The Chief Registrar: Our experiences in Wales

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Have you heard of the Chief Registrar role?

Yes

No
Are you aware of the purpose of the Chief Registrar role?

Yes

No
The Chief Registrar Role

• The Future Hospital Report
  – “a doctor in training, reporting to the chief of medicine, and responsible for liaising between doctors in training in the Medical Division and the chief of medicine and senior clinical managers”

• Pilot study RCP London 2016
• Opportunity for trainees to develop leadership skills and obtain experience in NHS management

• Bridge of communication
The Chief Registrar in Wales

- Dedicated non clinical time
- Within training programme or OOPE
- Broad range of projects

**Challenges**
- Recruitment
- Size of Health Boards
- Number of hospitals
Developing a triage system in a new AMAU

• Significant change to the front of house at PPH
• Emergency 999 ambulances accepted straight to medicine
• No method of triage
• Challenges
  – No triage tool for medical patients
  – Resources
  – Implementation of a new system
Point of Contact

• Regular contact in Front of House Operations Team meetings
  – From attendee to Chair
• Facilitating a two way dialogue between the wards and the board room.

• Presence and participation in fortnightly meetings with junior doctors and nursing staff
Traffic Light System

**Red**
- NEWS \( \geq 7 \)
- Less than alert on AVPU
- Stroke
  - Patient should be seen immediately

**Orange**
- NEWS 5-6
- Chest Pain
- DKA
- Sepsis
  - Patient should be seen within 1 hour

**Green**
- NEWS \( \leq 4 \)
  - Patient should wait no longer than 4 hours to be seen
A valuable lesson in effecting change

• The MDT
  – Active participation in the decision making process
  – Driving force behind PDSA cycles
  – Challenges of disagreement within the team
What did the chief registrar role offer?

- Time
- Point of contact
- Bridge of communication
- Opportunity to work with colleagues in a different capacity
The unique and diverse role of the Chief Registrar

- In addition to QIP
- Other roles
- Improving training and education
- Improving the working lives of Junior Doctors
- Acting as “The Bridge of communication”
- Providing Pastoral support
Improving training and education

• We evaluated the existing training and education opportunities available using anonymous feedback boards, and questionnaires across both our main hospitals and then filled in the ‘gaps’.
Innovative positive change

Evaluation of teaching/training

Results of Bedside Teaching at NHF Survey February 2017

We undertook a survey to evaluate the Bedside Teaching for CMT’s in NHF.

The response rate was 8/9 or 88.8%.

Summary:
The trainees found the Bedside Teaching valuable and gave it an average rating of 6 for usefulness, context/relevance, teaching and overall. Attendance was variable with 2 attending weekly and monthly and 3 attending fortnightly. The main reasons for not attending were service commitments and annual leave. There was a 20% reduction in attendance from the trainees who felt changing the time or day would improve attendance with the other half disagreeing.

Question 1) How do you rate the bedside teaching?

Usefulness

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Introducing Procedures Bleep

Simulation based education

The APP
Addressing Junior doctor’s morale by improving communication.

A CHALLENGE
Introducing the Trainee Mess Meetings

- Once monthly mess meetings
- On each site
- Trainee-led agenda
- Wide variety of ideas and issues discussed
- Diverse and innovative solutions discovered
- Other complex issues taken forward to the
  - Education Committee
  - Postgraduate department
  - Medical Directorate
  - Medical Director
Opening and establishing communication channels

NHH
The Meetings provided an informal, relaxed, yet confidential forum, where trainees could openly discuss their training experiences and issues which mattered to them.

RGH
The meetings provided peer supported platforms, where trainees were able to share their innovative ideas and solutions.
A very positive experience in Wales

“An excellent link between junior doctors, consultants and management that develops the individual while giving a voice to junior doctors.”
College Tutor

“A go to person to help improve education and training. Very useful, very supportive.”
Trainee

“Good to have a clear advocate for junior doctors who you can raise issues with, and who can relay those to seniors and hopefully make change.”
Trainee

“We need a dedicated senior doctor to take care of the needs of other trainees.... We need a leader who will address issues that make jobs unsatisfactory ... The Chief Registrar can instigate change for the better whilst the patient remains the focus of what we do’
Consultant

“Representative with experience of HO/SHO roles but NOT managerial.”
Trainee
Conclusion

• Very positive experience in Wales
• Unique opportunity to develop your leadership and management skills in a supportive environment.
• Excellent mentors.
• Bespoke training programme
• Opportunity to undertake projects which interest you.
• 2018 recruitment is now open.
2016-2017 Chief Registrars