Quality Interventions

Recommendations from the working group

Urgent Risk Visits

Why? To provide an urgent response to suspected significant concerns
What? To focus on the quality of a single clinical learning environment; face to face meetings with learners and educators
Who? Senior panel members with expert and external input; lay input and other input as appropriate.
Outcome: Prompts rapid action; raises awareness of concerns, usually at executive/board level

Programme Reviews

Why? To explore an education and training programme at a local office-wide level.
What? Multiple meetings or use of a single lead site (using teaching events may limit impact on providers); face to face 'focus group' approach with learners (and sometimes educators).
Who? Small team with clinical input led by senior clinical faculty but not the School faculty.
Outcome: Understanding of common concerns across multiple sites and where there are site-specific issues; allows comparison of quality across the local office patch.

Learner/Educator visit

Why? To clarify concerns from learners' and/or educators' perspectives within a specific, clinical learning environment especially if concerns may be contentious (for example undermining)
What? One to one as a 'drop in' clinic or group meeting, virtual or face to face in the placement provider setting.
Outcome: Engagement with learners and/or educators and provides an opportunity to voice concerns

Senior Leader Engagement visit

Engagement meeting with medical and/or LEP healthcare professional LEP education leads. The meeting may include the Postgraduate Dean, Associate Dean, Head of Quality, Chief Executive Officer, Medical Director, Director of Medical Education, Medical Education Manager, Chief Nurse, Head of Learning and Development.
Outcome: improve Senior Leader Engagement with and commitment to the education and training quality agenda where there is evidence that this is at risk; improves relationships.

Monitoring the Learning Environment

Varies in approach but expert/specialty advice; externality and objectivity often involves sharing best practice.
Outcome: Engagement with providers; demonstrates HEE's commitment to quality; improves relationships; allows for regional and local flexibility

Sharing Good Practice/Peer Review

Identification and dissemination of good practice via networks/events; establishing links and networks to allow providers to learn from one another.
Outcome: Engagement with Providers; demonstrates HEE's commitment to quality; improves relationships.