

Policy for Duty Doctors undertaking Home Working Shifts

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Responsible Committee: Clinical Governance
Committee

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Comments (details of change):

1. Introduction

Home-working shifts allow duty doctors to work remotely using SELDOC configured laptops.

There are generally two types of home-working shifts – ‘Set shifts’ when Duty Doctors work a full shift and ‘Standby shifts’ when Duty Doctors will be asked to start working by the shift coordinator during the standby shift times.

2. Pre-requisites

All duty doctors using SELDOC equipment remotely, to connect to networked services of SELDOC are subject to the requirements of NHS Information Governance policy, set out in [Appendix 1](#).

Duty doctors must have access to broadband connection. All homeworking laptops have wireless capabilities and therefore can be connected to a broadband router either wirelessly or through the provided network cable.

There should be a working area from which the duty doctor can make and receive calls, undisturbed, recognising the confidential nature of the information transmitted.

The responsibility for maintaining patient confidentiality when working remotely lies with the duty doctor, and the duty doctor will be held liable by SELDOC for any breach of patient confidentiality.

Laptops will be delivered and/or collected weekly from a duty doctor’s surgery premises. Duty doctors should ensure the security of the equipment once the laptop is delivered and it is in their possession, and are responsible for any loss of equipment when in their care.

3. Allocation of shifts

Home-working shifts will be offered on Rotamaster.

4. Home-working on duty requirements

The lap top bag contains-

- Instruction sheet

- Laptop
- Leads and power cable
- Security fob
- Headphone/microphone

Duty doctors undertaking home working shifts are required to be available for the whole period of the shift.

Duty doctors must log on 5 minutes before the beginning of their shift and remain logged on throughout the duration of the shift. They will then be visible on the On-line clinician screen.

For a stand-by homeworking shift the supervisor will make contact with the duty doctor by phone on the number(s) held by SELDOC when they are required to start taking calls. The doctor must be in a position to set up and log-on within 10 minutes of being contacted.

Advice calls should be dealt with following the normal SELDOC protocols.

All calls should be recorded on Aداstra as a consultation, as per working in the base setting.

When the supervisor no longer requires the input of the standby home-working duty doctor, they will contact them, by telephone or via message on Aداstra and ask them to stop working, but the duty doctor should not log off until then end of their shift period.

5. Call Recording

All telephone calls to patients MUST be recorded.

Mitel Soft phones are installed onto each of the home working laptops to record outbound calls. The soft phones should always be used to make outgoing calls to patients. Please refer to [Appendix 2](#) for soft phone instructions. Note, the OPEX number is not required when using the soft phones.

In the rare event that soft phones cannot be used and you need to call from your home phone or mobile, the OPEX access number should be dialled first. Dial the OPEX access number, **01324 745202**, wait for a second dial tone, and then dial the required destination number (without pressing 'Send' again on a mobile phone). This will work from any phone, mobile and home phones. **Please note, a pin number is required to use the OPEX number which can be obtained from the shift supervisor.**

7. Prescriptions

If a patient requires a prescription the duty doctor should follow the instructions set out in Appendix 3. They should advise the patient of the medication they would recommend; ask where the patient would like to collect the prescription and record the details of the pharmacy in the consultation screen.

The call will then go back into the advice call queue for a base doctor working at the Dulwich site to review the prescription and if they agree with the prescription, they will print the prescription, sign it and pass it to the shift supervisor for transmission to the nominated pharmacy.

Home working doctors should be mindful that their colleague at base in signing the prescription are legally responsible and will need to be assured that the medical history is sufficiently detailed. The patient should be advised that if any further clarification is required the base duty doctor may contact them.

Full details are set out in [Appendix 3](#)

8. Use of laptops

The designated lap-tops are solely for the purpose of home-working and no other activity, including downloading information from the internet or connecting the lap-top to another device. It is strictly forbidden to use any USB, memory stick or hard disc storage with the laptop, or to download any programs to the laptop. Any duty doctor who misuses a laptop in this way will be liable to SELDOC for any remedial actions required to restore functionality of the laptop.

SELDOC equipment is made available solely for SELDOC duties and therefore the duty doctor holds no right or authority to make the equipment or the data available to a third party.

It is the responsibility of the duty doctor therefore to ensure all reasonable steps are taken to protect the integrity of SELDOC, in ensuring this equipment is not made available to any unauthorised user, whilst the information held or stored on this equipment is protected at all times.

9. Payment

Home working shifts are paid as follows:

1.Set shifts

Homeworkers are paid at the shift rate for providing services throughout the whole shift.

2.Standby homeworking shifts

A stand-by fee, equivalent to one hour's pay for working at base, is paid for availability for a whole shift.

Thereafter payment is made in 15 minute blocks for the time the Duty Doctor was active. This time period will be determined and recorded by the shift co-ordinator.

Payments will be paid in arrears as per payments to duty doctors for all shifts. Duty doctors are responsible for verifying their working times on Rotamaster when requested to do so to ensure payment.

10.Exceptional circumstances

In exceptional circumstances, duty doctors rostered for home-working shifts may be called to work from base.

NHS Information governance

It is the responsibility of the home worker to maintain their home working environment in conformance with the organisation policies and agreement permitting their home working.

The home worker should be made fully aware of their information governance responsibilities in respect of:

- Using functions that underpin the security of their home working, including provided access and log-on tokens.
- Confidentiality of the systems and ensuring safe security modes when the laptop is left unattended.

Failure by duty doctors to observe and maintain their home working agreement may result in their home working facility being withdrawn.

It is the responsibility of the IM&T manager to ensure that the organisation's infrastructure is maintained in a technically secure manner that would reasonably prevent a security breach arising from a home worker's location.

Once all the above necessary steps have been satisfied the home working arrangements agreed may be made operational.

Please note that other NHS IG codes of practice and good practice guidance for information governance security management, the use of data encryption tools and for the security of permitted removable media remain applicable and should be followed.

Random audit spot checks may be carried out to ensure this home working policy is complied with, and the agreement with the home worker should clearly specify that this may occur. Any compliance issues will be reported to the line managers concerned and may be handled through staff disciplinary processes or contractual arrangements.

All untoward incidents involving the use of home working facilities must be reported to the Operations team during normal working hours, or the Manager on call during the out-of-hours period immediately.

Adastra is responsible for the local definition of network, infrastructure and PC information security requirements and for the supply and configuration of all computing equipment provided by the organisation. This will include network connectivity and support for approved services.

Operations/IM&T managers will provide guidance to the home worker on all relevant security policies. In the first instance, staff should refer to the security policies available on the SELDOC shared network.

The home worker is responsible for ensuring that their home contents insurance cover extends to all provided equipment belonging to the organisation.

IG Security Procedures for home working:

The home worker's proposed working environment(s) should be considered and where necessary surveyed, and any perceived IG risks assessed to help inform consideration of home working options. The findings of this consideration or survey process and any associated risks should be documented, so that appropriate control measures may be reviewed.

Where the proposed home working arrangements involve the use of personal or shared computing resources, it must be noted the IG risks of doing so may outweigh any operational advantage of home working.

For all home working scenarios, consideration of risks must be made and should take account of the potential to:

- accidentally breach patient confidentiality;
- disclose other sensitive data of the organisation to unauthorised individuals;
- loss or damage of critical business data;
- damage the organisation's infrastructure and e-services through spread of untrapped malicious code such as viruses;
- create a hacking opportunity through an unauthorised internet access point;
- misuse data through uncontrolled use of removable media such as digital memory sticks and other media;
- cause other operational or reputational damage.

When a home working agreement is possible the purpose, terms and conditions should be formally reviewed and agreed by the home worker. A reference copy of this agreement must be provided to the home worker. All such home working agreements should be reviewed periodically for their continued applicability.

Steps should then be taken to define, agree and implement the environmental security controls deemed necessary. The IM&T manager should maintain records of all such assessments, surveys, related decisions, agreements and implementation plans.

MITEL SOFT PHONES Instruction to Home Worker

Call Recording – This is done in the interest of safety for both parties

Once the home working laptop has loaded the welcome screen, you will be required to press **Ctrl + Alt + Delete** to be presented with the windows login screen.

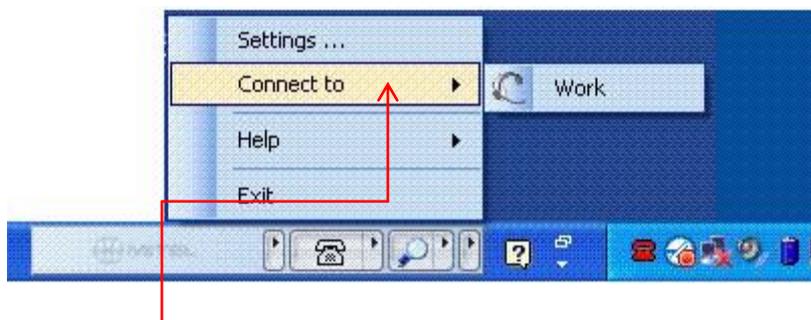
Username: **Doctor1-20** (This will be automatically entered)
(The number of the laptop is attached to the laptop bag. This should also be the same number that's on the back of the security Safeword token)

Password: **adastra**

Once logged onto the windows main screen, connect the pair of head phones to the usb port in the laptop.

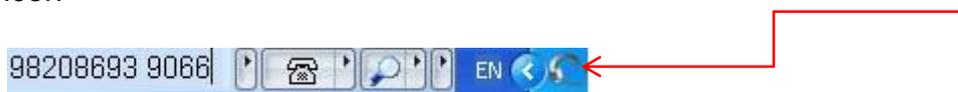


Click on the arrow head next to magnifying glass which is on the right-hand side of your task bar



Click on connect to and select work

Once successfully connected the phone icon on the task bar will change to a headset icon



Type 9 before the phone number you wish to call on the blank field on the Mitel control panel. To make the call press enter or press the phone sign on the task bar / to hang-up press on the phone icon again.

Please Note: You do not require entering the OPEX access number first. You make calls just as you would do from base. This will ensure that all your calls get recorded in the standard way.

Appendix 3

How to generate a prescription duty doctors working from home or remote sites

- 1) Start a consultation the usual way. If a prescription is required click on **Delivery button** as you normally would
- 2) Fill and complete a prescription using the normal 'Prescribe' screen as you normally would
- 3) Click **Finished** when you have completed the prescription.
- 4) Click **Store for Later** button as you normally would.
- 5) You will now be prompted to enter the details of the pharmacy to send the prescription to.

Currently, the pharmacy details are captured in the consultation notes screen as free text. Clicking on **Next** will take you back to the Consultation screen.

- 6) Finish the consultation by clicking on the standard **Finish** button.

Please note, before finishing the consultation advise the patient that they may receive a phone call from another SELDOC doctor to clarify any additional points before the prescription is sent to the chemist.

- 7) The Case is then sent back to the online clinician screen, with the Case Tag Description clearly indicating this is a home-worker prescription, and highlighted in blue.

- These HW/Remote Prescription cases will not be visible to the Home or remote working clinicians and would be only available to be viewed by Dulwich Base clinicians.
- These HW/Remote Prescription cases will be prioritised by 'Priority' and 'Entry' date. This will ensure that these HW/Remote calls always reside beneath more urgent B calls but sit above more recent routine C calls, in order that they can be dealt with in a timely manner.
- **These cases do not form part of our Target times although they should be dealt with expediently. If you notice there are 'B' or 'C' calls that are close to exceeding the breach limits please deal with these first.

For Dulwich Base Doctors

- 8) Base clinicians should then select a HW Prescription case from the On-Line Clinician (OLC) screen above. You will then be presented with the standard Patients Details screen, but with an additional tab for **Prescribing**. All the clinical notes from the HW/Remote Doctor who initiated the prescription will be viewable under Current Consultation.
- 9) Clicking on the **Prescribing** tab shows the details of the pharmacy entered by the HW clinician. This should be noted on the plain paper side of the prescription when it is printed out.
- 10) The base doctor can now review the home/remote worker clinical notes from the Current Consultation tab and click on the Prescribe button to print the prescription if they are satisfied that the prescription is appropriate.
- 11) The base doctor can now Print the prescription and Finish case, or update existing consultation notes, and if necessary, contact the Patient or HW/remote clinician. The prescription needs to be passed on to the supervisor to be faxed.