



## Quality Improvement Report

*for*

## ID363 - Darwen Healthcare

*Evaluation data and feedback given by Year 5 students  
on their 2023-24 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 Quality Improvement report based on the evaluation of placements attended by our Year 5 students before their exempting exam.

### **Key Information:**

**Student evaluation scores for Year 5 remain high at 4.71 / 5. Students value being made to feel part of the team, and the high level of teaching and supervision provided by GP supervisors in primary care.**

**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 across. 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.

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May 2024

## Year 5 - Placement Evaluation Questionnaire 2023-24

The 13 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 and practice**

4. *There was adequate opportunity to practice patient assessments (history and examination)*
5. *There was adequate opportunity to practice my Undergraduate Procedural Skills (UPSAs) and Prescribing skills*
6. *There was adequate clinical experience to write about in my reflective piece*

### **Placement Supervision**

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

### **Learning Environment**

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

### **Organisation**

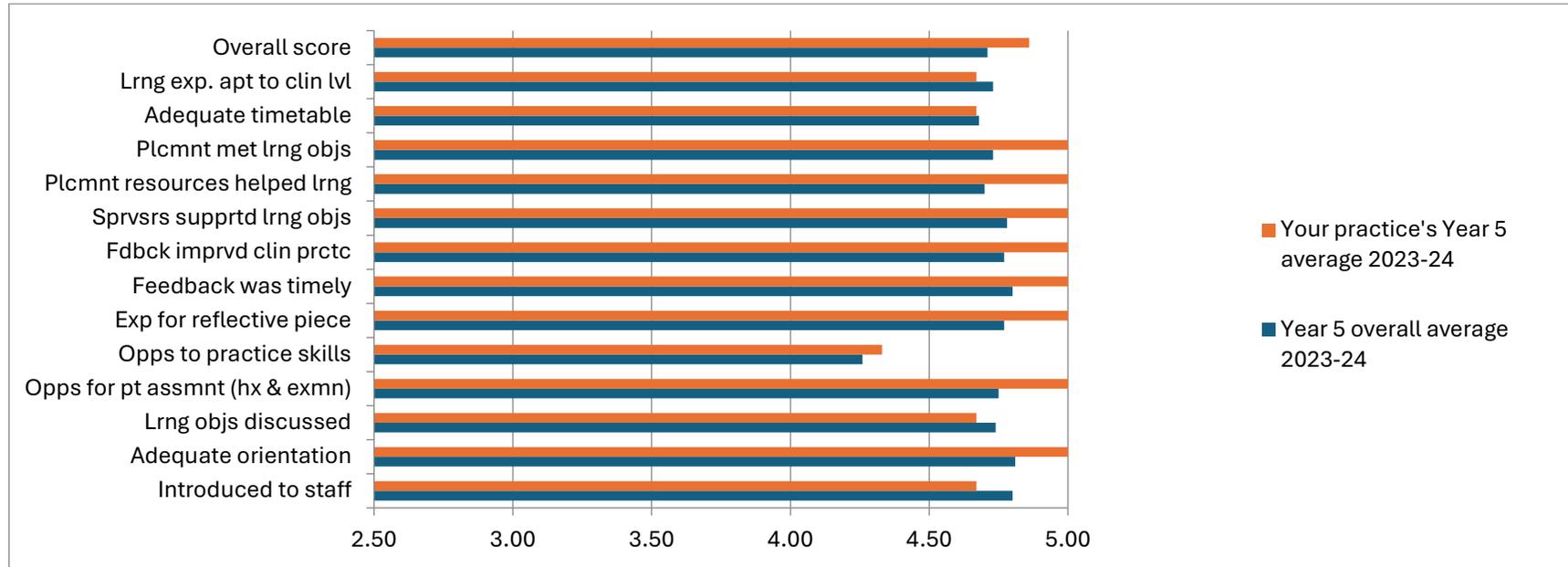
12. *I received an adequate timetable for my placement on or before the first day of placement*
13. *Overall, the clinical placement provided the learning experience required to develop competencies I will need as a junior doctor, appropriate to my clinical level*

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)*

## Year 5

**ID363 - Darwen Healthcare:** Your placement score for Year 5 was **4.86** (from 3 students) compared to the Year 5 overall average of **4.71**.



	Intro to staff	Orientation	LOs discussed	Opps for pt assessment	Opps for procedural skills	Exp. for reflective piece	Feedback was timely	Feedback improved clinical practice	Sprvsr supported LOs	Placement resources helped lrng	Placement met LOs	Adequate timetable	Learning exp. apt to clinical level	Overall placement score
<b>Your placement</b>	4.67	5.00	4.67	5.00	4.33	5.00	5.00	5.00	5.00	5.00	5.00	4.67	4.67	4.86
<b>Year 5 overall</b>	4.80	4.81	4.74	4.75	4.26	4.77	4.80	4.77	4.78	4.70	4.73	4.68	4.73	4.71

## Comments from Year 5 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)

*Very nice people*

*Really great placement, with fantastic staff both clinical and non-clinical.*

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

*N/A.*

## Appendix A - Year 5 evaluation comments across the whole cohort

### Across the Year, 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 5 students about what was “particularly good” related to the friendly and helpful nature of the whole practice team and the quality of the teaching and supervision they received. Thank you for creating such a rich and supportive learning environment.

Year 5 - top 3 “particularly good” themes (based on comments received from 334 students):		
First	Teaching & Supervision	(153 comments)
Second	Friendly / helpful staff	(131)
Third	Opportunities for history taking	(57)

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

*All the staff were incredibly helpful and patient. Let us ask any questions about consultations, gave us feedback on our notes and consultations. Really enjoyed the autonomy that was given to us. Felt like a trusted member of the team. This has been the best placement I’ve had on this course by far.*

*I felt supported but almost completely independent at the same time. I learnt so much with constructive feedback about patient management, referrals and presentations of patient assessments.*

*Had such an amazing experience at this practice! All the staff were absolutely lovely and made me feel so welcomed. My supervisor was great and very thorough, also allowed me lots of independence when seeing patients and forming management plans. Although I was really independent I still felt very well supported. Also got some time with shadowing doctors/ANPs/PAs and learned a lot from observing some consultations.*

*Excellent placement and very supportive and welcoming staff and GPs. Never felt hesitation asking about learning opportunities or joining others tutorials or offering my input to management plans or diagnoses. One of the best placements I’ve ever had.*

*All the partners were superb at facilitating my learning, from allowing me to observe complex consultations and talking me through them along the way, to allowing me to see patients independently and feeding back on my approach and management plans. This worked absolute wonders with my confidence. The practice is a very friendly, homely environment where you feel at ease!*

*Absolutely amazing placement. My best placement throughout my whole 5 years at medical school. Special thank you to my supervisor Dr H who made it so special for me. Dr H went above and beyond, he was exceptional at teaching and it was a great privilege to be his student. He set a great example of the kind of doctor I wish to be in the future. I learnt so much from him during my GP placement. I felt very comfortable dealing with patients under his supervision, I always felt very well supported. He always made time to teach me no matter how busy he got. He created a great environment to learn in and I can confidently say he has been the best supervisor I have ever had and he deserves all the*

recognition. Much appreciated! Also, the whole team were absolutely amazing too, they made me feel welcome and supported me throughout my placement there. Thank you everyone.

*This has been a fantastic placement to increase my confidence in my own skills as a medical student.*

*My best placement yet, everyone was so welcoming and helpful. All the admin staff were lovely and really friendly. All my GP supervisors were very engaging and gave me useful feedback for improvement and future practice. The timetable we were given was great and we were given an appropriate amount of time for self-study and F2F time seeing patients*

*Lovely staff, great team of practice managers, doctors, nurses and admin. Felt very welcome and useful during my placement. I was given lots of opportunities to get hands on experience within my capacity. Always received prompt feedback. I enjoy GP placements as I get to practice clinical independence while having the support when needed.*

*I think this placement has helped me to become more confident in independently assessing patients and I have improved my management planning skills alongside this. I have gained good insight into the daily reality of working as a GP, and everyone at the practice had been very friendly.*

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)”** the top three themes to arise were:

Year 5 - top 3 themes “to improve” placements (based on comments from 169 students):	
<b>First</b>	Better timetabling / Better organisation (26 comments)
<b>Second</b>	Own clinics/Independence & space/rooms (24)
<b>Third</b>	IT access (11)

Here are some examples of the comments from students:

*A few too many sitting in sessions with non doctor clinicians. Whilst it is important to see what other professionals do in a GP, 3 sessions with FCP, 3-4 sessions with nurses and HCA's felt like filling time as opposed to useful clinical sessions. Perhaps timetabled time with the junior doctors might give us some insight into the job closer to our level and what to expect as a trainee gp*

*Being able to present to more GPs, as sometimes our main supervisor would be seeing a patient and both students would be waiting to present. This meant that patients were getting frustrated with having to wait longer.*

*Clearer timetables and room allocation - Difficult to find a spare room*

*More opportunities to practice full examinations (although not always relevant to GP practice, would be good teaching opportunity) - More opportunities to have own patients to see - Other staff that I was sitting in with didn't seem to be aware of the expectations of my placement - e.g. taking own histories, if this is communicated with them in the future would be helpful*

*My supervisor reported that she forgot to create my log-ins during the first week which resulted in me sitting in for flu jabs, PAs and pharmacists for the entire week. I can understand sitting in during year 3-4, but as a final year, the time was wasted and unfortunately wasn't very productive.*

*Wi-Fi login details given at the start of the placement. Easy access to sphygmomanometer, sats monitor, thermometer, otoscope and ophthalmoscope for student consultations.*

## **Appendix B - Links to resources**

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

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

*N.B. You need to have an account with the University to access the 1Med log in. To apply for access please complete the online survey form @: <http://bit.ly/2oYvN6N> .*

*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

*If you cannot remember whether you have set up access to 1Med previously please contact Stephen Quinlan: [onemed@manchester.ac.uk](mailto:onemed@manchester.ac.uk) . He can tell you what your user name & ID number are.*

### **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](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?**

Developing teachers and trainers in undergraduate medical education document.

[https://www.gmc-uk.org/-/media/documents/developing-teachers-and-trainers-in-undergraduate-medical-education---guidance-0815\\_pdf-56440721.pdf](https://www.gmc-uk.org/-/media/documents/developing-teachers-and-trainers-in-undergraduate-medical-education---guidance-0815_pdf-56440721.pdf)

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](mailto:andy.conway@manchester.ac.uk)) and let him know which items you'd like:

Sample IT policy

University poster for waiting rooms

## Appendix C - GP tutor response to evaluation of teaching 2023-24

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?