



NATIONAL LEAD NCHD NEWSLETTER

December 2022



IN THIS ISSUE

- Lead NCHD Workshops
- NER App launch
- E-portfolio
- 2022 Quality Improvement Awards
- Model 3 Hospital Project
- NDTP 5 year strategy launch
- Spark Programme
- Lead NCHD video launch



www.hse.ie/doctors
@NDTP_HSE

Lead NCHD Workshops 2022/2023

Dr Jennifer Finnegan

We returned to a face to face meeting for the first Lead NCHD workshop of my term as National Lead NCHD. It was fantastic to meet so many of the current leads from hospitals and community settings. There was a real energy in the room and it was also an opportunity for Lead NCHDs to engage with their Training Leads, most of whom were there on the day.

We started the date with the announcement that the NER app was soon to be launched, and the NCHD Leads were welcomed by Prof. Brian Kinirons, Medical Director NDTP.

Kelly and JP Swaine from Staff Engagement and Culture with National HR led the group in an interactive session, identifying how NCHDs are shapers and recipients of culture in the areas they work in. Their workshop involved identifying circumstances where your best self-emerged, and asked NCHDs to identify bad habits they have acquired through working in their roles.



They went on to discuss the values in action under the domains, personal, with colleagues, and with patients.



Following coffee, the group heard from Prof John Cooke, past Training Lead and current Clinical Director of Medical Education and Training in South/South West Hospital Group. Prof. Cooke outlined his vision for the role including establishment of a postgraduate committee, developing a communication strategy and supporting Lead NCHDs. As 50% of NCHDs in SSWHG posts are in standalone posts, there will be a focus on these roles, including re-designation.

Dr Mo Hamza and Dr Daniah Alsaadi were announced as the co-chairs of the SSWHG Lead NCHD Committee.

Prof. Cooke also announced their brand MEMENTO - Medical Education & MENTORing and their photography competition which is open to all NCHDs in SSWHG sites and closes on the 16th December. Check out this new initiative [@mementoSsw](https://twitter.com/mementoSsw)

Lead NCHD Quality Improvement Awards

The Lead NCHD Quality Improvement Awards were presented by Dr Caroline Herron, National Lead NCHD Fellow 2021/2022 and Prof. Brian Kinirons, Medical Director, NDTP. See feature on page 9.

Project manager Michael Morgan also presented on the model 3 Hospital project. See feature on this project on page 10.

The day was rounded off by Dr Rachel McNamara, Spark Innovation Fellow and an open forum with National Lead Dr Jennifer Finnegan and past National Lead Dr Caroline Herron. Read a feature on the Spark Programme on page 5.

See gallery below for some pictures from the day



Change Management Webinar - 28th October 2022

Our next workshop was held virtually on 28th October and expertly facilitated by Elaine Birkett of HSE Change and Innovation. Elaine hosted a session on People's Needs Defining Change – the change guide and reminded NCHDs that change is not a linear process. She emphasised the need to focus on people and culture change at a local level before progressing to the change activities – define, design and deliver. Key first steps identified were understanding why the change is desired, identifying and focusing on influential stakeholders and maintaining engagement throughout the change process.

She highlighted fantastic resources, such as the Change Guide in Action, Change Mentoring and Change Consultation clinics, all facilitated by her team.

Find all the information you'll need here [@HSEchange_guide](#) and www.hse.ie/changeguide



Psychological Safety and Compassionate Leadership Webinar - 21st November 2022

Our last workshop of 2022 was held on the 21st November and facilitated by Dr Tricia Woodhead, Health Foundation Quality Improvement Fellow and Improvement Advisor. She hosted an afternoon discussion on how high performing teams impact on patient outcomes, compassionate leadership and how to ensure you lead a psychologically safe team.

Dr Woodhead also discussed conflict resolution and delivering effective feedback in a compassionate way. She shared the following website for Quality improvers <https://www.severndeanery.nhs.uk/about-us/quality-improvement-11/> and other resources following her talk.

I look forward to organising more workshops in 2023. [Please get in touch](#) if there are topics that you would like to see covered.



Continuous Professional Development Support Scheme (CPD-SS)

Continuous Professional Development Support Scheme (CPD-SS) is now accepting applications for 2023 via relevant Postgraduate Training Bodies

Closing date for #CPD-SS for #NCHDs is **31st January 2023**

Guidance Document and more information is available on www.hse.ie/doctors





Continuous Professional Development Support Scheme (CPD-SS)

Each NCHD on the general or supervised division and not enrolled in a formal training programme must register on a Professional Competence scheme with the relevant training body. Part of the professional competence requirements of each practitioner is to achieve 20 externally validated CPD credits. They are also required to accrue internal credits and fulfil audit requirements.

What is CPD-SS?

CPD-SS is funded by the HSE. It provides these NCHDs with a suite of professional educational training courses and activities, and provides up to 20 external credits or three days/year, whichever is greatest.

NCHDs have access to a range of clinical courses/activities provided by all the Irish Training bodies. The forum of postgraduate training bodies produce a consolidated prospectus detailing all courses available across all training bodies.

Guidance document & prospectus can found [here](#)

Be sure to register for your free CPD-SS scheme before **31st January 2023** deadline.

Spark Updates by Dr Cathal MacDhaibheid

It's been a busy period for the Spark Innovation Programme as they continue to encourage big ideas and develop smart solutions to unmet needs on the frontline.

Their recent Artificial Intelligence and Machine Learning Forum brought healthcare workers together with start-ups, corporates, researchers and academic institutions to forge exciting and innovative partnerships. After a warm welcome from Ossian Smyth TD, the event was launched by Patricia Scanlon, Ireland's AI Ambassador. A wide variety of speakers then offered insights into the exciting opportunities, as well as the challenges, of embracing AI and ML solutions in healthcare. Delegates were left brimming with ideas and inspiration, along with a healthy dose of reality.



The Spark Team has also organised two subspecialty-specific Design and Innovation Bootcamps in recent weeks - both in Trauma & Orthopaedic Surgery, and in the Care of the Older Person. The Bootcamps were attended by a broad range of healthcare workers – from SHOs to ANPs, radiographers to bed managers. Attendees learned valuable Design Thinking methodologies while tackling real-world challenges.

This month, the latest round of Spark Seed applicants are pitching to the team for support and funding. If you have identified a wicked problem or a potential solution to unmet needs in your department/specialty, then stay tuned for further opportunities opening in the New Year!

These events are testament to Spark's commitment to facilitating interdisciplinary, design-led innovation; and to developing and improving our healthcare ecosystem as a whole. If you're interested in a position in the Spark Innovation Programme, applications for National Fellow roles will open shortly - more details to follow soon! If you'd like to get in touch with the Spark Team, you can reach out at spark@hse.ie and [@ProgrammeSpark](https://twitter.com/ProgrammeSpark) on Twitter.



NER App Launch

The National Employment Record (NER) App was launched on Monday, 7th November 2022.

The NER App is free and available to download on both App Store and Play Store.

The NER App is an extension of the current NER web based portal which enables you to interact with Medical HR and Occupational Health Departments nationally. The introduction of an NER App aims to enhance your current user experience by providing a more accessible and user friendly option when uploading pre-employment documentation prior to commencing a new post.

The NER App also allows you to apply for funding under both the Training Support Scheme and Clinical Course Exam and Refund Scheme. An E-Portfolio Module can also be accessed via the NER App which facilitates the recording of training and career development and validation of experience by supervising Clinicians/Consultants where applicable. The E-Portfolio Module was recently shortlisted as a finalist in the Irish Healthcare Awards 2022 under the category 'NCHD Project of the Year'.

NOTE: There is no requirement to set up a new NER Account when accessing the NER App. Your same login credentials for the NER web based portal still apply.

NER App resources including Android and Apple User Guides, FAQ document and an introductory NER App video are available at the following link on our webpage: www.hse.ie/doctors

If you have any NER related queries, please contact the DIME Team on dime.team@hse.ie. This dedicated team are available Monday to Friday, 9am – 5pm.



National Employment Record (NER) App



The app gives NCHDs easy access to:

- ✓ NER Account
- ✓ E-Portfolio
- ✓ Training Support Scheme (TSS)
- ✓ Clinical Course & Examination Refund Scheme (CCERS)



Download the App



Google Play

www.hse.ie/doctors



E-Portfolio Module

The E-Portfolio Module was recently awarded the 'NCHD Project of the Year' at the Irish Healthcare Awards 2022.

The E-Portfolio Module can now be easily accessed via the recently launched NER App. The principal objective of the E-Portfolio is to allow NCHDs who are not on a formal training scheme to have access to a generic standard document to record their training and career development. It also gives the opportunity to have your experience validated by your supervising Consultant where applicable. All NCHDs will be able to access the E-Portfolio; however it is principally aimed at doctors not currently working in training posts. Note: You can commence recording your clinical activities at any time throughout the year.

The E-Portfolio facilitates the recording of experience under the following headings and in turn will generate a Logbook:

- Clinical Experience
- Procedures
- Assessments
- Training Plan & Review
- Education and Personal Development

E-Portfolio resources including User Guides, FAQ document and an introductory E-Portfolio video are available at the following link on our webpage: www.hse.ie/doctors



NDTP team receiving the award for NCHD project of the year at the Irish Healthcare Awards earlier this month



Useful Info

Consultant Applications Advisory Committee (CAAC)

Did you know that all recently approved consultant positions are published on the HSE website? <http://bit.ly/3Ax8SFt>. It might be of use in your career planning. You can also sign up for relevant job alerts on <http://publicjobs.ie>.



Do you know what a valuable resource the HSE library is?

Most of us will register with our hospital library to access supports. The HSE library offer a myriad of resources in addition.

Among other resources, it provides free access to a drug interactions checker and free e-books and audiobooks via borrowbox, BMJ BP, BMJ Learning, BMJ Journals & BMJ Case Reports.

They can request articles or books from other library if they don't have it [Interlibrary Loan](#), and provide a live help desk, open Monday - Friday, 11:00 - 13:00 and 15:00 - 16:00 [Help Desk](#)

National Lead NCHD Quality Improvement Awards 2022

The National Lead NCHD Quality Improvement Awards were held on the 23rd September.

The top three projects submitted by Lead NCHDs from 2021-2022 presented their winning projects and were awarded with their prizes.

In no particular order, the top three projects were:



Dr Max Waters, cardiology SpR and Lead NCHD in University Hospital Kerry presented his project 'Educational Improvement at University Hospital Kerry'.

NCHDs were initially surveyed. 70% were dissatisfied with the current training opportunities. Feedback on pre-existing weekly zoom teaching was that there was no sense of engagement.

Additionally, the lack of opportunity to develop presentation skills was noted. Dr Waters sought benchmarks from NDTPs Strategic plan to develop the medical education framework.

A new, face to face, consultant and SpR led teaching session that occurred during working hours was implemented with a local award for the best case presentation, the 'Mr Tom McCormack Case Presentation Prize'.

Additionally, a hospital-wide education and quality improvement committee, chaired by the clinical director and current Lead NCHD was established.

Dr Shiraz Siddiq Ali, medical SHO and Lead NCHD in South Tipperary University Hospital presented 'Effects of Simulation teaching'. Formal and informal feedback from NCHDs on this site highlighted the demand for more training and teaching.

Dr Ali, in conjunction with the resuscitation officer implemented a weekly simulation based training session encouraging multidisciplinary engagement and participation.



A questionnaire based survey ascertained NCHDs feedback on knowledge, confidence, leadership, team dynamics and familiarity with equipment before and after their resuscitation session. NCHDs involved felt they improved their skills across all of the above areas.



Dr Dómhnall O'Connor, Lead NCHD in Midlands Regional Hospital Tullamore presented 'The Net Promoter Score: An objective metric for NCHD satisfaction in post'. Dr O'Connor used the net promoter score (the net promoter score results from a calculation that involves subtracting the percentage of detractors from the percentage of promoters collected by the survey item) to survey NCHDs on how likely they would be to recommend Tullamore as a place to work.

He recommends the score as a tool allowing NCHDs make informed decisions about where to work, and suggests hospitals could use the tool as a metric against which to measure themselves.

Congratulations to all three! Hopefully these initiatives will encourage future quality improvers in their endeavours.

Other Features

Model 3 Hospital Project

Prof. Kinirons, Medical Director NDTP, was recently featured in the Medical Independent talking about the Model 3 Hospital Project - [Tackling the consultant conundrum in model 3 hospitals](#). It is an ambitious project, focussed on consultant recruitment in model 3 hospitals. Model 3 hospitals provide elective and general surgical services, they also treat unscheduled patients including advanced medical assessment unit (AMAU), emergency department (ED) and intensive care unit (category 1 or 2 ICU) and may cater for some specialist services such as obstetrics/gynaecology, paediatrics, pathology and radiology.

One third of consultants in model 3 hospitals are aged over 55 years. A higher percentage of consultants in model 3 hospitals are on non-permanent contracts, and on the general medical register, compared to colleagues in model 4 sites. The project, aims to produce solutions, improving consultant recruitment to these sites.

The steering group have visited a number of these sites, met with manpower managers, consultants and NCHDs. The hope is, that some of the recommendations can be trialled on a pilot site. The first report from this working group is expected in the first quarter of 2023.

A survey has been circulated to obtain feedback on NCHDs experiences in these sites, and their future career aspirations aiming to capture attitudes of NCHDs (future consultants) towards full/part time working, private/public work and preference for type of hospital they'd like to work in, as well as views on their experience (training or otherwise in Model 3 vs Model 4 hospitals).

To date, 216 NCHDs have given their views as part of the NCHD survey.

Here's the QR Code to the survey. Feel free to fill it out.

Your experiences will be used to shape future workforce design.



Site Visits

The Medical Director of NDTP and National Lead NCHD have presented at grand rounds in University Hospital Limerick, Children's Health Ireland and St Vincent's University Hospital since July.

They are scheduled to present at grand rounds in St James' early in the New Year.

The National Lead NCHD paid a visit to University Hospital Galway with other members of the NDTP team in October and were welcomed by the Lead NCHDs, Training Lead Dr Bernadette Lynch and Chief Academic Officer Prof. Anthony O'Regan. It was an opportunity to see the work that had been carried out to improve the working lives of NCHDs in Galway and hear about the initiatives that are underway by the Lead NCHDs there.

Further site visits will take place in 2023.

National Lead NCHD Fellow 2023/2024 Applications Open

The National Lead NCHD fellowship offers a unique opportunity to develop leadership and management skills, oversee the Lead NCHD initiative and work with key stakeholders on initiatives designed to improve the NCHD experience. You will work with National Doctor's Training and Planning (NDTP) for the duration of the Fellowship.

Our video is linked below, as is the application guide with all the details you'll need to apply.

[National Lead NCHD Fellow Applicant Guide](#)

[Lead NCHD Video](#)

Please submit informal queries as well as completed applications to nl.nchd@hse.ie before the closing deadline of **5PM on Friday, 6th January 2023**.

Trainer Leads & Funding



Pictured at the Lead NCHD workshop in September are: Dr Bernadette Lynch, Consultant Rheumatologist and Training Lead Saolta; Dr Robert Eager, Emergency Medicine Consultant, Midlands Regional Hospital Tullamore, Training Lead DMHG; Prof. Michael O'Neill, Consultant Paediatrician Mayo University Hospital, Training Lead Saolta; Prof. Brian Kinirons, Medical Director NDTP; Prof. John Cooke, Consultant Geriatrician, Clinical Director of Education and Training SSWHG; Dr Darragh Shields, Emergency Medicine Consultant, St James' Hospital; Dr Jennifer Finnegan, National Lead NCHD Fellow, NDTP.

Since 2017, NDTP have appointed Training leads to a number of hospital groups. The training lead coordinates and acts as a central point of contact for all generic training related issues, educational governance perspective and relating to external stakeholders, supporting the delivery of training as appropriate to each clinical site.

Since 2021, funding has been allocated to NCHDs through their trainer leads to support specific projects submitted by NCHDs or consultants with the hospital groups. The following is a selection of projects funded in 2021. Hopefully this will help identify areas within your own site that can be improved with the support of this fund.

The below list is just a small selection of some novel initiatives. A number of sites introduced skills in point of care ultrasound guided cannulation and received funding for resuscitation and trauma simulators and surgical skills labs. This funding was also used to improve res facilities on a number of sites and upgrade study areas.

Ireland East Hospital Group	
Advance Care Planning eLearning module	Provide all NCHDs working in IEHG with appropriate education to support patients to formulate Advance Care Plans. The training will cover the ethical, legal, professional, and practical aspects of discussing and recording Advance Care Plans, and will be provided through a bespoke eLearning module hosted on the HSElanD portal.
EXTEND-INSPIRE	A project to support local medical education with a particular focus on training in chest drain insertion for medical NCHDs at Regional Hospital Mullingar.
South/South West Hospital Group	
SAFEMED Real Time Resilience Technology	This project will introduce a mobile technology enabled SAFEMED programme for all NCHDs throughout the SSWHG. SAFEMED is an evidence based wellbeing & performance program designed to help manage stress, prevent burnout & keep doctors well which is currently delivered in-person via UCC. A mobile app will mean NCHDs can access it any time, from any location.
Dublin Midlands Hospital Group	
Development of breastfeeding room for NCHDs	NCHDs will have a comfortable place to express breast milk following returning to work after maternity leave.
University of Limerick Hospitals	
NCHD Careers Evening	Careers evening, where all medical specialties and departments were present on one evening to answer any questions. In addition short presentations were given on the night.
NCHD Induction uploaded on NCHD App	The full induction will be recorded, uploaded to app and available to NCHDs all year round.
SAOLTA	
Specified Lanyards	Specialty identification in hospital, particularly at emergencies is essential and this project was aimed at improving communication. Each NCHD will be provided with colour coded lanyards specific to their specialty i.e. medicine, surgery. We also produced Pride Lanyards to support LGBTQi inclusivity.

National Medical Workforce Conference and NDTP Strategy Launch

The National Medical Workforce Conference was hosted by NDTP in November. The conference was held over a half day, it was opened by Dr Colm Henry, CCO and Minister for Health, Stephen Donnelly. The morning session was chaired by Dr Suzanne Crowe, president of the medical council and had international speakers from Australia and the UK.

It was somewhat reassuring to see that the healthcare crisis in terms of recruitment, retention that we face in Ireland are not unique. Australia echoed similar concerns, particularly with regard to recruiting to remote geographical areas. Dr Susan Wearne, senior medical adviser in Australia's health workforce division presented on the experience there. Tom Clayton, head of workforce planning with Health Education England, projected start figures for the UKs ageing population and identified ways in which the UK are aiming to bolster their workforce into the future. Irish modelling data was presented by Prof. Kinirons who identified the growth in workforce numbers needed to sustain and strengthen training into the future.

Parallel sessions were held on workforce planning, training for sustainable workforce, retention and wellbeing. I presented on less than full time working in the wellbeing session, highlighting the need for more flexible options that enable NCHDs to work less than full time, and promoting further engagement from training bodies, as well as flexible working options for doctors not on formal training schemes.

See slide below from my presentation on positive feedback received from doctors engaged in novel job-sharing arrangements.



Dr Sean Casey, paediatrics SpR and fellow with PWC presented on the forum health and wellbeing group, Dr Íde Delargy presented on Practitioner Health Matters and Prof. Gaye Cunnane also spoke in this session, on challenges and opportunities in physician wellbeing, as director of the RCPI health and wellbeing programme. You'll find a feature of some of these wellbeing supports in my September newsletter [Lead NCHD Newsletter September 2022](#) and link to RCPI physician wellbeing [RCPI » Physician Wellbeing](#)

The day ended with sessions on retention of training doctors in Ireland. Tom Pierce, medical workforce planning research officer with NDTP gave some data on the geographic spread of recent CST graduates, Dr Susan Wearne presented on the retention strategies in place in Australia and Dr Consilia Walsh presented some interim data on the Model 3 project. A robust discussion ensued.

This event will take place again next year. Next year the organising committee intend to increase the NCHD voice and presence at this conference.

This video sums up the mood in the room [National Medical Workforce Conference](#)

NDTP Strategic Plan 2022-2027

Delivering the Medical Workforce Vision for Ireland

Prof. Brian Kinirons launched NDTPs 5 year strategy at the National Medical Workforce Conference. Our vision is 'A healthcare environment where patients receive the best care from the best medical workforce to achieve the best outcomes, and where doctors fulfil their full potential through world class training and multiple career pathways'.

The strategy strengthens our vision for the future, and is outlined under 6 pillars: Data, workforce planning, training and development, career development, communication, and retention.

Read the strategic plan here [NDTP Strategy 2022-2027](#)

See also video link here [NDTP Strategy Video](#)