

CSRH Guidance Note 6

Directly Observed Clinic (DOC)

The DOC is an essential global assessment tool for Community Sexual and Reproductive Health (CSRH) training. In order to satisfactorily progress between stages of training it is essential that the trainee demonstrates competence at the current required level. The DOC should therefore be satisfactorily completed at least once during each phase of training (basic, intermediate, and advanced). The DOC consists of a completed Extended Supervised Learning Event (ESLE) and the Patient Satisfaction Questionnaire (PSQ).

The DOC form replaces the need to complete multiple MiniCEX for Trainees undertaking directly observed clinical activity in a whole clinical session. The new form allows for observation not only of the Trainees' clinical skills, and doctor patient relationships, but allows for wider assessment of working practice including relationships with medical colleagues and the wider Multi-Disciplinary Team (MDT), assessment of time management and dealing with complexity and administrative issues, and also demands feedback from patients seen.

The assessment should be carried out once during basic, intermediate, and advanced training, and should demonstrate an increasingly sophisticated and wider scope of practice at each repetition.

Where performance issues are identified during an assessment, plans should be made for a repeat assessment within that period of training so that progression at ARCP is not affected.

For a successful Workplace Based Assessment (WPBA) planning is necessary. The clinical activity for assessment can be any within the scope of the specialty such as gynaecology assessment unit, outpatient, theatre list, gynaecology clinic and integrated sexual health clinic etc. These are all useful activities for assessment; however, the whole activity should include face-to-face interaction, and not be entirely virtual.

The clinical site chosen needs to be equipped with good dependable Wi-Fi service so that the DOC form can be completed by the assessor contemporaneously. It is advisable to save the progress on the form regularly, for example after every interaction takes place to prevent accidental loss of information, though it would be feasible to complete a written review of the activity contemporaneously and to then transfer this to the ePortfolio.

Prior to the assessment, the Educational Supervisor will need to create a DOC form in the ePortfolio and review the entry fields before the clinic to make sure they get the most out of the assessment.

Patient Satisfaction Questionnaire (PSQ) Summary

Currently the ePortfolio does not support direct use by patients for giving feedback, so details of email to be used for feedback, or pre-printed paper forms should be available. If paper forms are to be used, plans for their delivery, and collection which do not involve the Trainee should also be made prior to the assessment.

Following the assessment, patient feedback forms can be entered into the ePortfolio by the Educational Supervisor using the PSQ 2021 form and the information can be collated with

support from the FSRH staff. The collated feedback is then added to the DOC by the Educational Supervisor before the form can be signed off as complete.

The Educational Supervisor should take extra care when planning the collection and handling of PSQ data to make sure that the method that is being used to collect the information does not exclude people with certain characteristics. This could include but is not limited to literacy, language barriers, access to emails and the internet and others. It is the responsibility of the Educational Supervisor to make sure that the feedback that is collected as part of the PSQs of a DOC is representative of the patients that attended the observed clinic.

The form

The DOC is divided into four parts as follows:

- Part 1 ESLE Event timeline
- Part 2 ESLE Review of non-technical skills
- Part 3 PSQ
- Part 4 DOC Summary

Extended Supervised Learning Event (ELSE)

The ESLE is a tool designed to enhance global trainee assessment. It should be used during a clinical session where the Educational Supervisor has the capacity to observe the entirety of a trainee's practice during a series of clinical and non-clinical interactions. Whilst there is some focus on the quality of clinical interaction, and skill, there is also an emphasis on the trainee's behaviour with colleagues and patients, on team working, decision making and teaching.

The tool is designed to be used during a general sexual health clinic but could also be used during an operating or procedure list, a complex clinic or remote working session.

In order to assess across the full range of skills it is suggested that no less than 6 clinical interactions are observed during the course of a normal clinic (3-4 hours).

Time should be put aside at the end of the session to give face to face feedback to the trainee about their performance, and contemporaneous recording of the clinical interactions should be undertaken to inform this.

In order to satisfactorily progress between stages of training it is essential that the trainee demonstrates competence at the current required level. The DOC should therefore be satisfactorily completed at least once during each phase of training (basic, intermediate, and advanced).

Patient Satisfaction Questionnaire (PSQ)

The PSQ is a paper form that is given to patients attending the clinic. Each manually completed PSQ should then be transcribed into the PSQ form on the ePortfolio and saved as a separate form. The Specialty team will provide a spreadsheet summary of the responses when requested (specialty@fsrh.org).

DOC summary

The DOC summary is where the Supervisor can give a global judgement on the combined ESLE and PSQ.