

Introduction of a training quality dashboard: A novel tool for continuous local training quality improvement



Great Western Hospitals
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Introduction

Gathering information and actioning feedback on the learning environment are essential processes to maintain and improve standards of postgraduate medical education¹.

The General Medical Council's national training survey, National Education and Training Survey and annual deanery led training quality panels are primarily used to inform about the quality of training in individual departments. These generic surveys, though useful, do not provide feedback on local training quality and associated challenges.

Due to annual collection of data, any change management resulting from the feedback were more reactive in nature and rarely benefitted the residents' raising concerns. Additional barriers to raising concerns include lack of familiarity of the escalation process, and subsequent disillusionment with lack of improvement changes regarding a lack of change following raising concerns.

Methods

We decided that we needed a more proactive approach to improving quality. With that in mind, we introduced a digital training quality dashboard for the anaesthetic department at Great Western Hospital, Swindon (GWH). This freely accessible, online dashboard displays current and historical training quality issues. Current issues are given live updates and time frames as their issue is being addressed so that trainees can track its progress and stay informed throughout the process.

Past training issues are displayed to inform trainees of historical training concerns, how they were addressed and if there is further scope for improvement. An online submission form allows trainees to raise concerns digitally, should they wish, with the option to be anonymous. The quality issue is then sent to the college tutor and trainee associate tutors, senior trainees acting as a representative to the resident doctor body and a liaison to the college tutor. QR codes linking to the dashboard were put up in the trainee room at GWH to enable easy accessibility for all trainees.

Example Training Quality Dashboard

Training Quality Dashboard

Anaesthetics at Great Western Hospital, Swindon

Welcome to the training quality dashboard for anaesthetics at Great Western Hospital, Swindon. Here you will find information on raising training concerns, forms to log training issues, progress of existing issues, and more.

Key contacts

College Tutor
ExampleCTemail@nhs.net

Trainee Associate Tutors
ExampleTATemail@nhs.net

Admin – rota contact for leave etc
Exampleadminmail@nhs.net

Rota Writer
ExampleRWemail@nhs.net

List Allocation
ExampleLAemail@nhs.net

Reporting Training Issues

The college tutor, your educational supervisor or a trainee associate tutor would be happy to help you. You can also use the following form, which goes to the college tutor and TATs. This can be anonymous, but providing details will allow us to clarify any issues with you if required and provide support.

Click [HERE](#) to access this form.

Current Training quality reports

Date raised	Training issue	Progress
1/1/2025	Example issue e.g. rota template causing dissatisfaction	Rota currently being redesigned for August
1/2/2025	Example issue e.g. IT logins not available at induction	Raised to PGME team 4/2/2025 a/w response

Past Training quality reports

Date raised	Training issue	Progress
1/2/2024	Example issue e.g. Lists not matching training needs	CT now gives 3 monthly module preferences to rota writer. Contact CT if further issues.

Involved in a critical incident?

If you have been involved in a critical incident or a difficult case, please arrange a meeting or debrief with the college tutor.

Click **[HERE](#)** to arrange

Teaching Rota

See what's scheduled, who's teaching and where.

Click **[HERE](#)**

HALO and assessment guides

Advice, guidance and information regarding sign off requirements and resources for Stage 1, 2 and 3 HALO's.

Click **[HERE](#)**

Results

Resident anaesthetists were surveyed to gauge interest in the use of an online training quality dashboard:

- 33% of respondents would be in favour of such a portal as their primary method of logging issues
- 44% of respondents reported that they would raise concerns with their ES or CT in-person

The training quality dashboard has been live since April 2025. Two training issues have been logged as of May 2025 and are in the process of being actioned by the anaesthetic department.

Many trainees have not used the dashboard yet – this has been because either they have not required to raise any training quality issues or have raised issues in other ways.

How confident are you in how to raise training quality issues at present?



Conclusions

Our preliminary survey revealed a significant number of residents that would prefer to use an online portal for raising issues. It is unclear if these respondents would raise issues in other ways, but it certainly provides another avenue for capturing training issues that might otherwise be missed; the potential to remain anonymous may further aid in this endeavour. This can only be a positive from the perspective of improving training.

The real-time logging and actioning of training quality issues enables faster resolution of these than other methods that the department currently uses for gaining feedback. It is hoped that the transparency the dashboard provides will reduce any disillusionment that currently exists in raising training issues, further foster an open culture within the department and continue to drive improvement in training for resident anaesthetists.

As with any new system there has been a slow uptake in responses so far, mainly because it hasn't imbedded as a cultural process among residents. The hope is that the more it is encouraged, used and highlighted to future residents rotating through the trust that this will improve. We plan to use the weekly "Coffee and Catastrophe" resident anaesthetist sessions to discuss training issues and log these at the time to increase capture.

The overall aim is that the dashboard will eventually become a one-stop shop for all resident doctor information.

References

1. Health Education England. Quality framework from 2021. Available from: <https://nshcs.hee.nhs.uk/publications/health-education-england-hee-quality-framework-from-2021/> (Accessed 4th Mar 2025)