

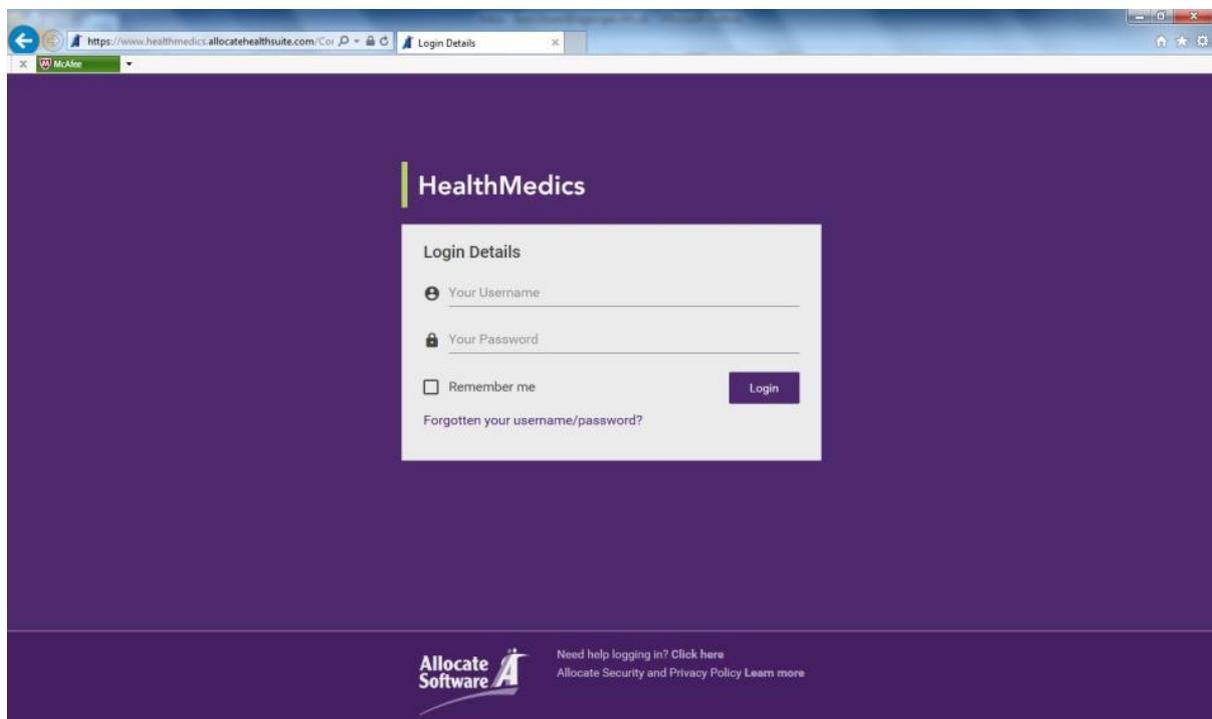
How to exception report – a 10 step guide for trainees on the new 2016 Terms and Conditions of Service (The ‘New Junior Doctor’s Contract’)

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/>

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

STEP 3: With your work schedules, you should have been sent log in details for the exception reporting system. IF NOT, please contact medical staffing. If you are a GP trainees please e-mail bfwh.gosw@nhs.net requesting these details

STEP 4: Log in to the screen below and follow the instructions below.



HealthMedics

Login Details

Your Username

Your Password

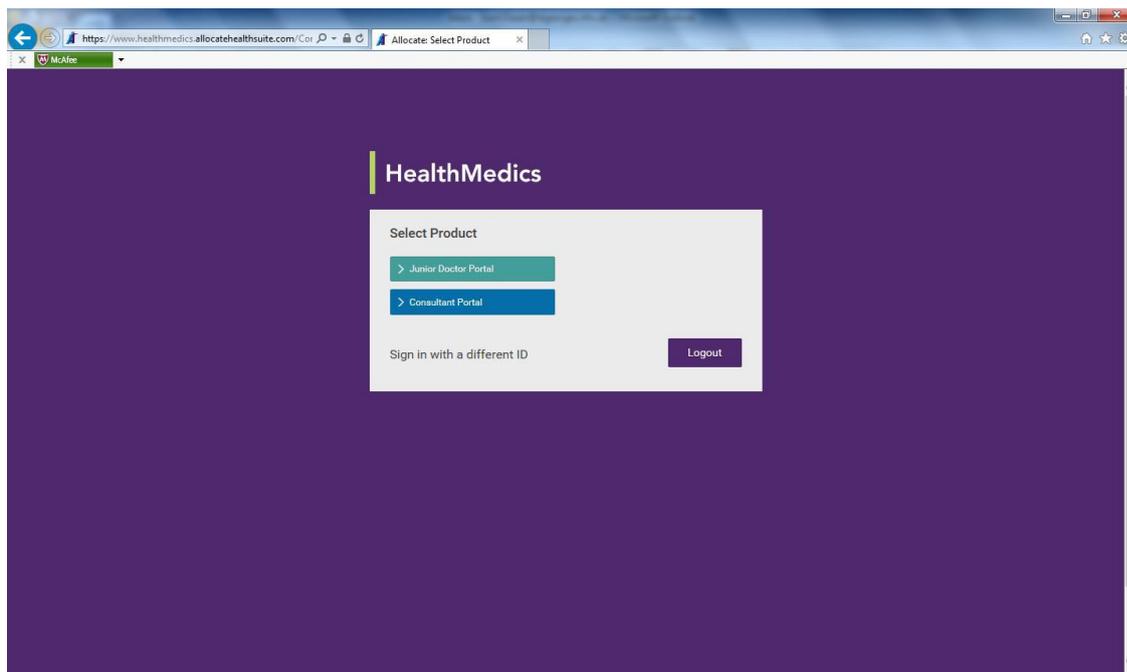
Remember me

[Forgotten your username/password?](#)

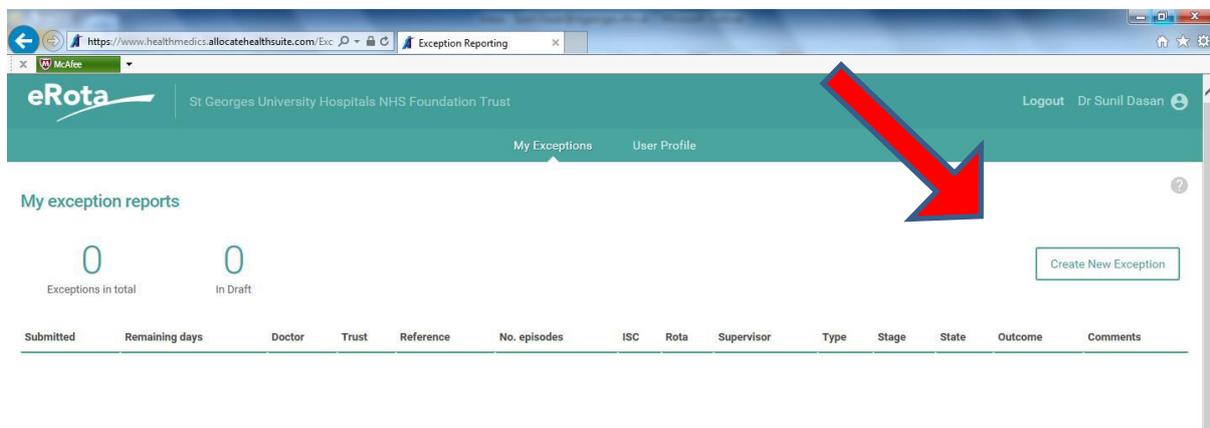
Allocate Software

Need help logging in? [Click here](#)
Allocate Security and Privacy Policy [Learn more](#)

STEP 5: Click on Junior Doctor Portal



STEP 6: This will bring you to the screen below. To start an exception report click on 'Create New Exception'



STEP 7: At the screen below:

Select your rota from the drop-down menu.

Then select who you want your exception report to go to from the drop down menu. In most instances this will be the clinical supervisor for your placement. Some services will prefer these to go to educational supervisors and some services will have a departmental education lead (i.e. college tutor) who they want all exceptions to go to. If the person is not listed, please contact bfwh.gosw@nhs.net

Note: The report can only go to one person and will be copied automatically to the Guardian of Safe Working. The desired outcome for any extra hours you have worked is for you to get Time Off in Lieu

(or Overtime Payment).

The screenshot shows a web browser window with the URL <https://www.healthmedics.allocatehealthsuite.com/Exc> and a tab titled 'Create Exception Report'. The page header for 'eRota' at 'St Georges University Hospitals NHS Foundation Trust' includes a 'Logout' link for 'Dr Sunil Dasan' and navigation links for 'My Exceptions' and 'User Profile'. The main content area is titled 'New Exception Report' and contains the following form fields:

- Back To Exceptions (with a question mark icon)
- Rota Name *
- Supervisor *
- Exception Type *
- Exception date* (with Occurrence time 00:00)
- Immediate safety concern (with a trash icon)
- + Add Occurrence
- Variance from work schedule * (with a value of 0/5000)
- Steps taken to resolve matters * (with a value of 0/5000)

BEFORE CONTINUING, PLEASE READ EXTRACTS BELOW FROM 2016 TCS

“The generic 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.”

“Work schedule discussions should establish whether any changes in support or resources, or in planned service duties, are needed to enable the doctor to achieve the objectives within rostered working hours.”

“The educational supervisor will make every effort to agree with the doctor 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 exception report. “

STEP 8: Select the **exception type** from the drop down menu.

If there has been a difference in the total hours of work (e.g. earlier start/later finish than start/finish times in work schedule), select **Difference in hours of work**. This should also be selected if **rest breaks** have been missed

Difference in pattern of hours worked – this should be selected if the sequencing of shifts differs from work schedule

Difference in educational opportunities or available support – this should be selected if educational opportunities or available support different to that stated in work schedule

Difference in the support available during service commitments – this should be selected if support during service commitments different to that stated in work schedule

The screenshot shows the 'Create Exception Report' form in the eRota system. The form is titled 'New Exception Report' and includes the following fields and options:

- Rota Name *
- Supervisor *
- Exception Type *
- Exception date* (with Occurrence time 00:00)
- Immediate safety concern
- + Add Occurrence
- Variance from work schedule * (0/5000)
- Steps taken to resolve matters * (0/5000)

A large red arrow points from the right side of the page towards the 'Exception Type' dropdown menu.

Then enter the date of the exception and time it occurred

If you have selected **Difference in the hours of work** you will be asked to specify whether the exception was for extra hours worked (Overtime) or Natural breaks or Rest. Select one

If you have selected **Overtime**, you will be asked to **specify start and finish times**. Please specify the **start and finish times of the ADDITIONAL hours** you have worked. Therefore if your work schedule specifies a finish time of 5pm and you worked till 7pm then you would enter this as shown below.

[Back To Exceptions](#)

New Exception Report

Rota Name *

Supervisor *

Exception Type *

Exception date* Occurrence time 00:00

Immediate safety concern

[+ Add Occurrence](#)

Variance from work schedule *

Steps taken to resolve matters *

Trainees must raise immediate safety concerns to patients or doctors to their duty senior or head of service immediately in person or by phone. This should be followed up by an exception report in 24 hours with the **Immediate Safety Concern (ISC)** box ticked. Examples of Safe Working ISCs include if doctors working hours exceed safe limits, if gaps between working hours are reduced to below safe limits or if doctor staffing levels are below safe limits.

Note: Multiple exception episodes can be entered in one report by clicking **Add Occurrence**. If a trainee worked another 1 ½ hours on the following day, this may be entered as shown:

Exception Type *

Difference in the hours of work

Exception date* Occurrence time

18 Jul 2017 17:00

Overtime

Start* 17:00 Finish* 19:00

Normal time hours: 02:00
Night premium hours: 00:00

Natural Breaks

Rest

None

Immediate safety concern

Exception date* Occurrence time

19 Jul 2017 17:00

Overtime

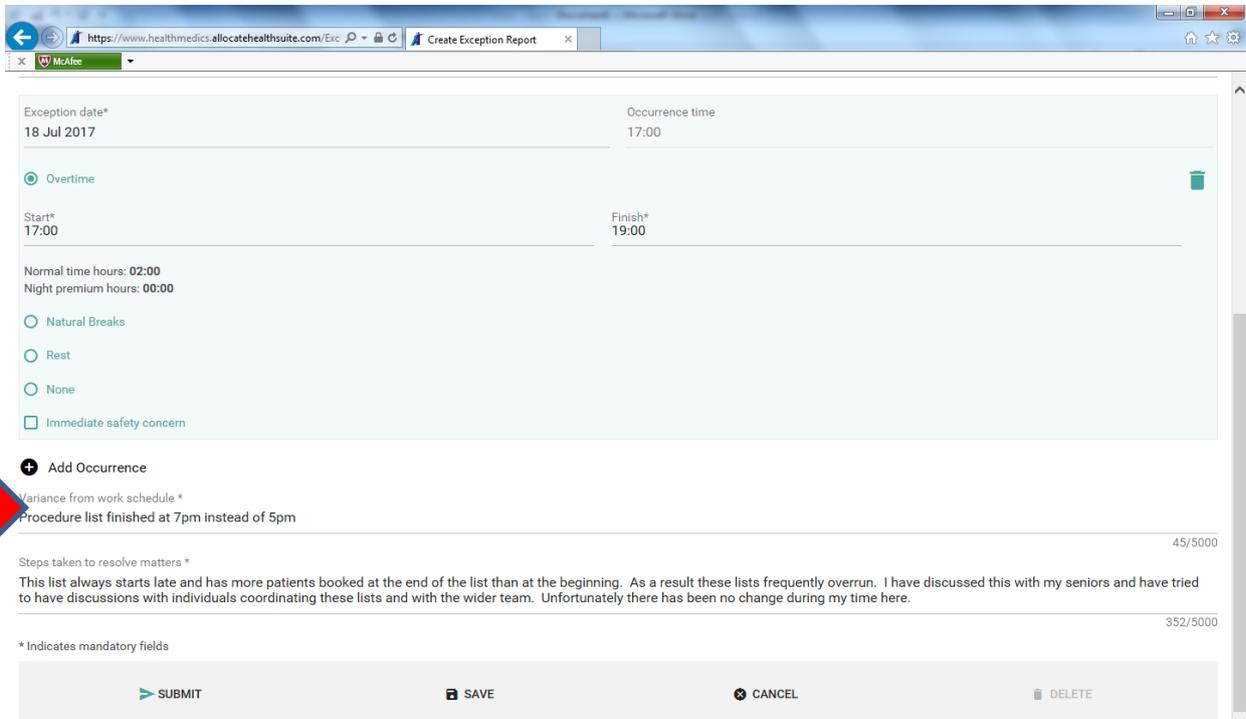
Start* 17:00 Finish* 18:30

Normal time hours: 01:30
Night premium hours: 00:00

Natural Breaks

STEP 9: Enter narrative detail regarding your exception report. What was the variation from your work schedule? What was the reason for it? What steps had been taken (either at the time or previously) to highlight the issue /alert others / stop it from happening?

Entering as much detail here will enable your Supervisor and the Guardian of Safe Working to fully understand the detail behind the exception report



The screenshot shows a web browser window with the URL <https://www.healthmedics.allocatehealthsuite.com/Exc> and the page title 'Create Exception Report'. The form contains the following fields and options:

- Exception date*: 18 Jul 2017
- Occurrence time: 17:00
- Overtime
- Start*: 17:00
- Finish*: 19:00
- Normal time hours: 02:00
- Night premium hours: 00:00
- Natural Breaks
- Rest
- None
- Immediate safety concern
- + Add Occurrence
- Variance from work schedule *: Procedure list finished at 7pm instead of 5pm
- Steps taken to resolve matters *: This list always starts late and has more patients booked at the end of the list than at the beginning. As a result these lists frequently overrun. I have discussed this with my seniors and have tried to have discussions with individuals coordinating these lists and with the wider team. Unfortunately there has been no change during my time here.

At the bottom of the form, there are four buttons: SUBMIT, SAVE, CANCEL, and DELETE. A red arrow on the left side of the page points to the 'Variance from work schedule' field.

STEP 10: Click **Submit**

The exception report will go to the Supervisor specified in the report and a copy will go to the Guardian of Safe Working if it is a working hours issue. Alternatively if it is a training issue, a copy will be sent to the Director of Medical Education.

The Supervisor will discuss with the trainee what action is necessary to address the variation or concern which has been reported. They will then specify an outcome in the report. The trainee will then be asked to agree or disagree with the response.

For full details of the actions following an exception report, please see the Safe Working and Training Issues flow charts.

For further help and assistance, please contact the Dr Andy Ng, Guardian of Safe Working Hours at andyng@nhs.net

or

bfwh.gosw@nhs.net