



## What is Exception Reporting?

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**Exception reporting** is the tool used for all doctors employed under the 2016 contract to inform the trust when their day-to-day work **varies** from their agreed work schedule

## What can an Exception be raised against?

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- **Unscheduled early start**
- **Inability to take breaks**
- **Inadequacy of skill mix**
- **Inadequacy of clinical support**
- **Unscheduled late finish**
- **Breach of non-resident on-call**
- **Breach of resident on call pattern**
- **Information breach (doctor not patient)**

## Account Access

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**StG uses the Exception Reporting system** provided by **Allocate**

**If a prior employer used the exception reporting system your account will be transferred over to StG and existing log in details will be retained**

For new users, login credentials are linked to the email address provided during recruitment, **please check your personal email inbox for activation emails**

Employers are required to resolve any account access issues within 10 days of being highlighted, please raise concerns to [GuardianofSafeWorking@stgeorges.nhs.uk](mailto:GuardianofSafeWorking@stgeorges.nhs.uk)

Allocate is mobile Friendly! Scan the QR code or follow the web link:

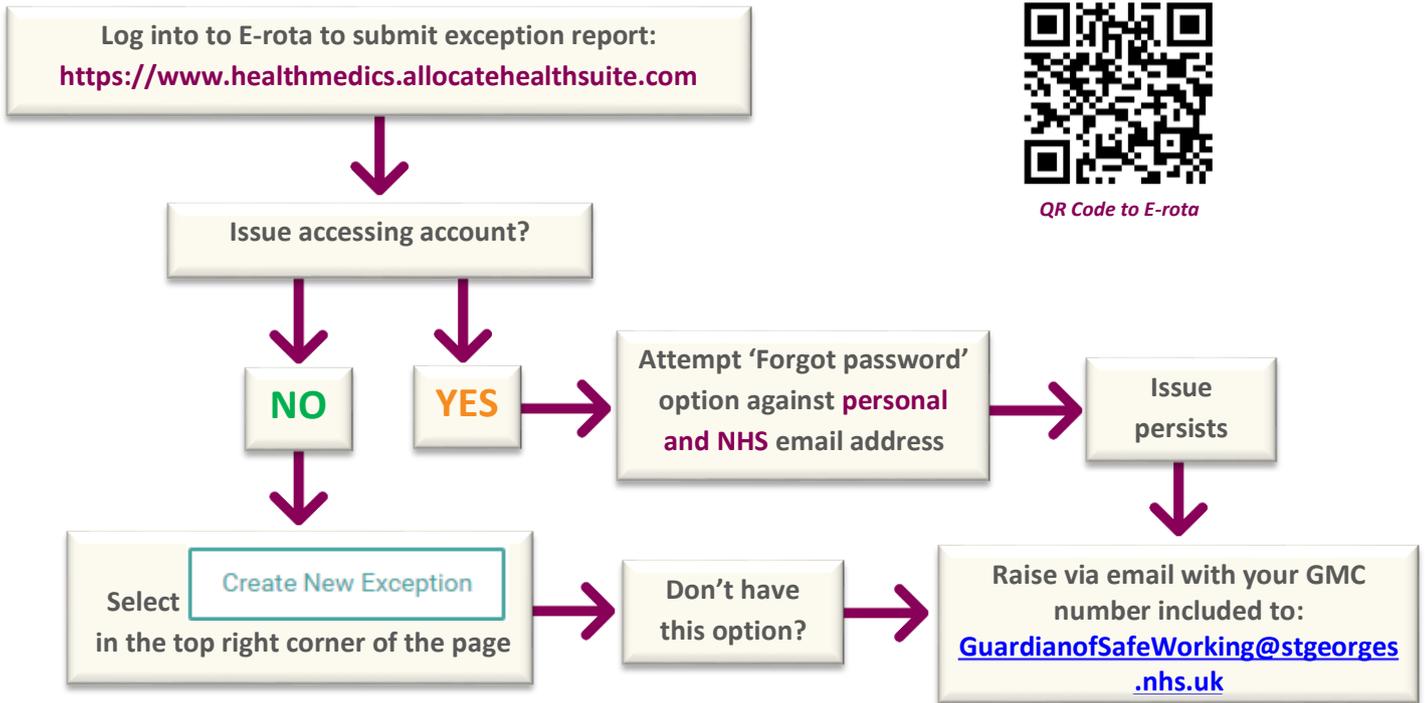
<https://www.healthmedics.allocatehealthsuite.com>

## Exception Reporting Deadlines

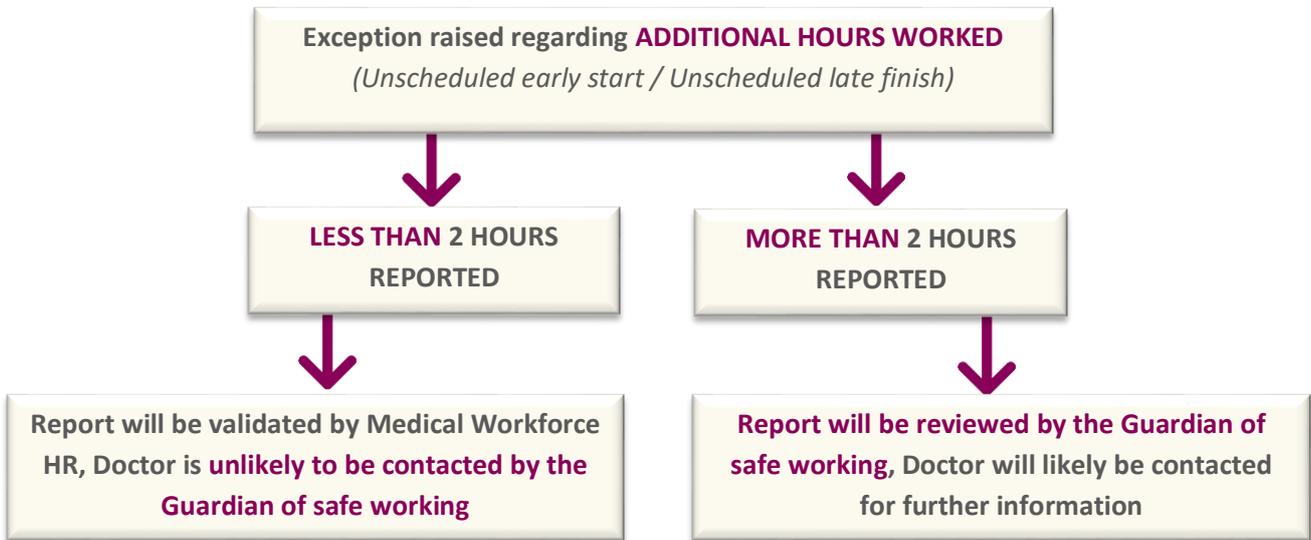
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- Residents, unless prevented by reasons outside their control are required to submit exception reports no later than **28 days from occurrence**
- Once an exception report is submitted it will be reviewed and actioned within **10 days**
- **Where TOIL is requested**, the resident is to agree the arrangement of TOIL **directly with their Rota manager** within **10 days**
- If arrangement of TOIL is not agreed within **10 days**, the Resident Doctor must escalate to [GuardianofSafeWorking@stgeorges.nhs.uk](mailto:GuardianofSafeWorking@stgeorges.nhs.uk)

# Exception Reporting Flow Chart Guide



## OVERTIME EXCEPTIONS RAISED



If preferred, TOIL can be added to your Annual Leave entitlement and accumulated

# Respect for Personal Information

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- No identifiable data relating to the submitting doctor will be shared beyond, **HR Medical Workforce**, the **GOSW**, the **DME team** (*Educational exceptions only*) and **SBS Payroll** (*Reports requiring payment compensation only*)
  - Reporting trends will be feedback to service management via generic data sets prompting reviews of the service rather than of an individual Doctor
  - **Educational and Clinical supervisors** will not be informed of reports raised however Doctors are encouraged to utilise supervisor support as the initial point of contact for any clinical concern
  - Where **compensation TOIL** is requested, anonymity cannot be maintained as the Doctor is required to inform the service to take forward compensation
- Any potential conflicts of interest foreseen that could lead to a breach of information should be raised directly to [GuardianofSafeWorking@stgeorges.nhs.uk](mailto:GuardianofSafeWorking@stgeorges.nhs.uk)

## National Guidance

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### 2016 Contact, Schedule 5 - Exception reporting and work schedule reviews:

<https://www.nhsemployers.org/publications/doctors-and-dentists-training-terms-and-conditions-england-2016>

### NHS Employers Exception Reporting Reform:

<https://www.nhsemployers.org/articles/exception-reporting-reform-update>

### BMA Guidance: (you do not need to be a BMA member to access this information)

<https://www.bma.org.uk/pay-and-contracts/working-hours/work-schedule/exception-reporting-for-junior-doctors>

## Guardian of Safe Working

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Guardian of Safe Working Hours (GOSW): **Prof Kirsty Le Doare**

As guardian, Prof Kirsty is responsible for protecting the safeguards outlined in the Terms and Conditions of Service. All exception reports raised are reviewed by the GOSW who is responsible for identifying trends and reporting back to the board

To raise any concerns directly to the GOSW: [GuardianofSafeWorking@stgeorges.nhs.uk](mailto:GuardianofSafeWorking@stgeorges.nhs.uk)

## Director of Medical Education

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Group GESH (St Georges, Epsom and St Helier) DME: **Dr Sophie Vaughan**

StG Associate DME's: **Dr Alexander Frick, Dr Jessica Longmore, Dr Jo Preston**

The DME roles provide strategic leadership for medical education and ensure the quality of learning environments. All educational exception reports are escalated **directly to the DME for review**, with appropriate management of conflicts of interest.

# ROTA NAMES

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When submitting reports, search for the **GENERAL AREA OF WORK, SITE and GRADE**

Examples:

- **Medicine EGH FY1, MT01**
- **Paediatric EGH FY2, ST1-2, MT02-3**
- **Surgery STH ST3-8, MT04-5**
- **O&G STH FY2, ST1-2, MT02-3**

**MT0** numbers denote Locally Employed fellow grades, as outlined in employment contracts

## Compensation Payment

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Payment compensations are **paid in the following month's payroll**

Example: If an exception is submitted on **3rd July**, the payment will be **paid in August payroll**

Exception compensation Payments will appear on payslips as:

**Addn Roster NR NP** (*Additional Rostered hours Non-Recurring Non-Pensionable*)

Overtime worked between **21:00 – 07:00** is considered 'Night' hours and is paid at a 37% enhanced rate, night hours appear on payslip as:

**Night Duty NR NP** (*Night Duty Enhanced Hours Non-Recurring Non-Pensionable*)

An overtime payment for 21:00 – 22:00 with a basic hourly rate of £10.00 would appear on payslip as:

**Addn Roster NR NP**                      **£10.00**

**Night Duty NR NP**                      **£3.70**

Querying missing or the value of payments is to be escalated directly to **SBS** via the self-service portal, **after the subsequent payroll has been processed:**

<https://www.sbs.nhs.uk/services/employment-services/contact-pay-pensions/>

## Transparency

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An open culture for exception reporting is promoted at StG however should you feel discouraged from reporting, please highlight to [GuardianofSafeWorking@stgeorges.nhs.uk](mailto:GuardianofSafeWorking@stgeorges.nhs.uk) where your feedback will be taken forward confidentially

As a Group organisation GESH has agreed to waiver the contractual guidance regarding the requirement of Geo Location evidence via our local negotiation committees