

Guidance on Work Schedules for Educational and Clinical Supervisors and Leads

Work Schedules

Generic work schedules are provided to all trainees prior to starting their placement with the trust. The 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. The attached document shows a sample work schedule.



Sample generic work schedule OG ST3 Aug

The generic work schedule will form the basis for a personalised work schedule which will be agreed between the trainee and their Educational Supervisor (or clinical supervisor where relevant), during the first educational meeting after starting in post. This will be specific to the trainee and will include the doctor's individual personal development plan (PDP) and highlight any learning objectives the doctor may need to achieve in the work placement in accordance with the Gold Guide. As a minimum there should be an educational review and work schedule discussion at the start and finish of the placement for which the work schedule applies. These meetings/reviews may lead to changes in the doctor's work schedule if aspects of the work schedule are not being achieved, for example where additional hours are found to be required to complete the work, or where educational opportunities cannot be accessed.

The Educational Supervisor will make every effort to agree with the trainee 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 request a work schedule review. Work schedule reviews can be requested by the trainee, manager of the department, educational/clinical supervisor, Director of Medical Education (DME) or the Guardian of Safe Working (GOSW)

Review process

Work Schedule reviews can be triggered by the DME or GOSW following one or more exception reports. They can also be triggered by a request from a doctor, Educational Supervisor or Service manager. The flow charts attached show the process to follow for work schedule reviews.



Safe working flow
chart.pdf



Training issues
flowchart.pdf

- A written request for a review will go to the Educational Supervisor, copying in the DME and/or the GOSW email address.



Level 1 Work
Schedule Review Part

- The Educational Supervisor/Clinical Supervisor will meet or correspond with the trainee as soon as is practicable, ideally no later than seven working days after a request. If the case of a serious concern that there is a risk to patient safety and/or doctor this must be followed up within seven working days.
- The first stage (level 1 review) will be an informal discussion arranged by the Educational/Clinical Supervisor between the doctor and the ES/CS in an attempt to resolve the issue quickly.



Level 1 Work
Schedule Review Part

- The outcome of this discussion will be:
 - a. No change to the work schedule is required
 - b. Prospective documented changes are made to the work schedule
 - c. Compensation or time off in lieu is required
 - d. Organisational changes, such as review of the timing of ward rounds, handovers and clinics are needed. This may take time to be enacted. Where this is the case temporary alternative arrangements including amendments to pay, may be necessary.
- The outcome will be communicated in writing to the Trainee, the Educational / Clinical Supervisor, and both the DME and GOSW using the provided form.

- If changes are to be made to the work schedule, the department will need to confirm the date of the change and implement the new rota.
- The Trainee Doctor Support Team will issue new work schedules to the trainees.
- If organisational changes form part of the Work Schedule Review outcome then the DME and GOSW should be copied into any relevant correspondence.
- The completed Work Schedule Review form must be sent to the Guardian of Safe Working Hours Office – GOSW@bfwhospitals.nhs.uk so that this can be documented.

Appeal Process

- If dissatisfied with the outcome, the trainee may formally request a level 2 work review within 14 days of notification of the decision by using the attached form.



Level 2 Work
Schedule Review.doc

The request must set out the areas of disagreement about the work schedule, and the outcome that the doctor is seeking

- A level 2 review discussion shall take place no more than 21 working days after receipt of the doctor's formal written request.
- Once the first part of the level 2 work review form has been completed, this must be sent to the Guardian of Safe Working Hours Office – GOSW@bfwhospitals.nhs.uk so that the next stages of the process can be implemented.
- A level 2 review requires a meeting between the educational supervisor/clinical supervisor, the trainee, a service representative and a nominee either of the director of postgraduate medical education (where the request pertains to training concerns) or of the guardian of safe working hours (where the request pertains to safe working concerns).
- The discussion will first consider the outcome of the level 1 conversation and will result in one or more of the following outcomes:
 - a. The level 1 outcome is upheld.
 - b. Compensation or time off in lieu is required.
 - c. No change to the work schedule is required.
 - d. Prospective documented changes are made to the work schedule.
 - e. Organisational changes, such as a review of the timing of ward rounds, handovers and clinics, are needed.

- The outcome shall be communicated in writing to the trainee, copied to all present.
- If changes are to be made to the work schedule, the department will need to confirm the date of the change and implement the new rota.
- The Trainee Doctor Support Team will issue new work schedules to the trainees.
- If dissatisfied with the outcome, the trainee may request a final stage work review (level 3) within 14 days of notification of the decision. The request must set out the areas of disagreement about the work schedule, and the outcome that the doctor is seeking.
- The final stage (Level 3) for a work schedule review is a formal hearing under the final stage of the employer's local grievance procedure, where the DME or nominated deputy will be present as a member of the panel. The hearing will take place within the timeframe specified in the local grievance procedure.
- To request a Level 3 review the trainee must complete the attached form giving details of the area of the work schedule that they disagree with and the hoped outcome.



Level 3 Work
Schedule Review.doc

- Where the doctor is appealing a decision previously taken by the guardian of safe working hours, the hearing panel will include a representative from the BMA or other recognised trade union nominated from outside the employer/host organisation, and provided by the trade union within one calendar month.
- The panel hearing will result in one or more of the following outcomes:
 - f. The level 2 outcome is upheld.
 - g. Compensation or time off in lieu is required.
 - h. No change to the work schedule is required.
 - i. Prospective documented changes are made to the work schedule.
 - j. Organisational changes, such as a review of the timing of ward rounds, handovers and clinics, are needed.
- The outcome shall be communicated in writing and a copy provided to the guardian of safe working hours and Director of Medical Education.
- If changes are to be made to the work schedule, the department will need to confirm the date of the change and implement the new rota.
- The Trainee Doctor Support Team will issue new work schedules to the trainees.

- The decision of the panel shall be final.
- Where at any point in the process of a work schedule review, either the doctor or the reviewer identifies issues or concerns that may affect more than one doctor working on a particular rota, it may be appropriate to review other schedules forming part of that rota. In this case, such reviews should be carried out jointly with all affected doctors and, where appropriate, changes may be agreed to the working pattern for all affected doctors working on that rota, following the same processes as described above.

It is important to ensure that all work schedule reviews are documented.

Help and Support for Supervisors

Name	Role	Email address	Extension
Nicola Di-Vito	Trainee Doctor Support Team Manager	Nicola.di-vito@bfwhospitals.nhs.uk	57256
Dr Chris Dunkley	Guardian of Safe Working Hours (GOSW)	Dr.Dunkley@bfwhospitals.nhs.uk	53488
Laura Davey	Postgraduate Manager	Laura.davey@bfwhospitals.nhs.uk	53032
Dr Linda Hacking	Director of Medical Education	Dr.hacking@bfwhospitals.nhs.uk	55244