

The use of Wordle to enhance junior doctor engagement in the shaping of the training environment at local level.

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Background

Survey fatigue amongst trainees within the NHS is well recognised. Surveys aim to highlight good as well as bad areas of training and the junior doctor experience, however they often do not supply effective information on local issues that help trusts to instigate change.

Factors that can affect career choice, concerns about personal health and well-being, and decision to take career breaks include²:

- Pressures in the healthcare system
- Workload of doctors in training
- Staffing levels

Morale is an all time low in the NHS, and we want to understand why.

We feel that making feedback easier for trainees and using more emotive methods of data presentation, leads to better understanding of problems and gives focus to organisations.

Aim

NHS 2020 vision for Health and Social Care aims to engage trainees in the management of their training and improve the culture of the working environment.

Wordle can be used repeatedly, avoiding survey fatigue and allowing trainees to shape their environment in a positive manner and trusts to be more readily responsive to changes in morale.

Method

A 12 question survey was passed to each speciality trainee (n=16) and foundation doctor (n=25) in the surgical department at Ninewells Hospital.

Respondents were asked to think of the first word that came to them. Questions ranged from “how do you find working in the acute surgical unit?”, to their rota and senior support. Answers produced ‘word clouds’ for each question and area.



Results

The ‘word clouds’ show variation across wards, across specialties on the surgical floor. Words such as BUSY, CHALLENGING and HECTIC are used to describe the admissions unit.



This wordle allowed those in charge of this area to identify it as an area of pressure and to assess how rota and working practices may change to improve the working environment.

Results

There was variation between the different specialty wards across the floor but the wordles produced reflected a largely positive environment, as did those that represented attitudes of senior support.



Further, the wordle was used to try to establish what factors in the local area trainees think might keep them in the area or attract others.



Conclusions

Using the wordle allows the salient points from the responses to be clearly visualised in a clear, unequivocal and useful fashion. The wordle allows the organisation to rapidly identify positive and negative points and acts as a compelling instigator of reflection and action.

References

1. Lavrakas P, Respondent Fatigue, Encyclopaedia of Survey and Research Methods, 2011.
2. Understanding trends amongst current doctors in training, BMA survey, 2019.