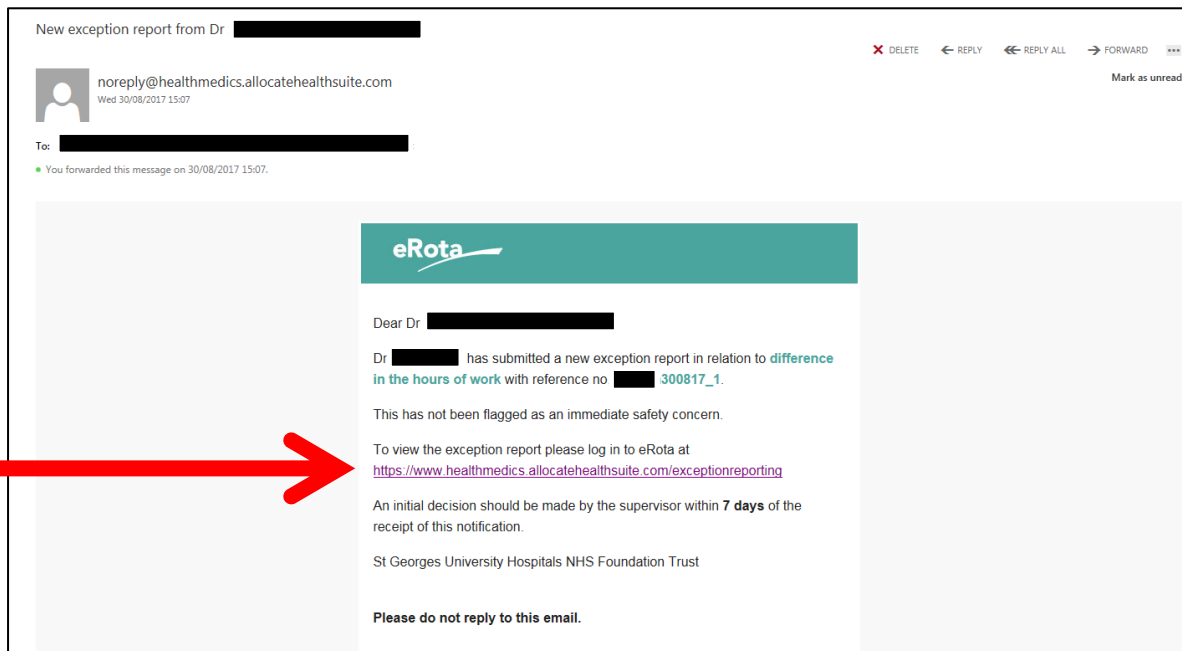


How to respond to exception reports – a guide for supervisors responding to exception reports for trainees on the 2016 Terms and Conditions of Service (The ‘New Junior Doctor’s Contract’)

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/>

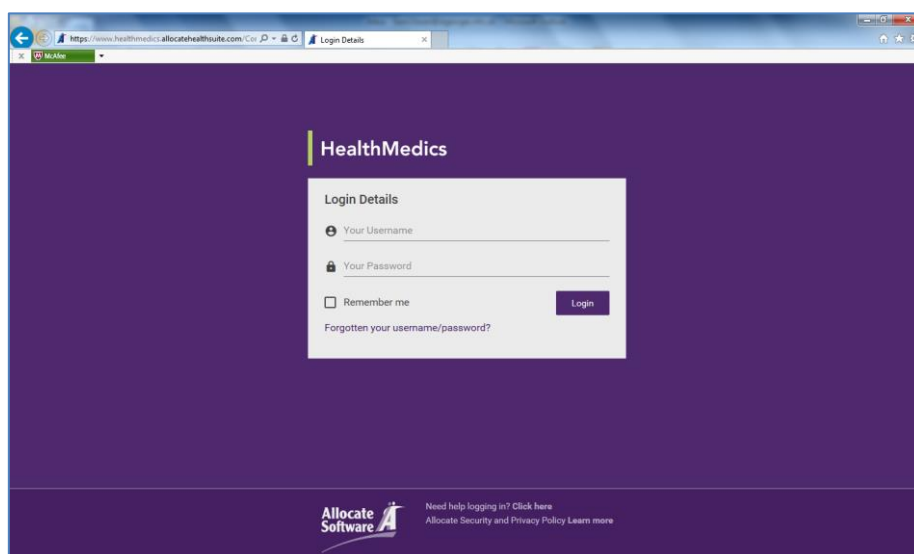
Alternatively you may be responding to an e-mail notification you have received of an exception report (such as the anonymised one shown below):



Click on the link in the e-mail which should take you to the Allocate Log-in page

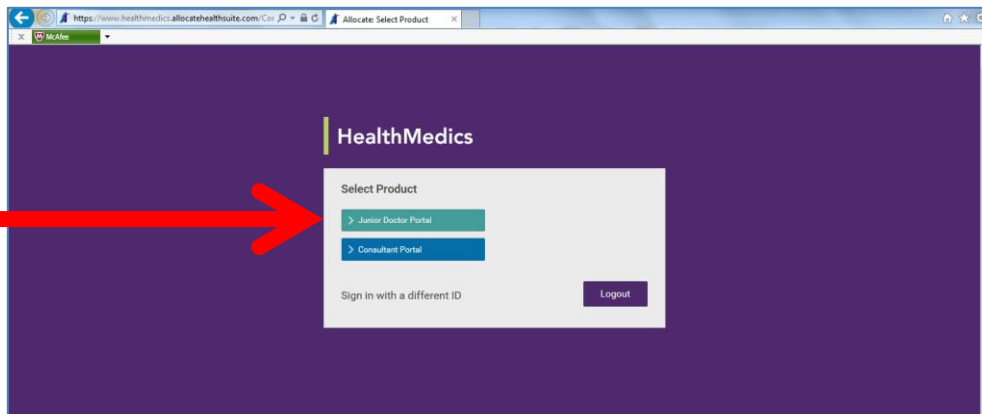
STEP 2: The Allocate system works best with FIREFOX or GOOGLE CHROME browsers. Use these if the Allocate log-in page shows any overlapping text

STEP 3: Log in to the screen below and follow the instructions below.

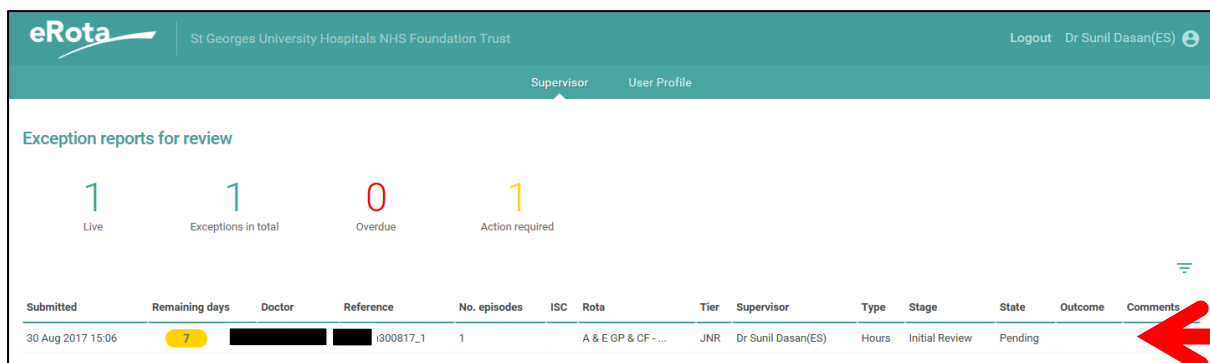


STEP 4: If you are a Consultant employed by St George's, you should have log in details (the same as you use for Zircadian job planning). PLEASE CHECK THE E-MAIL ADDRESS ON THE SYSTEM IS CORRECT as notifications about exception reports will go to this address. If you are a GP please e-mail GPST@stgeorges.nhs.uk requesting these details if you do not have them.

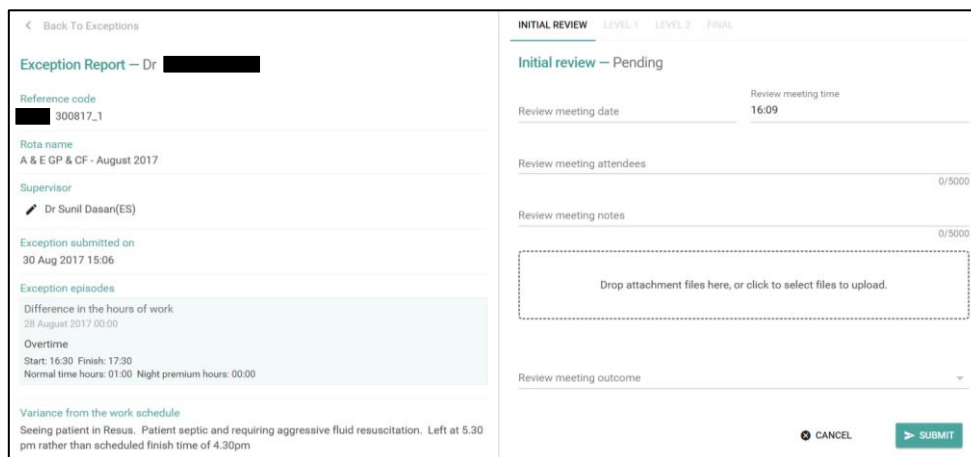
STEP 5: Click on Junior Doctor Portal. If you do not have the Junior Doctor Portal button, you may still need to be set up on the system. Please e-mail GuardianofSafeWorking@StGeorges.nhs.uk to ensure this happens



STEP 6: This will bring you to the screen below. This shows the number of exception reports you have for review. Click on the exception you wish to review.



STEP 7: This will bring to the screen below. Here you will see the exception report on the left. The section on the right is for you to complete.



STEP 8: You should discuss the exception report with your trainee before completing it. This will involve discussing the circumstances of the exception, any contributory factors to be addressed and **the actions to be taken in response to this exception**. An example of a response is shown below:

Back To Exceptions

Exception Report – Dr [redacted]

Reference code
[redacted]300817_1

Rota name
A & E GP & CF - August 2017

Supervisor
Dr Sunil Dasan(ES)

Exception submitted on
30 Aug 2017 15:06

Exception episodes

Difference in the hours of work
28 August 2017 00:00

Overtime
Start: 16:30 Finish: 17:30
Normal time hours: 01:00 Night premium hours: 00:00

Variance from the work schedule
Seeing patient in Resus. Patient septic and requiring aggressive fluid resuscitation. Left at 5.30 pm rather than scheduled finish time of 4.30pm

Steps taken to resolve matters
Resus busy with other patients. Unable to hand over my patient as other doctors busy. Stayed to ensure patient safety, to ensure all treatment given in a timely manner, to liaise with ICU and to refer patient appropriately

INITIAL REVIEW LEVEL 1 LEVEL 2 FINAL

Initial review – Pending

Review meeting date
1 Sep 2017

Review meeting time
16:09

Review meeting attendees
Dr *****, Dr S Dasan

Review meeting notes
25/5000

Discussed exception. Dealing with sick patient. Had to stay late as patient required treatment /stabilisation and other members of team dealing with patients. Tried to escalate to consultant at time but they were also busy.

Discussed options if similar situation were to arise again. Unlikely to be any other solution but to continue to treat patient and take time in lieu at the beginning or end of another shift when able. To compensate for this episode, Dr ***** to take 1 hour as time off in lieu when next on shift on 4th September (I am also on duty so they may start their shift 1 hour later than their rostered start time). I will inform the rota coordinator

680/5000

Drop attachment files here, or click to select files to upload.

Review meeting outcome
Compensation: Time off in lieu

CANCEL SUBMIT

The most important aspect of the response is the **'Review meeting outcome'**. Please select an option from the drop down menu here.

In most instances the preferred solution for any additional hours worked will be to select the **'Compensation: Time off in lieu'** outcome. Details of when this time off in lieu will be taken should be provided in the review meeting notes.

If time off in lieu is not possible the **'Compensation: Overtime payment'** outcome should be used. **Payment will be actioned automatically** at the month end by medical staffing.

STEP 9: Click **Submit**. The exception will then appear in your dashboard as follows

Supervisor User Profile

Exception reports for review

1 Live 1 Exceptions in total 0 Overdue 0 Action required

Submitted	Remaining days	Doctor	Reference	No. episodes	ISC Rota	Tier	Supervisor	Type	Stage	State	Outcome	Comments
30 Aug 2017 15:06	7	[redacted]	[redacted] 300817_1	1	A & E GP & CF - ...	JNR	Dr Sunil Dasan(ES)	Hours	Initial Review	Waiting For Doctor Agreement	Compensation: Time off in lieu	

STEP 10: The trainee will then be asked to **indicate their agreement /disagreement** with the exception report outcome.

If they disagree with the outcome, the exception will move to a Level 1 review where further efforts will be necessary to reach agreement with the trainee.

The screenshot shows a web interface for an exception report. On the left, the report details include: Reference code 300817_1, Trust St Georges University Hospitals NHS Foundation Trust, Rota name A & E GP & CF - August 2017, Supervisor Dr Sunil Dasan(ES), Exception submitted on 30 Aug 2017 15:06, Exception episodes (Difference in the hours of work on 28 August 2017, Overtime from 16:30 to 17:30), Variance from the work schedule (Seeing patient in Resus), and Steps taken to resolve matters. On the right, the 'INITIAL REVIEW' section shows 'Initial review - Waiting for doctor agreement', a review meeting date of 01 Sep 2017 16:09, attendees including Dr S Dasan, and meeting notes. The 'Review meeting outcome' is 'Compensation: Time off in lieu'. The 'Doctor agreement' section has two radio buttons: 'Agree' (selected) and 'Disagree'. A red arrow points from the text above to the 'Doctor agreement' section, and another red arrow points from the 'Disagree' option back to the text above.

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
Thurs 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
Specialty and Year Reps

**YOUR CHANCE TO ASK QUESTIONS, RAISE ISSUES
AND GET STUFF SORTED OUT WITH MEDICAL STAFFING**

St George's University Hospitals **NHS**
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

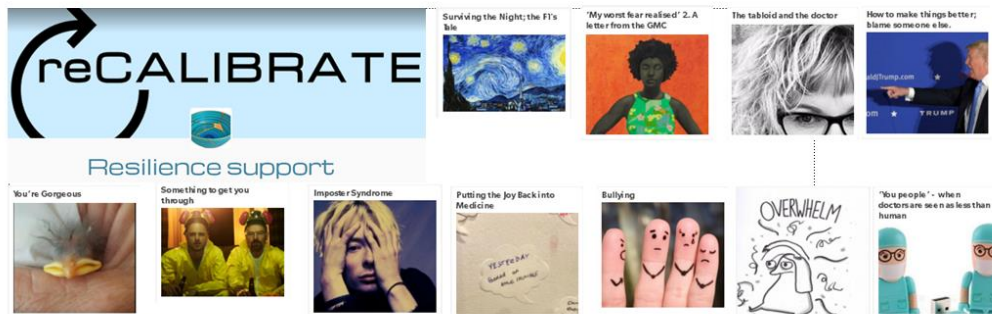
Further support and advice available from:

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



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