

## **PRT REVIEW 2019/20 - RESPONSE TO PRT FEEDBACK**

Each year, the RCC's PRT Committee undertakes a review of the PRT programme in order to help ensure it meets the needs of participants and other stakeholders. This review involves collection and analysis of a range of data, including feedback information from candidates and trainers (mentors), and an 'annual review meeting' to which all professional associations are invited.

The feedback collected from PRT candidates ('graduates') and PRT trainers ('trainers') is particularly important in helping to determine whether the PRT programme is achieving its aims, especially in terms of meeting the needs of graduates. It provides insight and enables us to identify and explore ways we can continually improve the scheme.

The purpose of this brief paper is to highlight and respond to a range of queries raised by graduates and trainers who completed an anonymous feedback questionnaire distributed upon successful completion of the programme throughout the 2019/20 membership year and we are very grateful to all those who took the time to respond. The aim is to summarise some of the key findings and to provide further information in response to queries raised.

### **Promoting awareness of the PRT programme to students**

We have built strong relationships with the chiropractic colleges which helps us to reach out to students. We do this in a variety of ways; by attending speed meet sessions and running business days at the educational institutions, attending student events and using targeted email and social media campaigns to publicise the PRT programme. We continue to explore new opportunities and alternative ways of promoting awareness to students and an initiative this year is to utilise more video and audio methods of communicating real life testimonials.

### **PRT Handbook**

80% of respondents rated the helpfulness of the PRT handbook as 'good' or 'excellent'. This is a positive increase of over 10% from the 2018/19 feedback. Please be assured, we review feedback not only from PRT candidates but also from tutors, trainers and the PRT committee members and continually look to make improvements. A new version of the PRT handbook was published in June 2019 and can be viewed via the PRT section of the RCC website: <https://rcc-uk.org/prt-forms/>

### **Assistance in finding a suitable trainer**

This year, over 70% of respondents had no difficulty in finding a suitable trainer. Whilst there was a small minority of candidates who had some difficulty, we would like to remind you of the many initiatives that are in place to assist candidates in finding a suitable trainer:

- Advertising Chiropractic Associate jobs ( <http://rcc-uk.org/classified-jobs/> ) via the RCC website, with RCC members who offer PRT mentoring.
- A regional list of PRT trainers is provided to PRT candidates, if required.
- Encouraging candidates to talk to their Principal about becoming a PRT trainer if this isn't currently available at their clinic. Details about becoming a PRT trainer can be found here: <http://rcc-uk.org/become-a-prt-trainer/>
- Promoting awareness of the route to membership progression for registered trainers whose candidates successfully complete the PRT programme.

Any PRT candidates who have explored the above options and still have difficulty in finding a suitable trainer are encouraged to contact the PRT administrator who can discuss individual circumstances and suggest possible alternatives.

## **PRT A, B and C meetings**

The PRT A, B and C meetings continue to be positively received. Words commonly used to describe the meetings were; **worthwhile, enjoyable, interesting** and **useful**. Feedback is requested and received following every PRT meeting and is then reviewed and fed back to PRT tutors and other PRT stakeholders. Any issues raised are reviewed, discussed and addressed so that plans for any remedial action can be put in place immediately.

We are grateful to all our regional PRT tutors who dedicate their time and efforts to the PRT programme and we are delighted that the feedback regarding our PRT tutors was extremely positive. There were consistent themes throughout the A, B and C meetings feedback about **openness** and **friendliness** of the tutors and of the **relaxed atmosphere** this creates at the meetings.

The feedback highlighted two less positive themes which are not uncommon when trying to organise events relating to the location of the meetings and the cost of travel. Whilst we sympathise that for some, travel to the PRT meetings might be inconvenient and costly, we hope the value of the meetings and the networking opportunities can help to outweigh the negative aspects.

*Update: In May 2020, because of the social distancing measures in place due to COVID-19, we ran our first PRT B meeting via webinar. The webinar was well attended and very well received, and we are looking to book further PRT meetings as webinars in the near future.*

## **Online Business Modules**

The online business modules are available to all PRT candidates and aim to be helpful to candidates who are setting up their own practice or taking an active and supportive role in developing the practice in which they currently work.

Due to a slight decrease in both the awareness and usage of the online business modules from the previous year, we have implemented additional signposts to the online modules through a variety of sources within the programme.

Access to the online business modules remain open for up to one year to all candidates who successfully complete the PRT programme and take up Licentiate membership.

## **Most and least valued aspects of the PRT programme**

Mentorship continues to be a highly valued aspect of the PRT programme. The accessibility to and having regular contact with an experienced trainer was a common theme. The PRT programme aims to be helpful and supportive and we are encouraged by the positive feedback in this area, of the regular interaction with mentors that is taking place and the experience and knowledge that is being shared.

This is further strengthened by the extremely positive feedback from the ABC meetings where respondents highly value the networking opportunities with other chiropractors, sharing experiences with other recent graduates and the access to experienced and knowledgeable tutors.

Most of the elements of the PRT programme were highly valued, but the clinical audit was perceived to be lower in terms of usefulness than the other elements. Clinical audit is and will continue to be an important and routine part of any healthcare service as it helps ensure the best care is provided to patients by seeking to improve patient care and clinical outcomes.

## Cost of the PRT programme

70% of respondents feel the cost of the PRT programme is 'About Right'. We appreciate newly qualified graduates have high outgoings and we endeavour to keep costs as low as possible whilst providing a varied and useful programme.

It is only through the generosity of RCC members who are PRT trainers, regional PRT tutors and PRT Committee members, in terms of the time and effort they apply, which allows us to offer the provisional membership/PRT participation so cost effectively.

An outline of the costs of providing the PRT programme can be viewed via our website: <https://rcc-uk.org/wp-content/uploads/2015/10/The-cost-of-providing-the-RCC-PRT-programme.pdf>

## PRT administration team

Our PRT administration team is here to help all PRT candidates. Should you have any questions or comments regarding any aspect of the PRT programme, please do not hesitate to contact us.

## PRT programme contacts and links

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| Email enquiries                     | <a href="mailto:admin@rcc-uk.org">admin@rcc-uk.org</a>  |
| Telephone enquiries                 | 0118 946 9727   |
| RCC website                         | <a href="http://rcc-uk.org">http://rcc-uk.org</a>   |
| PRT Handbook                        | <a href="https://rcc-uk.org/prt-forms/">https://rcc-uk.org/prt-forms/</a>   |
| Associate Chiropractic Jobs         | <a href="http://rcc-uk.org/classified-jobs/">http://rcc-uk.org/classified-jobs/</a>   |
| Become a PRT Trainer                | <a href="http://rcc-uk.org/become-a-prt-trainer/">http://rcc-uk.org/become-a-prt-trainer/</a>   |
| Online Business Modules             | <a href="http://rcc-uk.org/online-learning-business-management/">http://rcc-uk.org/online-learning-business-management/</a>   |
| Benefits of membership              | <a href="https://online.flowpaper.com/785c0759/membershipbrochureSep2019/">https://online.flowpaper.com/785c0759/membershipbrochureSep2019/</a>   |
| Cost of providing the PRT programme | <a href="https://rcc-uk.org/wp-content/uploads/2020/07/Cost-of-providing-the-PRT-programme-July-2020.pdf">https://rcc-uk.org/wp-content/uploads/2020/07/Cost-of-providing-the-PRT-programme-July-2020.pdf</a> |