

Out of Hours Training Policy

July | 2018

Responsible Committee: Quality Committee

Date Effective: July 2018

Supersedes: April 2017

Next Review Done: July 2021

Version Number: 3.0

Comments (details of change):

Introduction

The policy provides an outline of how SELDOC responds to its obligation to provide OOHs experience to GPSTs.

All training provided should be in line with Healthy Education England guidelines.

SELDOC's first priority is to provide safe and effective clinical care to its patients and to comply with its contractual requirements. This involves balancing adequate manpower to meet service requirements, offering sufficient shifts to non-training GP's and fulfilling its commitment to training.

SELDOC is committed to providing educational opportunities for GP Specialty Trainees (GPSTs) to gain the required experience of Out of Hours care to practice independently, effectively and safely on completing their training.

SELDOC will work with local General Practice Specialty Vocational Training Schemes, Health Education England, GP trainers, FY2 supervisors and other accredited clinical supervisors to ensure that GPSTs can gain this experience.

Background

Currently SELDOC provides training for all of the GPST schemes across the 7 Boroughs. Each has its own Programme Directors and half day release educational schemes.

GPSTs need to undertake one six-hour session in Out of Hours work for each month they are in a GP placement.

Other trainees who are not GPSTs e.g. FY2 Doctors, are not obliged to undertake training in Out of Hours work but may wish to attend shifts to gain experience.

Current Process

Induction

All duty doctors, trainers and GPST's are required to undertake an induction session prior to working for SELDOC. Log-on's will be issued at the induction session.

SELDOC undertakes to offer induction sessions for each vocational training scheme as and when the trainees start their training year, most will be carried out during the month of August

Programme Directors are requested to agree dates for training sessions with the Operations Team at least 3 months in advance. The Operations Team will attend the agreed venue to run the training session, using laptops if the induction is not being held at the Dulwich base.

Once the dates are confirmed the Programme Directors for each scheme will send GPSTs the dates and registration forms to be completed and returned to seldoc.training@nhs.net. Although each scheme may nominate a preferred afternoon, the induction is open to all GPST's within the SELDOC area. Places are booked by the operations team on a first come basis

At the end of the induction GPSTs will be issued with a user name and password for Adastra and Rota master. Rota master will enable them to book sessions on-line.

Trainers

All trainers and supervisor must be approved by Health Education England (formerly The London Deanery) to undertake OOH GPST. Introduction to Teaching for Primary Care Out of Hours courses are run by HEE at least twice a year.

Associate directors are request to promote Out of Hours training amongst the training fraternity and when approving new trainers and educational supervisors.

GPSTs

GPSTs outside LSL and SWL (Sutton, Merton, Wandsworth and Kingston) are not eligible to undertake out of hours training at SELDOC.

ST4s

ST4s who have completed their training in general practice, have obtained the competencies required for MRCGP, but do not receive their certificate of completion of training until the end of their ST4 year, will be able to work for SELDOC under the supervision of a trainer.

The number of GPSTs who can work at SELDOC during any one shift is limited by the availability of work stations and consulting rooms, and the need to ensure that we continue to be compliant with mandatory National Quality Requirements

The shift supervisor is charged with ensuring that the service runs safely, smoothly and meets contractual obligations. Trainers should liaise with the duty supervisor on arrival and through the shift period to ensure an adequate balance is being met.

During operational hours the shift supervisor will have the final say on the allocation of work stations and consultation rooms for training. In instances where service demands may impact patient safety or achieving service requirements, supervisors may ask trainers to work differently or suspend training activities until it is appropriate to resume training.

Education & Training Rota

The Education & Training Rota (Training Rota) is a fixed rota and is published in two phases.

Phase I: Trainers and Clinical Supervisors (Trainers) bid for shifts.

Phase II: GPST's bid for shifts.

Phase I – Trainers & Supervisors Rota

The Education & Training Rota is a separate rota which is published approximately 1 month ahead of SELDOC's main duty doctor rota.

Trainers are notified by email that a new rota is available. Shifts are allocated to trainers on a first come basis. These shifts are not restricted but are monitored to allow all trainers to part take.

The shift fee is enhanced for trainers. This covers debriefing and any over-run of the session.

Where there is a session that is under subscribed or no registrar confirmed, the trainer will be requested to undertake the shift as directed by the Duty Supervisor. An email will be sent to inform the trainer of the shift conversion where possible.

Trainers are responsible for confirmed shifts. If they can't fulfil their obligation it is their responsibility to find another trainer.

In unforeseen circumstances when shifts need to be cancelled, or at risk of being cancelled, trainers should contact SELDOC as soon as possible by email: seldoc.operations@nhs.net or by telephone.

Phase II - GPST Rota

When a new rota is published, registrars will be sent a broadcast email inviting them to log their availabilities for the first allocation. The rota will be closed on the date outlined in the email and an auto allocation process will take place to ensure a fair allocation of shifts.

The rota will then be re-opened and registrars will have the opportunity to check their rota and, for those who have not been allocated a shift, to re-apply for available shifts. The rota will remain open for a further 5 days and close for the second allocation process to take place.

During the allocation process each registrar is allowed 1 session a month, rising to a maximum of 2 sessions a month after the first allocation process. Requests from registrars for more than 2 shifts per month will be flagged to their Programme director for authorisation.

Registrars are not supernumerary and are part of the duty rota. All lateness and non-attendance to SELDOC shifts is reported to the Programme Directors of each scheme. Programme Directors are asked to act appropriately on this information.

Choice of shifts

SELDOC currently offers a range of shift times and days to accommodate both trainers and trainees, they include both base (telephone and base consultations) together with home visiting.

Trainers who apply for **mobile shifts** within the main duty doctor rota (i.e. outside of the training rota) can request for their GPSTs to attend the shift with them by emailing seldoc.operations@nhs.net giving the full name of the registrar together with the date

All base shifts allow for 3 GPSTs to attend per trainer. Mobile shifts allow for 2 GPSTs to accompany a trainer in the car for home visits.

All personnel must be listed on the duty rota to attend SELDOC when the service is operational, those not listed will not be able to stay.

Recording Learning and concerns

GPSTs should log onto their e-portfolio at the start of their training session and should record any feedback on the e-portfolio directly at the end of the session.

If the GPST cannot gain access to the e-portfolio, then hard copy feedback forms should be printed by the GPST and completed, this is available as a link from Adastra.

The Trainer/Supervisor is responsible for raising any issues of concern directly with the GPST's home trainer in a timely fashion.

Clinical Governance

GPST's are fully trained doctors. They are responsible for the clinical care that they provide and would legally be seen to be so. However, the trainer does hold a level of responsibility, especially if the GPR is able to argue that they were not being supervised properly or they were being asked to do things that were beyond their competence.

SELDOC is able to provide the training opportunity but is not able to take clinical responsibility for the work of a GPST or the level of supervision they receive.

Should any complaints be received regarding the clinical care of a case involving a GPST, SELDOC will contact the SELDOC Trainer/Supervisor who was supervising that shift. The Trainer/Supervisor is responsible for liaising with the GPSTs home trainer and through them the GPST. The Trainer/Supervisor, the home trainer and the GPST are all jointly responsible to SELDOC in working towards a satisfactory resolution of the complaint. Copies of SELDOC's complaints policy are available on request.

Review

SELDOC is committed to continuing to support the development and improvement of the educational experience at SELDOC for GPSTs and other trainees.

SELDOC undertakes to listen and respond to any feedback given by SELDOC Supervisors re their experiences of training at SELDOC, which should be done using the Clinician's Feedback Form or via e-mail directly to the Operations Team.