



**SKILLS for JUSTICE**  
*Developing skills for a safer and fairer society*

# EXCEPTION REPORTING

Overview Guide

# Overview of Exception Reporting



- 
- Web based application that works across desktop, tablet & smartphone
  - Allow doctors to submit exception reports and view updates on previously submitted reports
  - Allows educational supervisors to review and action reports
  - Provides guardians and DMEs with visibility of exceptions across their organisation

# Log-in details



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- Log-in details will be sent by email
    - From [no-reply@skillsforhealth.org.uk](mailto:no-reply@skillsforhealth.org.uk)
    - Subject: Your Doctors Rostering System (DRS) log-in details
  - If you don't receive your log-in please check your spam/junk folder
  - You can log-in to the site at <https://drs.realtimerostering.uk>



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# DOCTOR INTERFACE

# Doctor Interface



- 
- Through the doctor interface you can:
    - Create and submit new exceptions related to hours/rest & education issues
    - View the status of previously submitted exceptions
    - View any comments added by supervisors and others
    - Add comments to existing exceptions

# Doctor Interface



Doctors Rostering System (DRS) 4

Logout >

Exception Reporting

Mr Example Doctor

Switch the list between  
open and closed exceptions

Open

Closed

E...	date	Exception Natures
DoctorName: Mr Example Doctor		
22	05-10-2016	Hours & Rest

Click a previous  
exception to view details

## Create new exception

Rota

Example on-call

Educational Supervisor

Mr Example Supervisor

Date of exception

05/10/2016

Nature of exception

☒ Hours & Rest

☐ Education

Immediate safety concern  
raised with consultant?

☐

Nature of exception/Issues

☐ Early start

☐ Late finish

☐ Unable to achieve breaks

☐ >72 hours work in 7 days

# Doctor Interface



Doctors Rostering System (DRS) 4

Logout >

Exception Reporting

Mr Example Doctor

[Create New Exception](#)

[View details of previously submitted exception](#)

Open Closed

DoctorName x

	Exc	date	Exception Natures
DoctorName: Mr Example Doctor			
	22	05/10/2016	Hours & Rest
	29	05/10/2016	Hours & Rest
	30	10/10/2016	Hours & Rest

## 30: 10 Oct, 2016 Nature: Hours & Rest

Had to stay an extra hour 17:00-18:00 as evening locum not available until 18:00

### Steps taken to resolve

Attempted to contact

Open

Add. Hours 7-21 0

Add. Hours 21-7 1

Nature(s) Hours & Rest

Exception Type(s) Late finish

Response: Yet to respond

Action: N/A

05 Oct

Reply

[Add a comment to previously submitted exception](#)

Reply



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# **SUPERVISOR INTERFACE**



# Supervisor Interface



- Educational supervisors can do the following through the educational supervisor interface:
  - Review exceptions submitted by their doctor
  - Agree or disagree with the exception
  - For agreed exceptions, note if any payment or time off in lieu is required
  - Add comments to exceptions
- When one of your trainees submits a new exception, you will receive a notification email
- Whenever you take action or add a comment to an exception, the doctor will receive a notification email letting them know you have updated the exception
- Once you have taken action on an exception and agreed or disagreed, you will not be able to make further changes

# Supervisor Interface



Doctors Rostering System (DRS) 4

Logout >

Exception Reporting

Mr Example Supervisor

30: 10 Oct, 2016 Nature: Hours & Rest

Had to stay an extra hour 17:00-18:00 as evening locum not available until 18:00

Open

Closed

Switch between open and closed exceptions

DoctorName x

E...	date	Exception Natures
DoctorName: Mr Example Doctor		
22	05/10/2016	Hours & Rest
29	05/10/2016	Hours & Rest
30	10/10/2016	Hours & Rest

Click doctor name to expand or collapse list, then click exception to view

Steps taken to resolve

Attempted to contact

Supervisor Response

Action

Record action

Respond to exception

☐ Agreed ☐ Not Agreed

☐ Time off in lieu ☐ Payment for additional hours

☐ No action required

05 Oct

Reply

Add comments and save response and action

Open

Add. Hours 7-21	0
Add. Hours 21-7	1
Nature(s)	Hours & Rest
Exception Type(s)	Late finish
Response:	Yet to respond
Action:	N/A

Save and Reply



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# ADMIN INTERFACE

# Admin Interface



- 
- As an org admin, guardian or DME you have visibility of exceptions across your organisation as follows:
    - Org admins: All exceptions
    - Guardian: All exceptions related to hours/rest
    - DME: All exceptions related to education
  - As power users in the system you are able to take action and add comments to any exception you can see, including overwriting a previously closed exception

# Admin Interface – Email notifications

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- Guardians will receive email notifications whenever an educational supervisor disagrees with an exception relating to hours/rest issues
- DMEs will receive email notifications whenever an educational supervisor disagrees with an exception relating to education issues
- Organisations can also specify one central email inbox which will receive the above two notifications, as well as a notification when any doctor submits a new exception
  - To add or change your organisation's inbox for central notifications please email our support team at [tools.team@skillsforhealth.org.uk](mailto:tools.team@skillsforhealth.org.uk) with the subject 'DRS4 central inbox'. You must be an existing org admin to request this change