



SKILLS for **JUSTICE**

Developing skills for a safer and fairer society

EXCEPTION REPORTING

Overview Guide

Guardian of Safe Working Hours:

Eastbourne

Mr Waleed Yousef

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Conquest

Dr Fraser Wiggins

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Guardian of Safe Working Hours Administrator:

Eastbourne/Conquest Sam Denyer (samantha.denyer@nhs.net)

(please contact for enquiries regarding exception reporting including login details)

Key facts when submitting an Exception Report:

- ER's must be submitted within 7 days of the exception.
- ER's submitted indicating immediate concern should be raised immediately (orally) by the Doctor with the Clinician responsible for the service and an ER raised within 24 hrs.
- Please provide as much detail as possible when completing the nature of the ER.
- Ensure the correct exception date is input.
- Payment for approved ER's will be made on 24th of the following month.
- If the service is overrun (including out of hours), the junior Dr should escalate to their supervising/on call Consultant. The site manager should also be informed.

Junior doctor contract Hours safeguarding

BMA



Weekly hours
exceed
48

The junior doctor must now submit an electronic exception report.

**Example scenario*

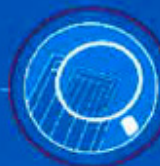
The report can be processed via one or several ways to provide different remedies



Report sent



Pay/finances



Work schedule review



Guardian oversight

The whole system is overseen by the independent guardian of safe working hours

x4

The guardian fines the trust at a penalty rate of 4x basic pay for the extra hours worked



The doctor receives pay for the extra hours at an increased rate of time-and-a-half on the locum rate. The remainder is spent by the guardian on education and training opportunities for juniors at the trust



The report is sent to the doctor's supervisors. They review the work schedule and make changes if necessary to prevent this from happening again.



The guardian reports regularly on the safety of juniors at their trust to the board, the UNC, HEE, CQC and GMC/General Dental Council.

BMA

Doctors can challenge the guardian's decision at a final stage panel with trade union representation



Overview of Exception Reporting



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

Log-in details

- Log-in details will be sent by email
 - From 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 or contact Sam Denyer on ext 771240 samantha.denyer@nhs.net
- 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 and education issues
 - View the status of previously submitted exceptions
 - View any comments added by supervisors and GOSWH
 - Add comments to existing exceptions

Doctor Interface



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



Mr Example Doctor

[Create New Exception](#)

[View details of previously submitted exception](#)

Open Closed

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

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



- Clinical and Educational supervisors can do the following through the 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
- Supervisors to respond to ER's within 7 days of submission

Supervisor Interface



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



- Only Clinical Supervisors will receive e-mail notification when an exception report is submitted
- Guardians will receive email notifications whenever an Educational/Clinical 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 with the subject ‘DRS4 central inbox’. You must be an existing org admin to request this change

GDPR – Data Flow

The information collated from Exception Reports emanates from DRS4 and collected by the GOSWH Administrator for HR Medical Staffing. Access to this data is shared with the two Guardians of Safe Working Hours, Director of Medical Education and Medical Staffing Manager.

Reports generated:

- Payroll Payment to Junior Doctors for hours worked
- Quarterly Report (3) People & Organisational Development (POD) Committee
- Quarterly Report/Board Report (annually) Board
- Faculty Meetings Ad hoc Reports by request anonymised to look at trends & problems
GOSWH
Junior Doctors Forum

JUNIOR DOCTORS' FORUM



- Junior Doctor Forum dates for 2024 are listed below for your diaries.
- The Trust is looking to invite one Junior Doctor from each specialty, please contact Sam Denyer – ext 771240 samantha.denyer@nhs.net of your interest to attend.
- The purpose of the Forum is for the membership to ensure all Junior Doctors transitioned to the new 2016 Contract that work patterns are fit for purpose; safe working hours are maintained and work schedules meeting your requirements. Allocation of funds in collaboration drawn from fines will be discussed to ensure that these are disbursed in a clear and transparent way.
- Exception Reports in relation to training issues, education, rest, hours and resolution of these issues.
- For further info please look at the GOSWH page <https://www.esht.nhs.uk/medical-education/about-us/guardian-of-safe-working-hours/> this includes a video on how to submit an exception report .

Monday 22 January 2024 12.30-2.00 via Microsoft Teams

Monday 15 April 2024 12.30-2.00 via Microsoft Teams

Monday 15 July 2024 12.30-2.00 via Microsoft Teams

Monday 14 October 2024 12.30-2.00 via Microsoft Teams

- Forum membership: GOSWH, DME, LNC representative, BMA representative, Junior Doctors, Medical Staffing, One or more Executive Director, Secretariat

If you are interested in being part of this forum please contact Sam Denyer on ext 771240 – samantha.denyer@nhs.net