

TRaMS

Training Revision and Mentoring Support

Guidance Document

TRaMS TEAM

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Introduction

TRaMS stands for Training, Revision and Mentoring Support Programme.

In line with the NHS Scotland commitment to provide a capable workforce and ensure safe effective patient care, the TRaMS programme offers robust, quality assured, educational support and guidance to help dentists and dental care professionals remediate.

This national framework has been developed to facilitate the appropriate remediation of dental registrants whose performance has been found to be below accepted levels for the profession. It aims to maximise the likelihood of a successful outcome.

The ultimate responsibility for remediation rests with the registrant. The purpose of the TRaMS Programme is to provide assistance in drawing up a remediation action plan or PDP, to give advice on resources available to the registrant, to monitor the milestones in the action plan and to report back to regulatory bodies as required.

The TRaMS Remediation Adviser may signpost help for remediation of clinical issues. It would generally be appropriate to develop a remediation plan for clinical activity which runs in parallel to those that address health and behavioural issues, if it is established that the major factors are non-clinical. The TRaMS Adviser may need to work with other agencies and parties to assist the registrant to deal with all the issues.

The cost of a remediation programme is also the responsibility of the registrant, although support may be available from other sources.

Objective of the remediation process

The objective of the remediation programme is to return the practitioner to safe professional practice at an appropriate and agreed level. If the registrant does not satisfactorily complete the process, it may not be possible for a registrant to return to their original position. Alternative career options are the responsibility of the registrant.

The remediation process will address the specific issues related to poor performance that triggered the application for support. In order for the remediation programme to be deemed successful, the registrant will be expected to demonstrate at the end of the remediation process that they have attained the standards expected of a professional in all domains, as outlined in the GDC Standards for the Dental Team.

A key principle of remediation is that registrants should have personal insight and be able to reflect on their work and their actions and therefore the remediation action plan should maximise opportunities for the registrant to reflect on their own activity and to provide supporting evidence. The role of the TRaMS Programme is to provide tools, signposting and a framework to do this.

Stages in the remediation process

1. Application to TRaMS includes consent declaration for seeking and sharing information;
2. Application Review Meeting a review of relevant issues including feedback gained from other Stakeholders;
3. TRaMS decision on whether it is possible to offer support and accept the registrant into the remediation programme;
4. Initial cost estimate will be provided to the registrant;
5. After payment of initial estimated costs, support will be provided to develop a draft action or remediation learning plan in the form of a Personal Development Plan;
6. Agree milestones, timetable, milestones and approval of the action/remediation plan by all the stakeholders (where appropriate);
7. Registrant undertakes the action/remediation plan;
8. Review action/remediation plan and make any necessary adjustments;
9. Review the evidence of the completion of the PDP objectives;
10. Follow up and evaluation. Report as required.

Please note: During the remediation process, if the TRaMS Programme becomes aware of serious breaches of conduct or risks to patient safety, they will be obliged to report this to the appropriate authorities or regulatory bodies.

Application Review Meeting

On receipt of an application for TRaMS support, the TRaMS Remediation Adviser will contact the registrant to arrange an application review meeting with the registrant to establish the issues, to identify what assessments have already been undertaken and determine what information may be needed to plan the remediation.

The TRaMS Adviser may request the registrant to prepare a portfolio of evidence in advance of the application review meeting to assist with the planning process.

The application review will include:

- Issues that led to the application;
- Review of prior training, learning and assessment of operative skills*;
- Recognition of any health or behavioural issues that may need addressing;
- Support from other bodies e.g. health and behavioural issues as appropriate (occupational health, clinical psychologists);
- Prior evidence of CPD undertaken- with appropriate range and quality of topics;
- PSD evidence – DRO reports and practitioner profiles (NB PSD may carry out subsequent monitoring following remediation);

- Review areas of deficiency in skills, knowledge and attitudes.

**Evidence of poor operative skills may come from DRO codes, DPB or Health Board complaints and may include evidence such as practitioner profiles.*

The TRaMS Adviser will nominate a specific person to oversee / monitor the educational aspects of the remediation process.

Decision on whether to accept a dentist into the TRaMS Programme

Once the initial review of the case has taken place, the TRaMS team will establish whether they can develop and monitor a remediation plan. This may depend upon:

- co-operation of the registrant;
- insight of the registrant;
- funding to support the programme being available;
- complexity of issues to be addressed;
- any health issues that may hinder progress of a remediation plan;
- timeframe for the remediation to be successful;
- availability of TRaMS staff to draw up and monitor a PDP.

If financial impropriety or criminal activity has occurred the registrant will be considered ineligible for TRaMS support.

The TRaMS Programme cannot support registrants who practice in specialist areas not available in the GDS, such as implantology, beyond basic PDP support.

If, after discussion with the registrant, the TRaMS Adviser does not feel able that NES can provide support, they will inform the registrant and advise on other possible pathways for support e.g. DPA, Indemnity Organisation.

Develop a Personal Development Plan (PDP)

The PDP should identify the major issues that need to be addressed, define the acceptable evidence of the outcome and stipulate when it will be completed.

When formulating the PDP, the registrant has full responsibility to agree the draft plan and undertake the actions required.

The TRaMS PDP template provides a summary of the PDP that can assist the process.

Timetable and milestones

To be effective, the PDP must have clearly defined milestones for each activity and a date agreed for each milestone. These need to be recorded in the PDP. The milestones should relate to specific actions and should have as short a timeframe for attainment as possible.

Once agreed the registrant will begin to undertake the PDP and record progress.

Monitoring of the plan

The responsibility to progress the PDP lies with the individual. The TRaMS Mentor will, at agreed intervals, provide other parties with a brief report on progress if these have been requested.

It is expected that any area of practice that needs addressing may require:

1. Review / update of knowledge in the subject;
2. Action plan to implement changes as a result of this review;
3. Audit or reflection to demonstrate that clinical practice is to an appropriate standard.

Reflection is a key element of effective remediation and therefore the recording of reflections may be appropriate at all stages in the process and may become one of the outcomes for each stage.

Sign off the plan and the completion of PDP items

Once the individual action points are completed to a satisfactory standard, the action plan will be signed off by the nominated person responsible for monitoring the action point.

Should any of the action points not be completed within the agreed time scale, a full explanation as to why this is the case will be required and further discussion on this may be required with the registrant.

Report

The TRaMS Advisor will provide a report as and when requested and at the end of the remediation programme, confirming the attainment of the PDP outcomes and any concerns about the quality of the evidence of attainment, if appropriate. Ideally this should include the TRaMS/GDC agreed PDP summary sheet and each item being signed off.

Where appropriate, the GDC may ask for an update report on progress of conditions (normally at 3 months), using their agreed pro-forma.

The TRaMS Adviser will not make a judgement on the registrant's fitness to practise but merely report on the attainment of the agreed actions against the plan.

Roles and responsibilities of TRaMS Programme

It is the responsibility of TRaMS to:

- Appoint a named person to oversee the case;
- Request a CPD and education portfolio from the registrant;
- Advise and signpost the registrant on the activities and tools they can use to remediate themselves;
- Assist the registrant in drawing up action plans for their remediation;
- Liaise with Workplace Supervisor if GDC appoints;
- Advise the registrant to inform appropriate bodies if there are concerns about health;
- Confirm in writing the costs associated with the process;
- Agree a PDP with the registrant;
- Monitor the PDP;
- Review progress in achieving the milestones;
- Report failure to achieve the milestones;
- Report outcomes of the PDP as required;
- Liaise with the registrant's defence organisation as appropriate;
- Keep appropriate records during the remediation process.

During the remediation process, if the TRaMS Programme becomes aware of serious breaches of conduct or a risk to patient safety, they will be obliged to report this to the appropriate authorities or regulatory bodies.

Responsibilities of the registrant

It is the responsibility of the registrant to:

- attend meetings with the TRaMS Adviser and other staff as requested;
- draft a PDP for TRaMS approval;
- report progress to the TRaMS Adviser against the PDP milestones;
- provide evidence of attainment of the PDP goals;
- respond to TRaMS Adviser requests for information in a timely way;
- fund any remediation training as determined by the action plan;
- seek medical advice, and/or behavioural support if appropriate;
- meet full costs for undertaking the TRaMS Programme and associated training.

If the end point of the TRaMS process is defined with the registrant at the start of the remediation process, it is their responsibility to demonstrate to the referring body that they have attained this level of competence at the end of the remediation period. This should equate to the expectations of the *GDC Standards* and that they are able to work within the *GDC Scope of Practice*.

Disclosure of information

At the start of the TRaMS process, the registrant will be made aware of what information will be disclosed to third parties and at what points during the remediation programme. Consent for disclosure of information is contained within the application form. If concerns for the safety of patients or staff are discovered during the programme, disclosures will be made to the relevant authorities.