

VALUABLE EYES AND EARS: The Milton Keynes Hospital Trainee Survey 2013

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“Trainees are invaluable eyes and ears in a hospital setting. They come without preconceptions...[and] concerns raised by trainees should therefore be given weight and ... means of obtaining those concerns need to be maximised “
- Robert Francis QC, The Mid-Staffordshire Inquiry 2013¹

INTRODUCTION

The Francis report¹ castigated ‘above all’ the ‘insidious negative culture’ at Mid-Staffordshire & recognised that good training & good clinical care are ‘inextricably linked’ At Milton Keynes, there was anecdotal evidence of wide ranging trainee dissatisfaction and disenfranchisement. This is common to many juniors in other trusts² and can result in poorer patient outcomes, e.g. mortality and satisfaction³. In response to trainee concerns, we initiated an exclusively trainee-run platform for trainee views to capture local problems and areas of excellence as well as suggest solutions.

METHOD

- 42% of trainees from across **all specialties and grades** (Fig 1) captured in an **anonymous survey**
- **Quantitative** (Likert scale) and **qualitative** (free text) data on 15 topics related to **training, patient safety, and satisfaction**
- **Action plans** developed with **buy-in from key stakeholders** including senior clinicians, managers and frontline staff

RESULTS

TRAINEE SATISFACTION
80% felt **staffing** ‘in hours’ inadequate for training
Pressure to ‘**consent**’ patients

PATIENT SAFETY & OPERATIONS
78% felt **staffing** was unsafe out-of-hours
Handovers: **Informal** medical handover highlighted
Referrals: 36% ‘often’ had **referral delays** affect care
Pathology: Lack of access to **blood gas machines**

ACTIONS

Engagement of CEO
Multiple presentations to Clinical Board
Meetings with Medical Director
Engagement of trainee fora
Review of literature

OUTCOMES

Staffing: £1.5 million allocated; 100 nurses recruited
Consent: Local policy changing to reflect national guidance
Formal medical handover implemented; findings incorporated into planned redesign of acute medicine
Centralised referral system put in place; 20 bleeps purchased; intranet hospital directory updated
Pathology: 2 blood gas machines purchased and made accessible to all doctors
Ideas to improve next cycle of survey

Planning for Sustainability

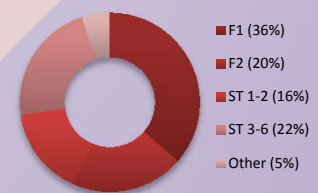


Fig 1: Who participated in the survey?

DISCUSSION

Junior doctors...[should] not just be seen as the clinical leaders of tomorrow, but clinical leaders of today.”
– Sir Bruce Keogh²

We have used this project to create ongoing DIALOGUE between management and trainees in the context of a SUSTAINABLE project that will continue to be repeated and reiterated – KEY if current CULTURE is to change.

Our project demonstrates that a united trainee voice can create change which benefits both patients and staff, and that with appropriate support, trainees are valuable assets to an organisation beyond their service provision.

References

1. Francis, Robert. *Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry*. February 2013.
2. Keogh, Bruce. *Review into the Quality of Care and Treatment Provided by 14 Hospital Trusts in England: Overview Report*. 16 July 2013.
3. West, Michael & Dawson, Jeremy. *Employee Engagement and NHS Performance*. The King’s Fund, 2012.