



Quality Improvement Report

for

ID633 – Kenmore Medical Centre

*Evaluation data and feedback given by Year 4 students
on their 2021-22 community placements*

Dear Clinical Placement Supervisor,

Thank you once again for all your hard work and continued support of our medical students.

Welcome to your annual QI report based on the evaluation of placements attended by our Year 4 students. The past few years have been hugely challenging and yet we have seen a rise in placement scores, which is due to your enthusiasm, dedication and support. Our students have needed and valued these excellent placements in General Practice. We also know you have been immensely creative and resourceful in involving and teaching students in a changed landscape of consulting.

We continue to run our PRiME training sessions, over Zoom, and cater for new and experienced supervisors, as well as the wider team. Please have a look at the sessions we offer here: <https://sites.manchester.ac.uk/cbme/training/> .

Key Information:

- **The average score for this year was 4.70.**
- **Response rates are now almost 100% with the introduction of the student logbook and the integrated sign-off and evaluation form.**
- **Appendix A shows overall themes from comments made by students. This may give you tips on areas for further improvement.**
- **Appendix B contains links to resources you may find useful to support your teaching.**
- **Appendix C is a self-reflection form you may wish to use for appraisal purposes.**

If you have any queries about this document or suggestions to improve it, please contact us on the email below.

Dr Helen Marsden – Year 4 Academic Lead for Community Based Medical Education (CBME)
Dr Jasmin Farikullah-Mirza – Year 4 Deputy Lead for CBME?

Mandy Aldridge, Andy Conway and Tal Wasty - CBME Quality Enhancement team
(andy.conway@manchester.ac.uk)

June 2022

Year 4 - Placement Evaluation Questionnaire 2021-22

The 12 statements below were rated by students on the following scale:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree.

Induction

1. *During my induction I was adequately introduced to staff*
2. *During my induction I was adequately oriented to the clinical environment*
3. *My learning objectives were adequately discussed within the first week*

Clinical Experience

4. *There was adequate opportunity to practice patient assessments (history and examination)*
5. *There was adequate opportunity to practice clinical procedural skills*

Placement Supervision

6. *The feedback (verbal or written) I received was timely*
7. *The feedback (verbal or written) I received allowed me to improve my clinical practice during this placement*
8. *The supervisor (or deputy supervisor) supported me in meeting my learning objectives*

Learning Environment

9. *The resources within the placement environment were supportive to my learning*
10. *The placement helped me in meeting my learning objectives*

Organisation

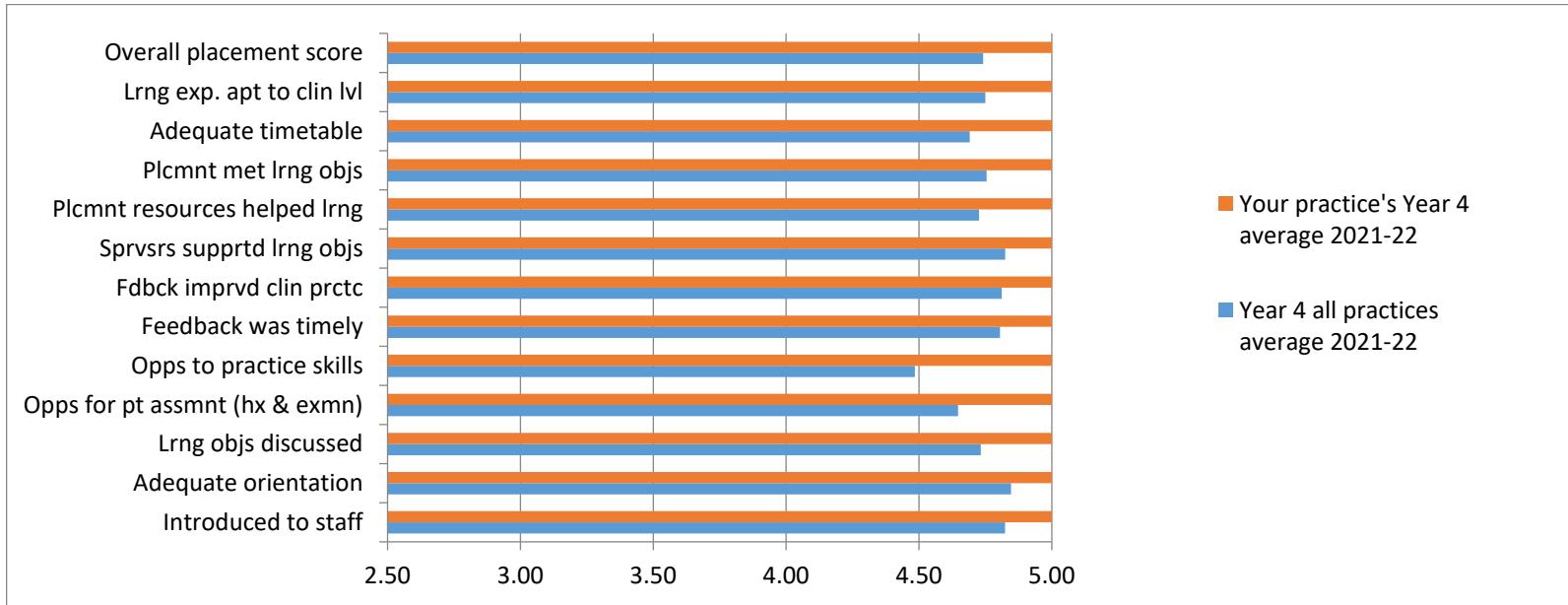
11. *I received an adequate timetable for my placement on or before the first day of placement*
12. *Overall, the clinical placement provided the learning experience required to develop basic competency in this area of practice, appropriate to my clinical level*

Students were also asked to make further comments on the following statements:

- *Please comment on anything that was particularly good about this placement (including the supervisor, learning environment, support staff, etc)*
- *Please comment on anything that could be done to improve this placement (including the supervisor, learning environment, support staff, etc)*
- *Please add any comments regarding how adjustments due to COVID-19 may have impacted the placement*

Year 4

ID633 – Kenmore Medical Centre - Your placement score for Year 4 was **5.00** compared to the Year 4 overall average of **4.70**. (Based on evaluation received from 3 student(s).)



	Intro to staff	Orientation	LO's discussed	Opps for pt assmnt (hx & exams)	Opps to practice skills	Feedback was timely	Feedback improved clinical practice	Sprvsr supprtd LOs	Placement resources helped Lrng	Placement met LOs	Adequate timetable	Lrng exp. apt to clinical level	Overall placement score
Your practice	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Yr 4 overall	4.77	4.81	4.66	4.72	4.52	4.76	4.76	4.73	4.68	4.69	4.55	4.70	4.70

Year 4 comments from students who attended your practice

Responses to the statement: Please comment on anything that was **particularly good** about this placement (including the supervisor, learning environment, support staff, etc)

Approachable and friendly team. Good practise. Ample opportunities and access to patients where appropriate.

Fantastic block and Dr Khan has been fantastic at making it an inclusive experience. I have learnt a huge amount over the past four weeks. Has made me seriously consider GP as a career path.

Very good placement - Friendly staff willing to help - Supervisor was great at constructive feedback

Responses to the statement: Please comment on anything that could be done to **improve** this placement (including the supervisor, learning environment, support staff, etc)

No comments received

Responses to the statement: Please add any comments regarding how adjustments due to COVID-19 may have impacted the placement

No comments received

Appendix A - Year 4 evaluation comments overall

Across the whole of Year 4, what are the students trying to say?

In response to the statement: ***“Please comment on anything that was particularly good about this placement (including the supervisor, learning environment, support staff, etc)”*** students’ comments have been reviewed and themed.

The most common remarks from Year 4 students about what was “particularly good” related to *the friendly and helpful nature of both you and your practice team. A friendly smiling face and the feeling they are part of the team really helps them settle quickly into the practice and feel at home!*

Year 4 - top 3 “particularly good” themes (taken from 300 comments received):		
First	Friendly/helpful staff	166 comments
Second	Teaching & supervision	140 comments
Third	Opportunities for history taking	117 comments

Here are some examples of the many positive comments from students:

Wonderful working and learning environment which left me feeling very encouraged to ask questions. GPs were very willing to have me take histories from patients if we thought it could be beneficial to my learning, which allowed me to develop consultation skills. There was a generalised keenness for education at the practice and my questions about clinical management plans, including diagnosis and treatment, were always answered fully. This made for very good learning.

Great placement overall. Great supervisor GPs who helped us hone our history taking and examination skills and provided amazing feedback. Overall has been the best placement I have been in, with a great experience talking to patients and receiving prompt teaching from the doctors afterwards.

All the staff were incredibly supportive and gave valuable feedback. There was a good variety of patients and presentations to see. Many opportunities to practice examinations and clinical skills such as BP measurements and bloods. The chance to have my own surgeries was some of the best experience I've had to learn to consult with patients independently while having the chance to consider my own differentials for each presentation.

There was lots of opportunity for histories, examinations and feedback along with opportunities for teaching. I've learnt so much on this placement and everyone was really amazing. As mentioned with K., A. was particularly great for my learning as I feel like I got loads and loads of clinical experience and fantastic teaching.

The learning environment was great, I got the opportunity to talk to patient on my own to take history and then discuss with the supervisor about the management

Really supportive supervisor, never made me feel like I was in the way or taking up too much time - Loved being to see patients on my own, and also when I got to do it with a 5th year I found that really useful too – J's clinics were really useful too, really good watching her communication skills with patients for things eg stopping smoking and losing weight etc.

In response to the statement: **“Please comment on anything that could be done to improve this placement (including the supervisor, learning environment, support staff, etc)”** students told us.

Year 4 - top 3 themes “to improve” placements taken from 239 comments		
(N.B. 87 of these comments were “n/a”, “none” or “nothing” in many cases followed by a compliment):		
First	Better timetabling	25 comments
Second	Own clinics	19 comments
Third	Opportunities for history taking	12 comments

Here are some examples of the comments from students:

would have been useful to receive a full timetable before or on the first day of placement, instead of each Monday. would have liked to have been introduced to my supervisor in the first week, or at least been made aware who they were. would have liked my own clinics in the first 2 weeks

Sometimes there may have been too many students at the practice (2 fourth and 2 fifth years) - may have been easier to see patients individually with one student from each year

Organisation could have been improved. Took time to get IT details and over a week to be given a timetable

I've really enjoyed my time at the practice and Dr D. has been fantastic. In terms of ways to improve at this particular placement would probably be more opportunities for students to take full histories, given the COVID circumstances I understand it was difficult to find time for this.

Brilliant teaching from all the GP's at the practice - Very adequately orientated to the practice. Special thanks to Dr G. and Dr E. for their brilliant teaching and her warmth to students. One of the best placements I have experienced so far and Dr Gallagher really made me feel like part of the team and got me engaged in histories and examination of patients. Please thank the team thoroughly.

I'd have liked more opportunities to independently practice my history taking skills and examination skills. I didn't improve my consultation skills and examination skills as I much as I would have hoped to. I understand that space and rooms are tight though, but sometimes I didn't feel like I gained a huge amount from just observing. During week 3 I only spoke to 3 patients throughout the whole week, and ideally I'd have hoped for further opportunities to take histories from patients. When I did have a few patients to see/have a log into emis it was so beneficial for my learning, and I wish that I could have done more than 3 days of this!

More examination opportunities

Having a timetable in advance would be useful as it makes it easier to plan which GP site I would be at.

A space for students to study or be during the day when they are not timetabled a clinic.

Appendix B - Links to resources

Staff page in 1Med Learn with sections on Placement Supervisor guidance, CPD, Teaching resources and best practice.*

<https://www.onemedlearn.manchester.ac.uk/>

What are the expected standards for clinical and examination skills?

<http://www.youtube.com/user/CMFTUGME>

and

http://www.youtube.com/user/aidanblunt#p/u/4/9PUYT_ZzJos

They are also available in the skills logbook which is available on the student's iPads.

Do the GMC issue any guidance for teachers?

[Promoting excellence - GMC \(gmc-uk.org\)](#)

If you would like us to send you a copy of any of the items below then please email Andy Conway (andy.conway@manchester.ac.uk) and let him know which items you'd like:

Sample IT policy

University poster for waiting rooms

**N.B. you will need to have an official 1Med log-in to access these pages. We will create a 1Med user account for you when you complete the 1Med staff data survey online:*

<https://www.onemedforms.manchester.ac.uk/s/f/G34EkYWxM8s3G8o9RX5DFRv4oql>

Can't remember if you have set up a 1Med account?

Please contact Stephen Quinlan: onemed@manchester.ac.uk. If you have set up an account he can tell you your user name and ID number.

Forgotten your password?

If you have forgotten the password associated with your 1Med account, please complete the following steps to reset it:

1. Go to <https://iam.manchester.ac.uk/>
2. Click Recover your IT Account
3. Using OPTION 2 enter your surname, date of birth and your University ID number
4. Answer your personal security question
5. Follow the instructions to reset your password

Once you have recovered your account you should then be able to log in to 1Med -

<https://www.onemedlearn.manchester.ac.uk/>

Appendix C - GP tutor response to evaluation of teaching 2021-22

(This page is for reflection purposes only – you do not need to return this to us.)

What are your reflections on this evaluation of your teaching? What have been your strengths and weaknesses? Do you have any other information or evidence about your teaching? E.g. thank you cards, audit.

In response to the students' evaluation, what do you think you will change for the coming year?
Who will you involve?

How will you know if these changes are effective?