatory Requirements

Requirement Reference Number	Review Findings	Required Action, Timeline and Evidence
N/A	N/A	N/A
Requirement Reference Number	Progress on Immediate Actions	Required Action, Timeline and Evidence
N/A	N/A	N/A

Recommendations

Recommendations are not mandatory but intended to be helpful, and they would not be expected to be included within any requirements for the placement provider in terms of action plans or timeframe. It may however be useful to raise them at any future reviews or conversations with the placement provider in terms of evaluating whether they have resulted in any beneficial outcome.

Reference Number	Related HEE Quality Framework Domain(s) and Standard(s)	Recommendation
GPOG3.5b	HEE Quality Domain 3 Developing and Supporting learners	The Trust is recommended to invite the GP Deputy Head of School to attend inductions for GP obstetrics and gynaecology DPT in August 2022.

Good Practice

Good practice is used as a phrase to incorporate educational or patient care initiatives that, in the view of the Quality Review Team, enable the standards within the Quality Framework to be more effectively delivered or help make a difference or improvement to the learning environment being reviewed. Examples of good practice may be worthy of wider dissemination.

Learning Environment/Professional Group/Department/Team	Good Practice	Related HEE Quality Framework Domain(s) and Standard(s)
N/A	N/A	N/A

HEE Quality Domains and Standards for Quality Reviews

HEE Standard	HEE Quality Domain 1 Learning Environment and Culture	Requirement Reference Number
1.1	<p>The learning environment is one in which education and training is valued and championed.</p> <p>The review panel fed-back some concerns raised by GP obstetrics and gynaecology doctors in postgraduate training (DPT) where some felt they were treated differently to other specialty DPT in obstetrics and gynaecology. The Trust reported that they were disappointed to hear that concerns about the culture of the department persisted, as the Trust had undertaken a programme of work since the previous HEE Quality Review in 2019 which found similar issues. The review panel heard that since then, the Trust promoted equality, diversity and inclusion (EDI), implemented new language and undertook work to promote inclusivity of GP DPT within University College Hospital. It was highlighted by the Trust that GP DPT brought a variety of skills to the department which benefitted all clinical areas, and they had worked hard to showcase GP DPT skills and contributions to the hospital.</p> <p>The Trust reported that they were aware of three incidents which caused GP DPT to feel undervalued in the obstetrics and gynaecology department. However, the Trust reported that some of the instances were around covid restrictions on the number of people allowed in a room at any one time rather than any discrimination against a GP DPT, and it was noted that the instances could have happened to either a GP DPT or an obstetrics and gynaecology specialty DPT. The Trust reported that overall, they felt the culture within the obstetrics and gynaecology department had improved and reported that there were no concerns raised about bullying and undermining within the current cohort of DPT. The review panel heard from the Trust that DPT were encouraged to raise any concerns about bullying and undermining through the appropriate Trust channels so that issues could be resolved.</p> <p>The Trust reported that there was a backlog of actions to be cleared by Human Resources (HR) due to pressure on the Trust, which meant that many doctors had issues with their pay. The review panel heard that there was a new system to process payments to doctors and the Trust had a new head of bank partners who had taken a lead to improve these issues. The Trust reported that all previous payments were resolved by February 2022 and reported that there were no additional concerns raised by DPT between February-May 2022.</p>	<p>Yes, please see GPOG1.1a</p> <p>Yes, please see GPOG1.1b</p>

HEE Quality Interventions Review Report

	<p>The review panel heard that due to issues around staffing levels and rota shortages, access to study leave and annual leave was affected for GP obstetrics and gynaecology DPT. The review panel heard that in the previous cohort of DPT, the majority of DPT did not have a full quota of leave, noting that out of eighteen doctors, there were five gaps and additional reductions in staff due to Covid-19 sickness and isolation. The Trust acknowledged that this was not ideal but noted that the current cohort of DPT were all able to access annual leave and study leave as usual.</p>	<p>Yes, please see GPOG1.1c</p>
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HEE Standard	HEE Quality Domain 2 Educational Governance and Commitment to Quality	Requirement Reference Number
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HEE Standard	HEE Quality Domain 3 Developing and Supporting Learners	Requirement Reference Number
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<p>3.5</p>	<p>Learners receive clinical supervision appropriate to their level of experience, competence and confidence, and according to their scope of practice.</p> <p>The Trust acknowledged there were issues with gynaecology ward rounds and clinical supervision within the gynaecology department for GP obstetrics and gynaecology DPT. It was noted that there were some concerns that when a GP DPT saw a patient, it was not clear which senior colleague was responsible for them. The Trust highlighted that particularly during the Covid-19 Pandemic, there were reconfigurations within gynaecology which meant that the usual pathways for raising concerns and clinical supervision were disrupted. The review panel heard that since then, the Trust had resumed clear pathways whereby all GP obstetrics and gynaecology DPT were informed of new pathways for escalation and senior support. The Trust assured HEE that there was a framework for escalation with numerous points of contact for DPT to utilise. The review panel heard that posters were placed within the gynaecology ward to raise awareness and WhatsApp messages were sent to inform DPT. It was also reported that points of contact were highlighted during induction and that it was recorded clearly in the EPIC electronic patient record so that there was a standard protocol for DPT to follow should they require senior support in the gynaecology ward. The review panel heard from the Trust that initial feedback from the current cohort of DPT was positive, and that progress was being made.</p> <p>The review panel heard that the GP obstetrics and gynaecology induction took place in one day and that they had implemented a new addition to induction whereby DPT shadowed a colleague for three days after their initial induction. The Trust reported that the</p>	<p>Yes, please see GPOG3.5a</p>
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HEE Quality Interventions Review Report

	<p>additional days of shadowing enabled time for DPT to familiarise themselves with the wards and clinical areas, and it was reported that previous cohorts of DPT found this beneficial to their training. The review panel offered the Trust GP Deputy Head of School attendance at the upcoming inductions for GP obstetrics and gynaecology DPT in August 2022 to communicate and reinforce expectations on DPT to feedback areas of good practice and areas for improvement within their placement.</p>	<p>Yes, please see GPOG3.5b</p>
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HEE Standard	HEE Quality Domain 4 Developing and Supporting Supervisors	Requirement Reference Number
	Domain not discussed.	

HEE Standard	HEE Quality Domain 5 Delivering Programmes and Curricula	Requirement Reference Number
5.1	<p>Practice placements must enable the delivery of relevant parts of curricula and contribute as expected to training programmes.</p> <p>The Trust reported that during the Covid-19 Pandemic the obstetrics and gynaecology department had difficulties with staffing levels and keeping services running as usual, particularly due to multiple gaps in the rota at specialty training year one (ST1) grade. The review panel heard that due to these rota gaps, access to educational opportunities such as specialist interest clinics were limited for GP obstetrics and gynaecology DPT. The Trust reported that since then, access for DPT had improved as there was some resumed normality around periods of sickness and Covid-19 isolation within the department. It was reported that during the last three months, there were at least one or two clinics available for DPT to access per week, and that the Trust had hoped to maintain this level of clinic access for all DPT. However, it was noted by the review panel that previous trainees fed-back that they had been able to attend 1-2 special interest clinics in their six-month placement, out of a recommended ten specialist interest clinics.</p> <p>In addition, the Trust reported that it was working towards resolving issues around staffing levels at ST1-2 grade, as they now had a total of eighteen postgraduate doctors at grade ST1-2, with the aim to recruit an additional two doctors at the same level after the review took place, which would bring the total to a complement of twenty doctors from September 2022.</p> <p>The review panel made expectations clear around educational opportunities, clinics and specialist clinics, whereby GP obstetrics and gynaecology DPT should be able to attend on average ten specialist interest clinics in a six-month period. The Trust</p>	<p>Yes, please see GPOG5.1</p>


	<p>acknowledged this and fed-back that they had collaborated with HEE GP TPDs and identified that ten specialist clinics in a six-month period would be appropriate for GP obstetrics and gynaecology DPT. The review panel heard that before the Covid-19 pandemic, the Trust provided GP DPT with study leave to access additional clinics if they did not get enough during their placement. The Trust reported that information around clinics was provided to GP DPT at their induction, which detailed information on clinics and informed DPT that attendance at clinics needed to be proactively organised with the consultant responsible for them. The Trust highlighted that DPT attendance at antenatal clinics was an extra addition at ST1-2 level, even for obstetrics and gynaecology specialty DPT, and that once the department has a full complement of twenty doctors at ST1-2, more DPT would be able to attend specialist interest clinics more often.</p> <p>The review panel heard that the implementation of educational opportunities around departmental teaching for GP obstetrics and gynaecology DPT was unsuccessful due to attendance difficulties. It was reported that departmental teaching was scheduled on Wednesday afternoon before the GP Vocational Training Scheme (VTS) teaching at 13:00-14:00, however DPT were often unable to attend due to commuting or going home to attend, and a lack of a dedicated space available for DPT to attend GP VTS teaching. The review panel heard that this piece of work had been withdrawn and replaced by a GP seminar teaching session for all DPT in a GP VTS scheme working within University College London Hospitals NHS Foundation Trust. The review panel heard that this had been implemented from February 2022, and it was a half day teaching session which covered all required gynaecology topics for the placement. The Trust reported that this had received good attendance from 35 GP VTS DPT and that it received positive feedback from both DPT and Training Programme Directors (TPD). As a result, the Trust highlighted that they had future plans to set up GP VTS half-day teaching more regularly, to take place in a cyclical manner four times a year. The review panel heard that recordings would be taken of the teaching for DPT to access at a later date, if they were unable to attend.</p>	
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HEE Standard	HEE Quality Domain 6 Developing a sustainable workforce	Requirement Reference Number
	Domain not discussed	

Report Approval

Quality Review Report completed by	
Name	Nicole Lallaway
Role	Learning Environment Quality Coordinator

Review Lead	
Name	Dr Elizabeth Carty
Role	Deputy Postgraduate Dean for North London
Signature	Dr Elizabeth Carty
Date signed	13 June 2022

HEE Authorised Signatory	
Name	Dr Gary Wares
Role	Postgraduate Dean for North London
Signature	
Date signed	14 June 2022

Final Report submitted to organisation	14 June 2022
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