

Factors and Rating Scale for the Assessment of Trainers and Training Practices

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THIS INFORMATION WILL NOT BE RELEASED IN AN IDENTIFIABLE FORM

Trainer Name:													
Practice Name & Address:													
Registrar Name:							Date Form Completed:						
	Rating Scale												
1. Premises	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer operates from surgery premises which are fully adequate both for the conduct of good general practice and for vocational training purposes. They are equipped to a standard necessary for these ends.

The unacceptable trainer operates from premises which are unsatisfactory either in their construction, deployment, or both, with inadequate facilities for waiting, consultation, examination, treatment or case discussion. Essential equipment is inadequate either in quantity or quality.

2. Staff	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

Excellent: The surgery premises are serviced by an efficient and well-trained staff who display sympathy and understanding in dealing with the needs of patients and of medical staff (including registrars). Their overall performance demonstrates the importance of team work in primary care.

Poor: Practice staff are ill-trained, inefficient and disorganized. They have little understanding of the needs and problems of patients or doctors, and consequently have a poor rapport with both parties. They are unable to assess priorities and tend to display inappropriate attitudes. Team work among staff is conspicuous by its absence.

3. Partners	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer has adequate support by competent partners who are sympathetic to the commitment of having a registrar in the practice. When appropriate, and especially in the trainer's absence, his partners will contribute to the teaching programme with efficiency and enthusiasm. They will endeavour to make the registrar feel a welcome and important member of the practice team.

The unacceptable trainer's partners show no commitment to the concept of being part of a training practice. They give no support to either trainer or registrar, and fail to contribute to the teaching or supervision required even in the absence of the trainer. They tend to regard the registrar merely as an additional pair of hands rather than as a person with specific educational needs.

4. Practice Organization	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer's administrative competence is demonstrated by the efficient operation of his staff who have a clear understanding of each others roles, and the capacity to blend their skills as the situation requires. His system of patient reception (including appointments, visits and repeat prescriptions) is both orderly and sensitive. Bookkeeping is clear and methodical.

The unacceptable trainer is uninterested in practice organization, and in consequence patient reception and practice administration are characterized by inefficiency.

	Rating Scale												
5. Records	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer attempts to maintain his medical records carefully, legibly and to a standard which is fully adequate both for teaching and for audit. His filing system is efficient and carefully controlled, for example hospital letters and other patient data are easily identifiable and accessible. Audit tools, for example age-sex, at risk and morbidity registers, are accurately maintained, well used and accessible to the registrar.

The unacceptable trainer has little concept of the importance of medical records, which are in consequence poor in quality, often illegible and inadequate in content - especially with regard to drug therapy. Records are frequently inaccessible when required and consequently their value as teaching or audit tools is minimal.

6. Clinical Knowledge	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer is well informed medically, socially and educationally. When an area is exposed in which his knowledge is inadequate he is able to admit to his shortcomings and rectify the matter as quickly as possible by the method most appropriate to his needs.

The unacceptable trainer is poorly informed medically and educationally; while his knowledge of his patients and their problems is minimal. He is complacent in his ignorance and endeavours to avoid the many areas in which he is unable to conceal his shortcomings. He makes little attempt to remedy his deficiencies, and is intolerant of any form of criticism - especially from his registrar.

7. Teaching Ability and Availability	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer understands and appreciates his responsibilities as a teacher and organizes his practice in such a way as to allow adequate resources of time and effort to this end. He demonstrates interest and understanding in the registrar and his problems and, within the limits of his other commitments, endeavours to make himself available when his guidance is needed. He stimulates the registrar by his attitude and enthusiasm.

The unacceptable trainer has little understanding of his responsibilities as a teacher and fails to make the necessary allowances of time and effort required, the demands of teaching being always secondary to those of practice routine. He is often inaccessible or too busy with his own problems to attend to those of his registrar. His attitudes and behaviour provide little stimulus or encouragement to the registrar in whom his interest is very limited.

8. Relationship with Patients	1	2	3	4	5	6	7	8	9	10	11	12	
	Poor			Marginal			Good			Excellent			

The acceptable trainer gives patients confidence, affords cooperation and relieves their anxiety. While patients appreciate his interest in their well-being he himself does not become emotionally involved. He is honest with patients and their families. Patients like him and feel he is an easy person of whom to ask questions, or with whom they may discuss problems.

The unacceptable trainer does not relate well to patients either through aloofness, discourtesy, indifference or pressure of work. He has difficulty in understanding his patients' needs. He fails to give patients confidence and may even unnecessarily alarm them. He reacts poorly to a patient's hostile or emotional behaviour. He does not exhibit sympathy or compassion in dealing with patients.