

## Exception Reports Best Practice

Dr Andy Ng GOSW amended Nov 19

Exception Reports are used to indicate when doctors in training have been required to work outside of their agreed work schedule.

Taken collectively they are an important tool and mechanism to monitor the health of the services we provide to patients and how we support our doctors in training.

***They do not record or report planned extra work.***

### Trainees

- Report when you feel your work has differed significantly or regularly from your work schedule.
- Submit reports in a professional manner and record as much detail as possible.
- If you think there has been an immediate safety concern you should raise this orally **at the time** with the consultant in charge
- Be sure to record what measures you have taken and to whom you have spoken at the time to avoid having to work late or to work without the required support. E.g. a senior colleague or the consultant on call.
- Record only the **additional hours** ( not total hours )worked as hours or fraction of hours; e.g. 1.25 hours
- Submit the report as soon as possible ideally on the same day but certainly within 7 days if a payment is due and within 14 days if TOIL is due.
- You can ask to report directly to the DME or the GOSW if you have good reason.
- When you have a closed report you must first agree the outcome before any payment or TOIL can be processed.
- **Any payment due will be managed directly by the GOSW office and any TOIL due will be managed by the directorate with the help of your rota co-ordinator.**
- If you intend to work more than an average 48 hrs /week (maximum 56 hrs) with paid extra planned work or expect to get payment rather than TOIL for additional unplanned hours of work you must sign a EWTD Opt Out form.

### Educational / Clinical Supervisor

- You should discuss the report with your trainee. Do not just complete it without discussion.
- You may wish to request more information from the trainee, discuss with ward staff, colleagues or rota co-ordinators to gather more information and insight before making a decision.
- Record any extra information and reasons for your decision in the response
- Provide education, support and feedback if appropriate to help avoid a recurrence.
- You must agree or disagree the report.
- If you disagree a notification is sent to the DME / GOSW

- If you agree you must confirm an outcome ( TOIL or Payment or No Action )
- Record reasons for your decision and any other relevant information
- If you are confident the trainee will be able to take the time back off the rota then TOIL should be the agreed outcome.
- If you are not confident the trainee will be able to take the time back then a payment should be the agreed outcome.
- You should check the trainee has signed the EWTB opt out if they are likely to work more than an average of 48 hours per week. They should not be working more than an average 56 hours per week in any circumstance.
- Support the process. Respond to reports in a professional manner and encourage your trainees to report freely.

#### **Rota Co-ordinator**

- You will receive a weekly update from the GOSW office of closed exception reports in your area.
- Exception Reports with an Outcome of payment will be processed directly by the GOSW office and you **do not** need to take any action.
- Exception Reports with an Outcome of TOIL **will require your attention** and time back or a date agreed for the time back should be agreed as soon as possible. You should update the GOSW office when this has been agreed. If the TOIL has not been taken or a date agreed within 30 days of the agreed report the GOSW office will convert the outcome to a payment.
- Please act on the reports quickly and liaise with the junior doctors to agree a mutually convenient time to take TOIL. It may be preferable for all parties that time is accrued until a half or full day can be taken.

#### **HODs / Directorate Managers / Divisional leads.**

- Review the nature and frequency of exception reporting on a regular basis as a fixed agenda item
- Involve junior doctors in discussions about how working practices can be improved
- Develop mechanisms and safeguards to provide support and help prevent the need for doctors in training to work outside of their agreed work schedules.
- Review and make changes to rotas and working practices as required.
- The number or nature of Exception Reports may require a Work Schedule Review which may be triggered by the Junior Doctor the Supervisor or the DME/GOSW.
- Maintain an open and reflective culture that supports and encourages the process of exception reports and uses the evidence they provide to make service changes.

**Contact GOSW office:** Email [BFWH.GOSW@NHS.NET](mailto:BFWH.GOSW@NHS.NET) Tel: 01253 953288 (Ext: 53288)