



HealthRoster

HealthMedics

HealthAssure

Reporting by Exception

Quick guide for doctors

Blackpool Fylde and Wyre Hospitals NHS Foundation Trust
December 2017

This slide set is modified from an initial slide set provided by Allocate in December 2016 V.12

- Account setup
 - Receiving login details
 - Setting password
- Dashboard
 - Viewing reports
 - Creating a report
- Agree/Disagree with outcome
- Converting the Outcome to TOIL or Payment

Once your account has been setup you will receive an email from us with a temporary password. Select the link from the email or enter:

<https://www.healthmedics.allocatehealthsuite.com> directly into your browser.

You may wish to save this link as a home screen icon on your smart device. Use the **add to home screen** option in your browser's menu to add the link.

Enter your login details as they appear in the email. Ensure that no blank spaces appear at the end of your credentials and click **login**.

If you have trouble trying to login or have lost your initial email we can re-issue your login details very easily. Contact the GOSW office:

GOSW@bfwhospitals.nhs.uk

01253 953288 (Ex 3288)

HealthMedics

Login Details

Username
Your Username

Password
Your Password

☐ Remember me

Login

[Forgotten your username/password?](#)

If this is your first use of the system, you will be requested to check and update your personal details.

Your name, work email address and GMC/GDC number (where applicable) will have been populated already by your local system administrator.

The remaining fields are non-mandatory and can updated at a later stage. If you choose to add a secondary or personal email address, any automated system notifications will be sent to both addresses.

Update Your Personal Details

Please check the information below and ensure it is correct before changing your password and clicking save to continue (required fields marked with a *).

Title: *

First Name: *

Surname: *

Telephone Number:

Mobile Phone Number:

E-mail: *

Personal E-mail:

Gender:

Date of Birth:

Address Line 1:

Address Line 2:

Address Line 3:

City:

County:

Postcode:

Awaiting GMC Number: ☐

GMC Number: * (6 or 7 digits)

Help & Support:

Allocate Software PLC
1 Church Road
Richmond
TW9 2QU

Phone: 0844 4179512
Fax: 0844 4179512
E-mail: info@allocatesoftware.com
Web: www.allocatesoftware.com

Change your password

Passwords must be a minimum of six characters in length and contain at least one number.

New password: *

Re-enter new password: *

Logout

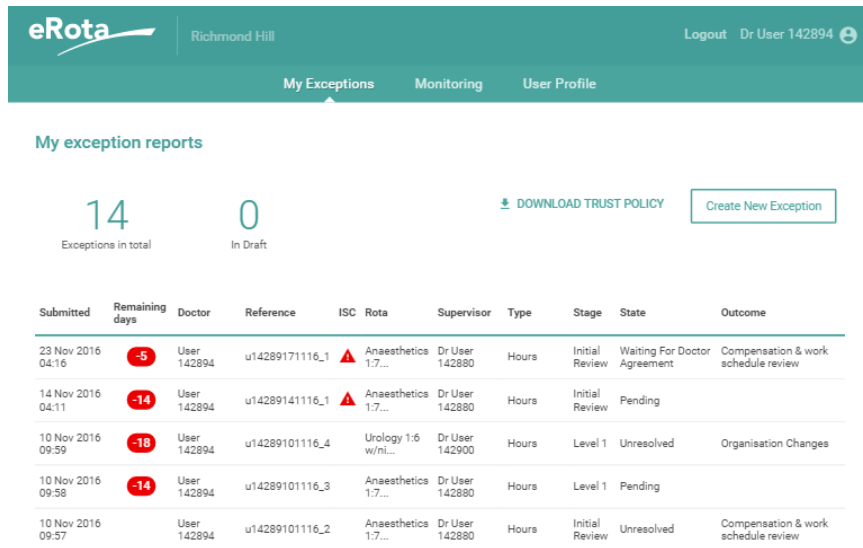
Save

The dashboard will list all of the exceptions that have been raised by you. From here you will also be able to create a new exception and download your organisation's policy if they have uploaded one.

The key metrics display your total exception reports created and those in draft that have been saved but not yet submitted to your supervisor.

The dashboard will display key information such as the submitted date, doctor name and the current stage of the report. In addition, you'll see the number of remaining days until the next decision needs to be made (by the organisation or yourself) and whether the report was linked to an immediate safety concern involving yourself or patients.

Click on any of the rows in the dashboard to view the individual exception report details.



After selecting the report you wish to view you will be taken through to the report itself, by selecting each of the stages to the right of the screen you will be able to view the information contained within each section, to navigate back to the dashboard simply select 'My Exceptions' from the top/centre of the screen:

Richmond Hill

Logout Dr User 142894

My Exceptions
Monitoring
User Profile

Exception Report – Dr User 142894

Reference code
u14289171116_1

Rota name
Anaesthetics 1:7 FY2 FS

Supervisor
Dr User 142880

Exception submitted on
23 Nov 2016 04:16

Exception episodes
9 November 2016 17:30
Difference in the hours of work
- Immediate safety concern

This episode occurred more than 7 days prior to submission and may be outside of the contractual requirements

17 November 2016 17:30
Difference in the hours of work
- Immediate safety concern

Variance from the work schedule
Schedule to finish at 17:30 but on both occasions was required to stay late due to patient related complications.

INITIAL REVIEW
LEVEL 1
LEVEL 2
FINAL

Initial review – Waiting for doctor agreement

Review meeting date
23 Nov 2016 03:15

Review meeting attendees
Dr Helen Kennedy
Dr Dave Jones
Mrs Alice Green

Review meeting notes
Productive meeting that discussed the current concerns in the department and the requirement to review the contracted finish times. Suggest that this progresses through to a work schedule review.

Related Attachments
Example revised work schedule.pdf [DOWNLOAD](#)

Review meeting outcome
Compensation & work schedule review Can you confirm your finish times on each occasion please?

Doctor agreement

After their review, your supervisor has recommended the outcome to be **compensation & work schedule review**.

To raise a new exception, click **create new exception** from your dashboard.

Rota Name: the name of your current rota (as defined by your medical staffing department in eRota; it may be displayed on your personalised work schedule).

Supervisor: the name of the person delegated to undertake the initial exception report review. Most often this will be your **Clinical Supervisor** or your **Educational Supervisor** whoever is responsible for your welfare and education in your current role.

Exception type: whether your exception relates to a difference in hours, difference in pattern of hours or education and training opportunities. A single exception report can only contain episodes relating to one type.

Exception date: the date on which the episode occurred. You will be notified on screen if the date falls outside of the contractual time limits for submission (7 days for pay 14 days for TOIL) but you will still be able to submit the exception regardless. **Please make reports as soon as possible** ideally on the day but certainly within 7 days of the incident if you hope to receive a payment.

Occurrence time: the approximate start time of the exception episode. This can be left at 00:00 if a start time is not appropriate for the episode.

Please be careful to RECORD ONLY THE ADDITIONAL EXTRA UNPLANNED TIME you have worked and not the total time you have worked.

If it is the first report you have submitted and are unsure how to complete it then ask for advice from the GOSW office Ex01253 953288 (**Ex 53288**)

eRota
Richmond Hill
Logout Dr User 142894

My Exceptions
Monitoring
User Profile

New Exception Report - Draft

Back To Exceptions

Rota Name*
Anaesthetics 1:7 FY2 FS

Supervisor*
Dr User 142880

Exception Type*
Difference in the hours of work

Exception date*	Occurrence time
9 Nov 2016	17:30
<input checked="" type="checkbox"/> Immediate safety concern	
⚠ This episode occurred more than 7 days prior to submission and may be outside of the contractual requirements	

Exception date*	Occurrence time
17 Nov 2016	17:30
<input checked="" type="checkbox"/> Immediate safety concern	

Variance from work schedule: enables you to define in more detail how your exception episodes differ from your planned work schedule. For example, you may wish to define your normal start and finish times to illustrate how your hours have increased.

Steps taken to resolve matters prior to escalation: enables you to record any conversations that may have taken place between yourself and a manager or other colleagues before recording the exception.

Immediate safety concern: enables you to flag whether you feel the episode resulted in a safety concern that affected yourself or patients.

*2016 TCS 05 Paragraph 16. Where an exception report indicates concern that there is an immediate and substantive risk to the safety of patients or of the doctor making the report, **this should be raised immediately (orally) by the doctor with the clinician responsible for the service** in which the risk is thought to be present (typically, this would be the head of service or the consultant on-call). The doctor must confirm such reports electronically to the educational supervisor (via an exception report) within 24 hours.*

Action buttons:

Submit: saves your exception and notifies the named supervisor, your organisation's administrators and guardian of safe working. Your director of medical education will also be notified if the exception type relates to education or training.

Save: saves your exception in a draft state for later submission.

Cancel: deletes your draft and returns you to the dashboard.

Richmond Hill

Logout Dr User 142894

My Exceptions
Monitoring
User Profile

New Exception Report - Draft

Back To Exceptions

Rota Name*
Anaesthetics 1:7 FY2 FS

Supervisor*
Dr User 142880

Exception Type*
Difference in the hours of work

Exception date* 9 Nov 2016	Occurrence time 17:30
<input checked="" type="checkbox"/> Immediate safety concern	
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Exception date* 17 Nov 2016	Occurrence time 17:30
<input checked="" type="checkbox"/> Immediate safety concern	

After submission your named supervisor will make an initial review of your exception report. Often this review will be carried out face-to-face and they will update the report with their initial review notes and any relevant attachments.

When an initial review decision has been made, you will receive an automated notification asking you to login and either agree or disagree with that decision; this should take place within 14 days.

Your disagreement will mean that the report will be highlighted to the GOSW or the DME. You or the GOSW/DME may wish to trigger a Work Schedule Review depending on the specific circumstances.

Occasionally, your supervisor may request additional information or clarity in your original submission. If so, you will receive an automated notification asking you to login. In this scenario, you will be able to fully edit the report to make the required changes before re-submitting.

Doctor agreement

After their review, your supervisor has recommended the outcome to be **compensation & work schedule review**.

Do you:

- ☒ Agree
- ☐ Disagree

Please note that on submit, your work schedule will be moved to the level 1 work schedule review stage.

✕ CANCEL

➤ SUBMIT

Converting the Outcome to TOIL or Payment

Please remember nothing can happen until you have gone back to the report and checked the box to say you agree with the outcome.

Outcome 'Payment':

Once per month the GOSW office will submit completed, closed and **agreed** Exception reports with a payment outcome directly to Pennine Payroll or the BFWHospitals NHS Trust Payroll department and the money will go directly into your wages. This will happen automatically but depending on the date within the pay cycle the payment may not appear in your next pay slip but in a subsequent one.

Outcome 'TOIL':

Your directorate (usually through your rota coordinator) is responsible for arranging a mutually convenient time to take TOIL. If all agree it is acceptable to accumulate TOIL and take it together as a half or full day. The GOSW office will check periodically that TOIL has been taken or a date agreed. If the TOIL has not been taken or a date agreed after 30 days of the agreed report then (with your consent) the GOSW office will convert the outcome to a payment and deal with it as above.

Outcome 'No Action'

There is still a benefit to individuals and the organisation to learn from all the reports you submit. It is especially helpful to accumulate evidence that highlights an ongoing problem or important issue of safety.

A report will be closed with no action if it is submitted more than 14 days after the occurrence of the incident in line with the 2016 TCS. It is therefore important that you submit reports as soon as possible and ideally on the same day.

What Happens to the Exception Reports ?

Your reports are overseen by the Director of Medical Education (DME) and the Guardian of Safe Working Hours (GOSW)

We discuss the pattern of reporting (not specific reports) at the Junior Doctors Forum

The GOSW submits a Quarterly and the DME an Annual report to the Trust Board which will include evidence from exception reporting.

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.

If exception reports provide evidence for a systemic problem in a particular area they are vital evidence which both the DME and GOSW use to help address those problems on your behalf.

If you are not happy with the outcome of Exception Reports and / or you or the DME / GOSW can see a pattern emerging then you can trigger a Work Schedule Review to formally review and address a problem.

You can also get involved by attending any of the Junior Doctor Meetings or by representing Junior Doctors on the Junior Doctor Forum.

For information contact the GOSW office at BFWHospitals NHS Foundation Trust.

GOSW@bfwhospitals.nhs.uk

01253 953288 (ex 53288)