



EXCEPTION REPORTING

By Eileen



Aim

- What is exception reporting
- When to exception report
- Why you should exception report
- How to exception report
- What happens after you submit a report

What is an exception report

- An exception report is a tool to allow trainees to flag up if your work performed has varied from your agreed work schedule
- This can be variance in hour worked or opportunities had
- Uses the 2016 Junior Doctor Contract

When to exception report

- differences in the total hours worked from what was set out in the work schedule,
- rest breaks not taken
 - *one 30-minute paid break for a shift more than five hours*
 - *a second 30-minute paid break for a shift more than nine hours*
 - *a third 30-minute paid break for night shifts of 12 or more hours*
- educational or training opportunities missed
- levels of support available during service commitments

Why you should exception report

- Allows recognition of jobs where roles do not have adequate staffing to allow staff to meet contract requirements
- If no exception reports received for a job role, it is assumed the job is suitable for trainees and meets requirements
- Allows you to get paid for extra hours worked/ breaks not taken alongside highlighting that they were missed
- Highlights to head of departments and rota coordinators if you are missing educational opportunities and then they should respond to this
- Overall, they allow for things to be improved for you and people taking over your job in the future

What if you're told not to exception report by a senior/ management

- Know that it is unacceptable that they request this
- Politely explain you will not need to report if the rota fits the contract guidance, but if needed you have a right to report
- If they still encourage not to report, please speak to Dr Ng or Dr Goldberg- they want to know and will back you up
- If this still feels daunting, please speak to your supervisors or Trish- we need to know, especially if it causes safety concerns

How to exception report

- You will have been emailed a login and password by the Guardian of Safe Working team to Allocate when starting at the Trust
- If you cannot find your login/ it does not work, please email them to get a new login
- <https://www.healthmedics.allocatehealthsuite.com/Core/?ReturnUrl=/ExceptionReporting/Doctor>
- Need to submit within 7 days of the shift for payment or within 14 days of the shift for TOIL, if it for extra time worked

HEALTHMEDICS OPTIMA

Login Details

 Your Username

 Your Password

Remember me

Login

[Forgotten your username/password?](#)

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New Exception Report

Rota Name *

Specialty *

Grade *


FY2

Supervisor *

Secondary Supervisor

Select your educational supervisor as a secondary supervisor if they are not the ones who will be actioning the exception report. The secondary supervisor will be notified of the exception raised.

Exception Type *

Exception date*	Occurrence time
	00:00
<input type="checkbox"/> Immediate safety concern 	

Variance from work schedule *

Rota Name *

FY2 2020 O&G Junior

Specialty *

Obstetrics and gynaecology

Grade *

FY2

Supervisor *

Dr Seema Sundaram

Secondary Supervisor

Select your educational supervisor as a secondary supervisor if they are not the ones who will be actioning the exception report. The secondary supervisor will be notified of the exception raised.

Difference in the hours of work

Difference in the pattern of hours worked

Difference in educational opportunities or available support

Difference in the support available during service commitments

Immediate safety concern



Variance from work schedule *

0/5000

Steps taken to resolve matters *

0/5000

* Indicates mandatory fields

➤ SUBMIT

📄 SAVE

⊗ CANCEL

🗑️ DELETE

FY2

Supervisor *

Dr Seema Sundaram

Secondary Supervisor

Select your educational supervisor as a secondary supervisor if they are not the ones who will be actioning the exception report. The secondary supervisor will be notified of the exception raised.

Exception Type *

Difference in the hours of work

Exception date*	Occurrence time
26 Feb 2021	17:00
<input type="radio"/> Overtime	
<input type="radio"/> Natural Breaks	
<input type="radio"/> Rest	
<input checked="" type="radio"/> None	
<input type="checkbox"/> Immediate safety concern	

Variance from work schedule *

0/5000

Steps taken to resolve matters *

0/5000

* Indicates mandatory fields

SUBMIT

SAVE

CANCEL

DELETE

Some of Molly's exception reports

Exception episodes

Difference in educational opportunities or available support
5 January 2021 08:00

Variance from the work schedule

I was due to have a full day of clinics (antenatal) as I had requested clinic time when starting the job as I felt it would be of educational benefit as I plan to be a GP. Due to short staffing, I was moved from clinic to the delivery suite on call SHO. Clinic opportunity is not too often on my rota (having attended only one half day so far), so I felt it was missed educational opportunity but understand why it was needed.

Steps taken to resolve matters

Consultant on call aware of staffing issues. New Locum registrar has now started post. I will hopefully have more clinics allocated as I requested as many as possible when starting the job.

Exception episodes

Difference in the hours of work
7 November 2020 08:45

Natural Breaks

Variance from the work schedule

No breaks take during long day shift. Second SHO shift not covered from 0900-1500 to support weekend work to do baby checks and PNW. Therefore I had to cover two peoples shifts, on what was a particularly bust day and as a result, patient care was delayed and I was unable to take any breaks during my shift from 0845-2115.

Steps taken to resolve matters

Registrar on call was aware of being very busy but herself did also not receive breaks. I managed to eat lunch whilst reviewing test results so did manage to have one meal during the shift but no true break time.

Exception episodes

Difference in the hours of work
29 October 2019 00:00

Overtime

Start: 17:00 Finish: 17:45
Normal time hours: 00:45 Night premium hours: 00:00

Variance from the work schedule

Due to rota shortage, I had to see half of the ward of ward round myself. Then in the afternoon the registrar and consultant from the other team had to attend clinic so another doctor from another ward was brought to help me. As he didn't know the patients at all, the phlebotomists cane late in the afternoon and due to having sick patients to see, we had to stay late to ensure all patients were left safely.

Steps taken to resolve matters

I am unable to resolve short staffing myself but have highlighted the issue to consultants in the department and as tomorrow short staffing is expected, it has been arranged for a doctor to come to help for the whole day which will be more useful as they will know some of the ward.

What happens after you've submitted an exception report

- Report is sent to GOSW team and your supervisor who you nominated in the report
- Department you work in is notified of the report but does not influence the outcome
- Your supervisor has 7 days to review and resolve the report, otherwise it is flagged to Dr Ng and he may resolve it
- Solutions depend on report type and your wishes
 - *For extra hours/ breaks missed, can ask for TOIL or payment (enhanced rate will be given for out of hours too)*
 - *For educational opportunities missed or difference in support available, it will be fed back to the department (usually HOD or educational lead)*
 - *If certain criteria met, fines will be levied against the hospital*

What happens after you've submitted an exception report

- Depending on your supervisor, you may wish to contact them to let them know if you want TOIL or payment and also to discuss the case
- If it is a case with immediate safety concerns, DATIX should be completed and you should contact your supervisor urgently
- Once your supervisor has resolved the case, it is sent back to you to ensure you agree with the outcome
 - *If you do not agree, you will need to contact GOSW team/ Dr Ng*

Summary

- We should all be exception reporting any circumstances that breach the Junior Doctor Contract
- Help is available from the GOSW team if needed
- Completing suitable exception reports will help improve training for yourself and others following you into the job
- You are protecting yourself by highlighting issues in the training programme
- There should be no negative outcomes from you submitting a report, if there is, Dr Ng wants to know and will back you up

Thankyou for listening

- Any questions?