

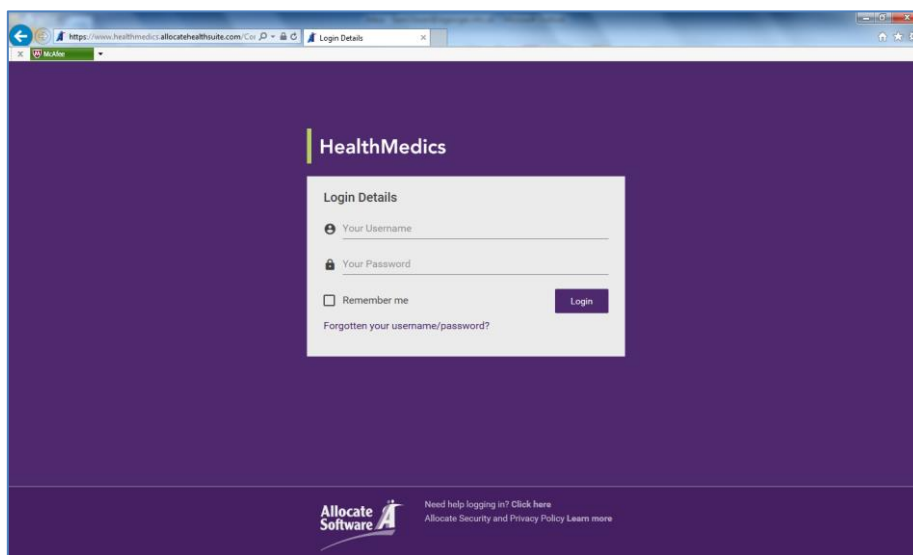
How to exception report – a 10 step guide for trainees on the new 2016 Terms and Conditions of Service (The ‘New Junior Doctor’s Contract’)

STEP 1: Google ‘Zircadian’. Top of the search list will be the login page for the Allocate software for exception reporting: Web address: <https://www.healthmedics.allocatehealthsuite.com/Core/>

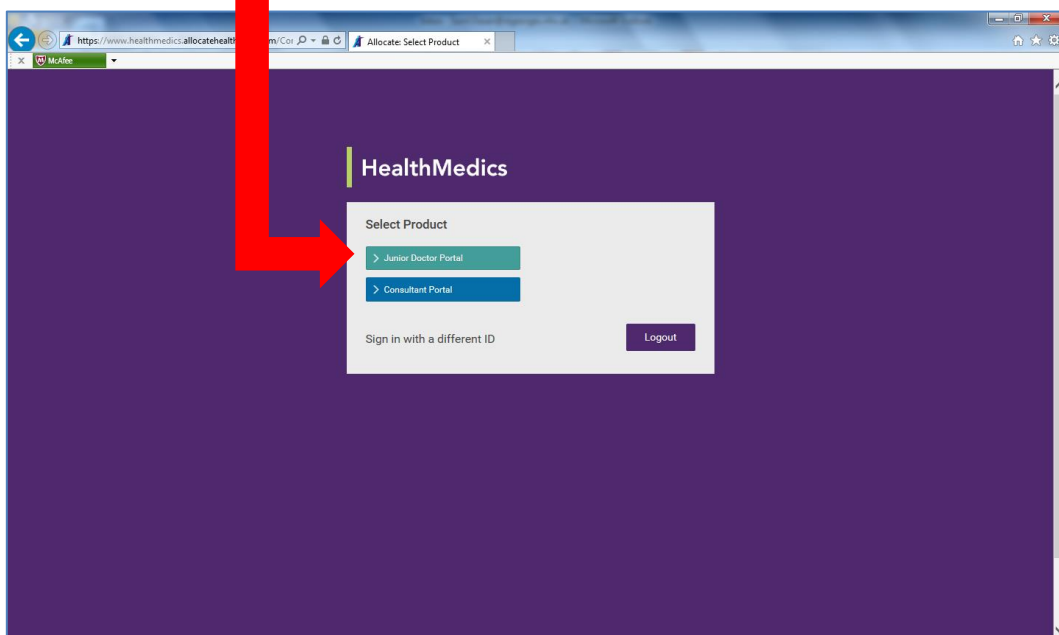
STEP 2: The Allocate system works best with FIREFOX or GOOGLE CHROME browsers. Use these if the page above shows any overlapping text

STEP 3: With your work schedules, you should have been sent log in details for the exception reporting system. IF NOT, please contact medical staffing. If you are a GP trainees please e-mail GPST@stgeorges.nhs.uk requesting these details

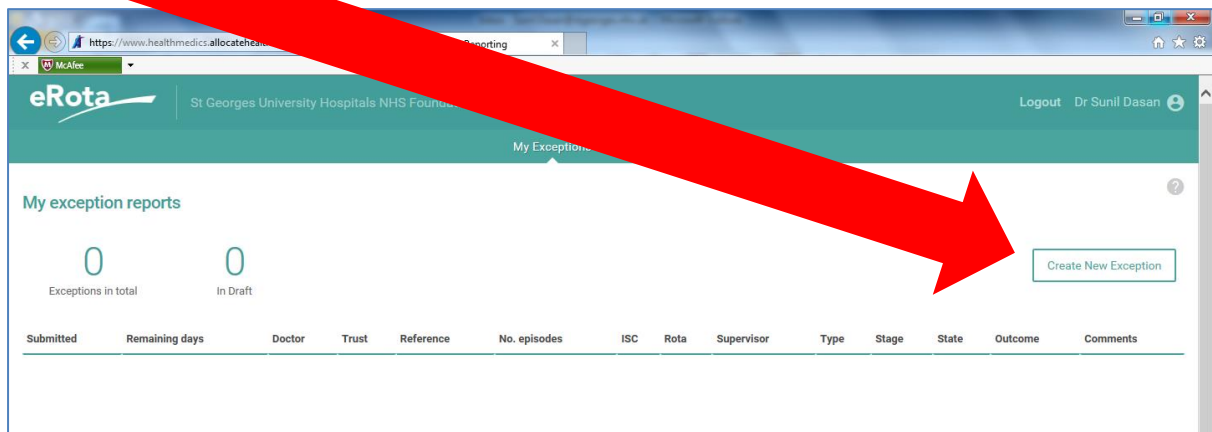
STEP 4: Log in to the screen below and follow the instructions below.



STEP 5: Click on Junior Doctor Portal



STEP 6: This will bring you to the screen below. To start an exception report click on 'Create New Exception'



STEP 7: At the screen below:

Select **your rota from the drop-down menu.**

Then select **who you want your exception report to go to from the drop down menu.**

In most instances this will be the clinical supervisor for your placement. Some services will prefer these to go to educational supervisors and some services will have a departmental education lead (i.e. college tutor) who they want all exceptions to go to. Please check who the most appropriate person is with your clinical service lead. If the person is not listed, please contact Medical Staffing or GPST@stgeorges.nhs.uk.

Note: The report can only go to one person and will be copied automatically to the Guardian of Safe Working. The desired outcome for any extra hours you have worked is for you to get Time Off in Lieu (or Overtime Payment). Hence the report should go to the most appropriate person who can arrange this.

BEFORE CONTINUING, PLEASE READ EXTRACTS BELOW FROM 2016 TCS

“The generic work schedule will list and identify the intended learning outcomes (mapped to the educational curriculum), the scheduled duties of the doctor, time for quality improvement and patient safety activities, periods of formal study (other than study leave), and the number and distribution of hours for which the doctor is contracted.”

“Work schedule discussions should establish whether any changes in support or resources, or in planned service duties, are needed to enable the doctor to achieve the objectives within rostered working hours.”

“The educational supervisor will make every effort to agree with the doctor appropriate changes to the work schedule, and to implement the changes within a reasonable time, taking into account the remaining duration of the post/placement. If it is not possible to reach agreement or achieve the agreed outcome the doctor may exception report. “

STEP 8: Select the exception type from the drop down menu.

If there has been a difference in the total hours of work (e.g. earlier start/later finish than start/finish times in work schedule), select **Difference in hours of work**. This should also be selected if **rest breaks** have been missed

Difference in pattern of hours worked – this should be selected if the sequencing of shifts differs from work schedule

Difference in educational opportunities or available support – this should be selected if educational opportunities or available support different to that stated in work schedule

Difference in the support available during service commitments – this should be selected if support during service commitments different to that stated in work schedule

The screenshot shows the 'New Exception Report' form in the eRota system. The form includes the following fields:

- Rota Name *
- Supervisor *
- Exception Type * (indicated by a red arrow)
- Exception date* (with Occurrence time 00:00)
- Immediate safety concern
- + Add Occurrence
- Variance from work schedule * (0/5000)
- Steps taken to resolve matters * (0/5000)

Then enter the date of the exception and time it occurred

If you have selected **Difference in the hours of work** you will be asked to specify whether the exception was for extra hours worked (Overtime) or Natural breaks or Rest. **Select one**

If you have selected Overtime, you will be asked to specify start and finish times. **Please specify the start and finish times of the ADDITIONAL hours you have worked.** Therefore if your work schedule specifies a finish time of 5pm and you worked till 7pm then you would enter this as shown below.

The screenshot shows a web browser window with the URL <https://www.healthmedics.allocatehealthsuite.com/Exc> and the page title 'Create Exception Report'. The form is titled 'Exception Type *' and 'Difference in the hours of work'. It contains the following fields and options:

- Exception date*: 18 Jul 2017
- Occurrence time: 17:00
- Overtime
- Start*: 17:00
- Finish*: 19:00
- Normal time hours: 02:00
- Night premium hours: 00:00
- Natural Breaks
- Rest
- None
- Immediate safety concern
- + Add Occurrence**
- Variance from work schedule *: 0/5000
- Steps taken to resolve matters *: 0/5000
- * Indicates mandatory fields

At the bottom of the form are buttons for SUBMIT, SAVE, CANCEL, and DELETE. Red arrows point to the 'Overtime' radio button, the 'Start*' and 'Finish*' fields, and the '+ Add Occurrence' button.

Trainees must raise immediate safety concerns to patients or doctors to their duty senior or head of service immediately in person or by phone. This should be followed up by an exception report in 24 hours with the **Immediate Safety Concern (ISC)** box ticked. Examples of Safe Working ISCs include if doctors working hours exceed safe limits, if gaps between working hours are reduced to below safe limits or if doctor staffing levels are below safe limits.

Note: Multiple exception episodes can be entered in one report by clicking **Add Occurrence**.

If a trainee worked another 1 ½ hours on the following day, this may be entered as shown:

The screenshot shows the same 'Create Exception Report' form as above, but with two entries. The first entry is for 18 Jul 2017, 17:00 to 19:00. The second entry is for 19 Jul 2017, 17:00 to 18:30. The 'Normal time hours' for the second entry are 01:30. The 'Immediate safety concern' checkbox is still unchecked. A red arrow points to the 'Normal time hours' field for the second entry.

STEP 9: Enter narrative detail regarding your exception report. What was the variation from your work schedule? What was the reason for it? What steps had been taken (either at the time or previously) to highlight the issue /alert others / stop it from happening?

Entering as much detail here will enable your Supervisor and the Guardian of Safe Working to fully understand the detail behind the exception report

Exception date* 18 Jul 2017 Occurrence time 17:00

Overtime

Start* 17:00 Finish* 19:00

Normal time hours: 02:00
Night premium hours: 00:00

Natural Breaks
 Rest
 None
 Immediate safety concern

+ Add Occurrence

Variance from work schedule *
Procedure list finished at 7pm instead of 5pm

Steps taken to resolve matters *
This list always starts late and has more patients booked at the end of the list than at the beginning. As a result these lists frequently overrun. I have discussed this with my seniors and have tried to have discussions with individuals coordinating these lists and with the wider team. Unfortunately there has been no change during my time here.

* Indicates mandatory fields

SUBMIT SAVE CANCEL DELETE

STEP 10: Click **Submit**

The exception report will go to the Supervisor specified in the report and a copy will go to the Guardian of Safe Working if it is a working hours issue. Alternatively if it is a training issue, a copy will be sent to the Director of Medical Education.

The Supervisor will discuss with the trainee what action is necessary to address the variation or concern which has been reported. They will then specify an outcome in the report. The trainee will then be asked to agree or disagree with the response.

For full details of the actions following an exception report, please see the [Safe Working](#) and [Training Issues](#) flow charts.

Further information

Further information on work schedules, exception reporting and safe working hours can be found by clicking the links below.

[Example Generic Work Schedule](#)

[Guidance for managing work scheduling in General Practice](#)

[Guidance for managing exception reporting in General Practice](#)

For further help and assistance, please contact the Dr Sunil Dasan, Guardian of Safe Working

GuardianofSafeWorking@stgeorges.nhs.uk

or

sunil.dasan@nhs.net

St George's Junior Doctors' Forum

MIND THE ROTA GAP
Tell us about unfilled shifts and vacant posts on your rota

Meetings held monthly on Tuesday or Thursday afternoons
Grosvenor Wing 2nd Floor (same floor as Medical Staffing)
Room GVR 2.019 (also labelled G2.9 Teaching)

Day / Date	Time	Venue
Tuesday 18 th April 2017*	12.30 pm	Lecture Theatre B
Thursday 18 th May	12.45 pm	GVR 2.019
Tuesday 20 th June	12.45 pm	GVR 2.019
Thursday 20 th July	4 pm	GVR 2.019
Tuesday 22 nd August	12.45 pm	GVR 2.019
Thurs 21st September	4 pm	GVR 2.019
Tues 24th October	12.45 pm	GVR 2.019
Tues 23rd November	12.45 pm	GVR 2.019
Tues 19th December	4 pm	GVR 2.019

*Note different venue for April Forum

Chaired by Junior Doctors.
Open to all. Latecomers welcome. Stay for all or part
With invited representatives from Medical Staffing, LNC, BMA
Guardian of Safe Working and Director of Medical Education
Speciality and Year Reqs
**YOUR CHANCE TO ASK QUESTIONS, RAISE ISSUES
AND GET STUFF SORTED OUT WITH MEDICAL STAFFING**

St George's University Hospitals 
NHS Foundation Trust

Have you taken your breaks today?


If you are Hungry, Angry, Late or Tired, think HALT and take a break.




- Healthier for you
- Safer for patients
- Better for everyone

Created by Guy's and St Thomas' NHS Foundation Trust
Further support and advice available from:
HALT: Take a break @GSTThs
Recalibr8: Resilience support <http://recalibr8.tumblr.com/>
Dr Sunil Dasan, Guardian of Safe Working, St George's University Hospitals NHSFT sunil.dasan@nhs.net


Recalibr8 – resilience support




Resilience support




Surviving the Night; the FT's list




'My worst fear realised' 2.A letter from the GMC




The tabloid and the doctor




How to make things better; blame someone else




You're Gorgeous




Something to get you through




Imposter Syndrome




Putting the Joy Back into Medicine



Bullying



OVERWHELM



'You people' - when doctors are seen as less than human

<http://recalibr8.tumblr.com/>