

## Team assessment of behaviour (TAB) Guide for educational supervisors

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### **What is the purpose of team assessment of behaviour (TAB)?**

The professional behaviour of doctors in training programmes is best assessed in the work setting by those who regularly work with the doctor. TAB is a multi-source feedback tool to help foundation doctors (FDs) and their educational supervisors (ESs) understand how they are viewed professionally by their colleagues. TAB also helps to identify foundation doctors who may need additional help. It is used early in foundation training so steps can be taken to reduce the risk of any concerns about professional practice developing into chronic problems. However, in the great majority of cases, no concerns are identified, and TAB confirms good professional behaviour.

### **What is the timetable?**

Your foundation school will let you and FDs know when TAB must be completed. TAB typically take place in the first placement of each year, during the last months, so normally October or November. Your supervised FD(s) may need to repeat TAB during both F1 and F2 if concerns are identified, or not enough assessors return completed TAB forms.

You should ensure your supervisee(s) knows when they have to complete TAB (it's helpful to discuss this with them at your initial meeting) and support them to plan enough to complete the process by the time they meet you to discuss TAB.

### **What domains are rated in the TAB?**

- Maintaining trust/professional relationships with patients
- Verbal communication skills
- Teamworking/working with colleagues
- Accessibility

### **Who can assess an FD?**

Assessors must include at least:

- two consultants or trained GPs, and the named clinical supervisor should normally be used as an assessor
- one other doctor more senior than F2
- two senior nurses, including practice nurses and nurse practitioners (band 5 or above)

- two allied health professionals/other team members, including ward clerks, secretaries, practice managers, other administrative and auxiliary staff

### **How does it work?**

- FDs are responsible for selecting their assessors. FDs should nominate at least 15 assessors. A valid TAB must have a minimum of 10 responses.
- They enter the email addresses of their assessors onto their e-portfolio, and an email requesting the assessment is sent to each assessor, with reminders if necessary. They cannot select assessors until they have completed the self-assessment.
- You will be able to see each assessment as it comes onto your supervisee's e-portfolio. This includes detail of who gave each rating and their comments.
- The FD must also complete a "self-TAB" form before meeting with you. This allows you to check on their own view of their professionalism at this point in their career.

### **What are the rating options?**

- No concern
  - This will be the right rating for most FDs, and the purpose of the comments box here is to congratulate and praise good behaviour. You should feed these comments back to the FD to encourage them. Assessors are encouraged to write supportive remarks, describing what they find impressive and further areas for the FD to develop.
- Some concern
  - Assessors are asked to select this rating if they have some concern, for example if a few incidents or behaviours have worried them. This is about helping the FD to address blind spots. They must describe the behaviours that have caused them concern in the comment box.
- Major concern
  - This is serious. Occasionally, a FD needs to be given insight into shortcomings so that they can be addressed. Assessors must describe the behaviour(s) that have caused them concern in the comment box.

### **Preparing to give feedback**

- You should check the reports on the e-portfolio and confirm that the assessors are of the right profile of professional groups. If they are not, the assessment is not valid and a further TAB assessment is needed.
- If, as is usual, all assessors report "no concern", then all is well.
- You should compare the FD's self-assessment to the summary report and in particular look for areas of divergence.
- If any "major concern" is reported, you must contact the assessor to obtain more detail and decide how serious it is. If more than one "some concern" is reported, you will also need to talk to the assessor for details of the behaviour they witnessed.
- If only one "some concern" is given, you should make a judgement based on the comment and decide if further discussion with the assessor is needed. Comments are always written if a concern is raised. If you are unsure about how to proceed, you should discuss this with the foundation programme training director/tutor (FPTD/T).
- If, following discussion with assessor(s) (and the FPTD/T if necessary), you cannot dismiss a "some concern" rating as trivial then a further TAB assessment will be needed after a few months, and this time you may select some of the assessors yourself, with input from the FPTD/T. "Major concern" ratings always demand a follow up TAB.

- If concerns are recorded on the repeat TAB, you should discuss with the FPTD/T and follow your region's process for doctors requiring additional support.
- Remember that this process screens for serious problems. If in doubt, the TAB should be repeated in 3-4 months.
- You need to decide either before you meet with the FD or during your meeting with them whether the TAB is satisfactory. Details of TAB outcomes are on the e-portfolio.

### **At the feedback meeting**

- If there are concerns and especially if the foundation doctor reported "no concern" on self-TAB", they may need careful support.
- Many educational supervisors find the ECO (Emotion, Content, Outcome) structure helpful when giving feedback from TAB. First address any emotional reaction with sensitivity. Move on to clarify any details by exploring the comments in the TAB with the FD. Finally, agree how future performance might be modified to take the feedback on board.
- FDs are usually surprised, and grateful, to learn if they were causing concern, having been unaware of it, and will act at once to correct the behaviour described.
- You should congratulate the FD on the positive comments to help consolidate their professionalism.
- If the FD asks who criticised them you should explain that the identity of assessors is not usually divulged but that you will ask the assessors if they are happy to discuss their assessment at a meeting which you will arrange. In practice assessors are usually happy to do this at a meeting attended by you or the FPTD/T.
- Once you have discussed the feedback and the outcome of the TAB with the FD, you need to generate a "summary TAB" form in their e-portfolio. This gives all the ratings and verbatim comments anonymously. The names of the assessors who contributed are listed, but not linked to any rating or comment they made – the FD will see these names, but they will not be told who said what. You need to complete the outcome of the TAB and release the summary to the FD by electronically signing the form.
- The FD will only be able to see the summary TAB once you have released it to them.

### **Who should I contact if I have questions or concerns about the TAB process?**

You should speak to your foundation programme training director/tutor (FPTD/T).