HOTSPOTS Summary Report for 2022

**PROCESS FOLLOWED:**
No of reports: 20 (attachment); 8 (location)
No of meetings held: 8 (Heads of Department); 13 (Chief Medical Officers - 5 repeat)
Sites with ≤ 15 students: data collated for multiple surveys until reaching threshold

**EXAMPLES OF ISSUES AT 2022 ‘HOTSPOTS’:**
Health workforce under huge pressure (patient load; staff illness; difficulties with recruitment); Low staff numbers impacting on teaching opportunities; Unhelpful staff approach to giving feedback to students; Low ratio of UoA clinical teachers to non-UoA teachers; Some staff with minimal teaching experience; Possible unprofessional interactions with particular staff members – where HOTSPOTS data appeared to triangulate with other data; Lack of enthusiasm by some individuals towards teaching on top of an increased workload and short-staffing; Minimal student orientation or unclear expectations for placement; Industrial action affecting workforce and usual teaching practices; Lack of leadership or admin support in some areas; Changes in Health System underway/unclear impacting on BAU/planning.

**EXAMPLES OF EXCELLENT PRACTICES AT 2022 ‘BRIGHTSPOTS’:**
Students being invited to take part in research projects; Passionate clinical teachers using creative engaging methods; Small staff to student ratio enabling relationship-building and more teaching time; More UoA staff; Great team dynamics; Well-structured student activities; Student timetables; Good communication with students re expectations.

**EXAMPLES OF ACTIONS TAKEN IN 2022/EARLY 2023**
Individual meetings held with leader and staff member(s) to discuss interactions with students and identify new approaches. Discussions between CMO and HoD to plan actions. Group meeting held with clinical peers to explore current ‘culture’ and how this might affect students; Change in staff in lead teaching roles; Recruitment of new staff with passion and expertise in teaching. Re-allocation of some student placements; Change in job description of some staff roles; Development of new teaching resources; Changes to student timetable during attachment and improved communication re student expectations; Changes to rosters to allow more time for teaching.

**EXAMPLES OF FURTHER ACTION UNDERWAY OR PLANNED:**
Clinical leaders travelling to meet in person (e.g. HOD, CMO, Clinical Director or training lead); Meetings scheduled with particular clinical teams to plan improvements; Circulation of MPD document with student ‘themes’ of inclusion and respect - to identify areas to change; Interactions with staff at BRIGHTSPOTS, to explore exemplary practices.
**HOTSPOTS**

Changeover of MPD staff: New Head of Programme wanted to meet all HoDs and CMO’s. Therefore, 5 CMO meetings were repeated.

The low end-of-year response rate needs to be addressed. Student consultation undertaken and more underway. Issues identified: some students unsure re anonymity of their responses, others unconvinced that action is taken in response to HOTSPOTS.

Survey Collection dates to be signalled to all staff in advance, and staff may remind students in Yrs 4-6 if teaching at those times.

HOTSPOTS research underway (staff and student groups. Implementation manual being created to aid transfer elsewhere).

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**COLLECT**
Survey open for two 3-week periods mid-year and end-of-year
Staff and students raise awareness to maximise response rate

**2023 SURVEY PERIODS:**
- June 12th, 2023 – July 2nd, 2023
- Oct 23rd, 2023 – Nov 12th, 2023

**REPORT/REFLECT**
Individualised ‘Data Reports’ created and sent (one for each Chief Medical Officer and Academic lead (with site data) and one for each Head of Department (with specialty data).
Meetings held between these leaders and the MPD HOTSPOTS team.

**EXPLORE AND ACT**
HODs and CMOs investigate and act on the information provided where appropriate. ‘BRIGHTSPOTS’ (excellent scores) are explored to identify excellent practices so that these can be replicated. ‘HOTSPOTS’ (concerning scores or patterns) are followed up mid-year.

**INFORM**
HODs and CMOs inform HOTSPOTS team of actions taken.
HOTSPOTS team write annual SUMMARY REPORT to inform students of how their feedback has been used to improve hospital culture.

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**REMINDER OF HOTSPOTS PROCESS: SURVEY + ACTION**
This site and attachment specific 6-monthly anonymous survey focusses on bullying, harassment, discrimination, & inclusion/respect (BHDIR) of UoA medical students on clinical placements. Students allocate scores re experiencing or witnessing (BHDIR) of medical students in Y4-6. This process identifies sites which are outliers, so that concerning or excellent practices can be identified & explored, & action taken where needed.