



Recognise and support a trainee with performance issues

Leona Walsh and Sally Davies

Early identification, appropriate intervention with a remediate educational support plan and support leads to better management and smooth progression for trainees. It is the duty of the Clinical Supervisor and the supervising team working with the trainee to report any concerns to the Educational Supervisor or College Tutor.

Remember that there are often many sides to a problem.

Signs and Triggers

- ▶ Poor time keeping
- ▶ Failure to answer bleeps
- ▶ Disappearing trainee
- ▶ Frequent sick leave (Mondays & Fridays especially)
- ▶ Poor organisation
- ▶ Unable to prioritise
- ▶ Poor record-keeping
- ▶ Change of physical appearance
- ▶ Anger
- ▶ Erratic or volatile behaviour
- ▶ Lack of insight
- ▶ Unaware of limitations
- ▶ Clinical mistakes
- ▶ Critical incidents
- ▶ Lack of knowledge
- ▶ Lack of skills
- ▶ Defensive reactions to feedback
- ▶ Over or under motivation
- ▶ Exam failure
- ▶ Communication problems (with patients or other team members)
- ▶ Team working issues
- ▶ Attitude Problems

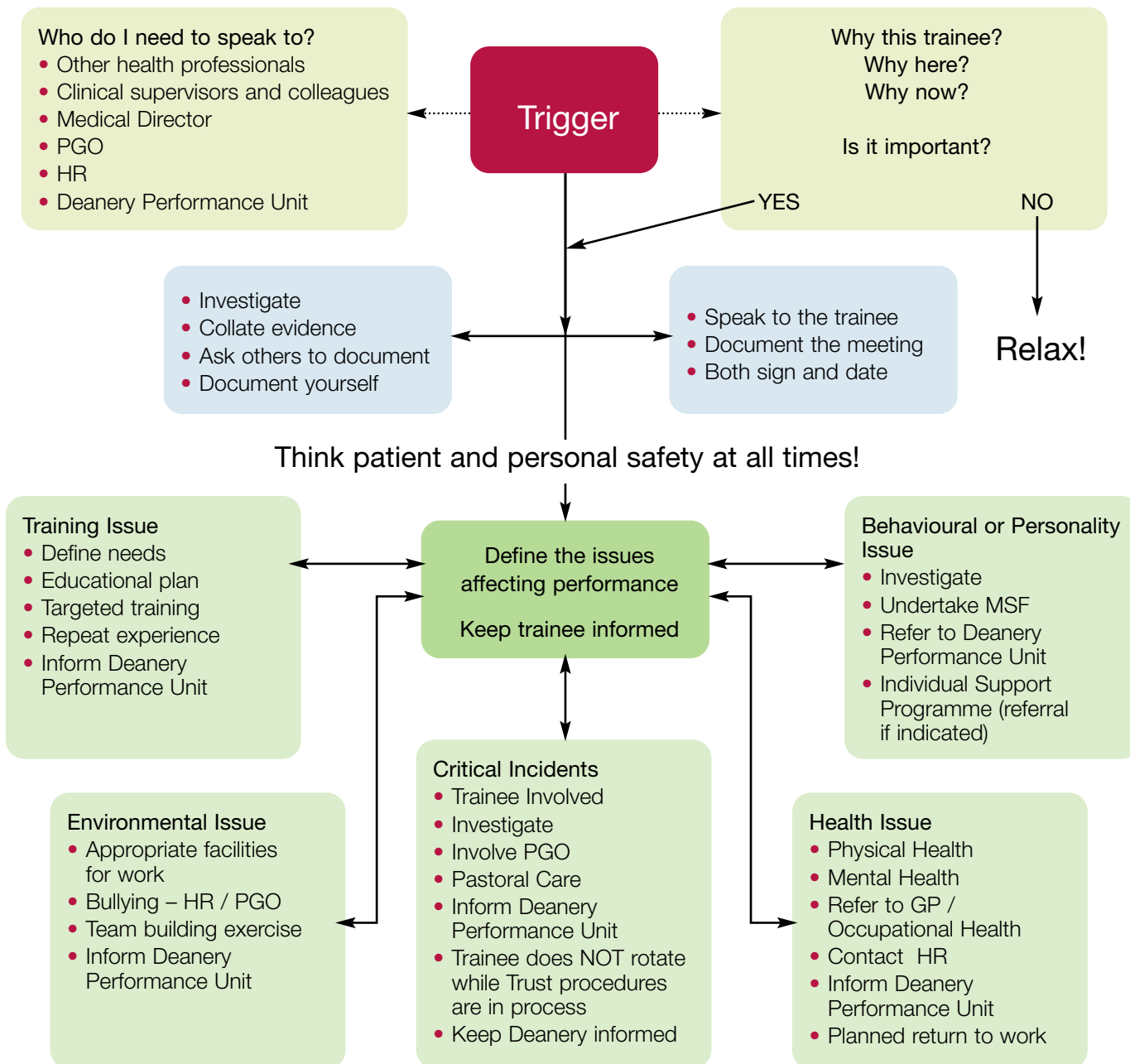
Causes of performance issues

- ▶ Generic development
- ▶ Unable to pass exams
- ▶ Questioning career or specialty choice
- ▶ Clinical performance
- ▶ Issues with technical or non technical skills
- ▶ Lack of leadership skills
- ▶ Issues with decision making
- ▶ Behavioural and personality issues
- ▶ Family and personal issues
- ▶ Communication skills and team working
- ▶ Environmental
- ▶ Dysfunctional Team
- ▶ Bullying
- ▶ Personality clash
- ▶ Workload
- ▶ Lack of resources
- ▶ Stress due to exams
- ▶ Sickness and ill health
- ▶ Drug or alcohol abuse
- ▶ Health problems (physical or mental)
- ▶ Undiagnosed disability

Immediate action once aware of concerns

- ▶ Ask for concerns to be documented.
- ▶ Investigate and document yourself.
- ▶ Speak to the trainee and document the meeting.
- ▶ Do not deal with difficult scenarios on your own.
- ▶ Different causes require different solutions.
- ▶ Contact Deanery for advice and support

When concerns are raised . . .



Key Principles

- ▶ Document and share
- ▶ Consider appropriate assessments to gain information e.g. MSF
- ▶ Feedback is very important
- ▶ Do not wait for the next annual review to raise issues
- ▶ 'No surprises' at annual review (RITA / ARCP)
- ▶ Educational supervisor report is vital for informing progression of trainee
- ▶ PGO – Deanery lead within your Trust
- ▶ Contact Deanery Performance Team

Trainees will be invited to attend the Deanery for discussion, review and referred to ongoing assessment and remediation if appropriate

Further Information

Performance@cardiff.ac.uk

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