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Meeting	Trust Board Meeting - Shrewsbury and Telford Hospital NHS Trust
Paper Title	Guardian of Safe Working Hours (GoSW) Quarterly Report for Shrewsbury and Telford Hospital NHS Trust and Shropshire Community Health NHS Trust
Date of meeting	Thursday 30 th May 2019
Date paper was written	Monday 20 th May 2019
Responsible Director	Dr Edwin Borman
Author	Dr Bridget Barrowclough
Executive Summary	
<p>The 2016 Junior Doctor Contract was implemented in October 2016 and all trainees in the Trust are now employed under its Terms and conditions.</p> <p>The Exception Reporting process gives trainees the opportunity to highlight variations from their contractually agreed service requirements and educational activities.</p> <p>The GoSW has oversight of all Exception Reports and is responsible for monitoring compliance to the process. Safety issues identified in these reports are escalated to the responsible care group director and the Medical Director.</p> <p>The GoSW reports to the Medical Director monthly, and the LNC and Workforce Committee quarterly.</p> <p>An electronic system is in place in the Trust to report instances: where hours are worked outside of safe working; limits as determined by the TCS; where breaks are missed; where there are deficiencies in service; and missed educational opportunities.</p> <p>This report contains details of the Exception Reports by department, grade and type with outcomes reached for the past quarter – 1st February – 30th April 2019 – together with activities and issues arising during the reporting cycle.</p> <p>Twenty-four Exception Reports have been received this quarter.</p> <p>Where Exception Reports identify excess time worked, time off in lieu remains the preferred option to enable Junior doctors to remain within their safe working hours. When this is not possible because of</p>	

service demands, financial reimbursement is authorised.

Junior Doctor Contract Forums continue to be held at least quarterly. These are augmented by “drop in” sessions for those unable to attend the forums.

The GoSW attended the regional network of GoSW this quarter at which local practices were shared.

Actions for approval arising from previous report to Workforce Committee Meeting

Allocation of additional hours to GoSW and GoSW administrator (see main paper GoSW Activities point 2.)

For additional information please refer to appendices in Information pack

Recommendation

The Board is asked to read and note this report.

Previously considered by

This report has been previously considered by the Workforce Committee which was held Monday 20th May 2019.

The Board is asked to:

<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Guardian of Safe Working Hours (GoSW) Quarterly Report for the Shrewsbury and Telford

NHS Trust (SaTH) and the Shropshire Community Health NHS Trust

1st February – 30th April 2019

Background

The 2016 Junior Doctor Contract was implemented in October 2016 and all trainees in the Trust are now employed under its Terms and Conditions.

The Exception Reporting process gives trainees the opportunity to highlight variations from their contractually agreed service requirements and educational activities.

The GoSW has oversight of all Exception Reports and is responsible for monitoring compliance to the process, safety issues identified in these reports are escalated to the responsible care group director and the Medical Director.

The GoSW reports to the Medical Director monthly, and to the Board and the LNC quarterly.

An electronic system is in place in the Trust to report instances: where hours are worked outside of safe working limits as determined by the TCS; where breaks are missed; where there are deficiencies in service; and missed educational opportunities.

The Guardian receives and monitors Exception Reports from those trainees hosted by the Shropshire Community NHS Trust.

High level data

Number of doctors / dentists in training on the 2016 TCS	209
Number of doctors / dentists in training not on the 2016 TCS	0
Number of GP Trainees hosted by the Trust	29
Number of trainee doctors in the Community	3
Number of Exception Reports this quarter	24
Number of reports received by trainees in the Community	0
Job plan for GoSW (PA / week)	1.5

Summary

Twenty-four Exception Reports were received in this quarter, none of which were submitted by trainee doctors from the Community.

Unscheduled Care Group

There were 3 Exception Reports in Unscheduled Care – 2 in Medicine and 1 in Care of the Elderly.

These reports describe acts that potentially compromised patient and doctor safety.

All Exception Reports were escalated to the Medical Director and Care Group Director.

Concerns regarding standard of care provided, the rota gaps and the shortage of time allocated to complete work are themes raised in Exception Reports and in Junior Doctor Forums. There are additional concerns regarding the impact on the training experience of doctors as a consequence of them being moved at short notice between teams to provide cover for colleague's absence, illness and other rota gaps. Further concerns were raised regarding the process of communication to the Junior Doctors of plans for the management of either short or long-term notice of rota gaps. There appears a lack of clarity in this process.

Scheduled Care Group

Twenty Exception Reports were received in surgery.

These Exception Reports highlight a concern previously identified in a Junior Doctor Forum and at drop in sessions that staffing levels should be increased on the colorectal team. Subsequently the GoSW met with the Surgical Clinical Tutor who agreed to refer the issue to Clinical Governance. Feedback on the outcome of that discussion is pending and the GoSW will meet with the Care Group Director as soon as possible.

Trainees have expressed concerns that rota gaps lead to potential transgressions in the quality of patient care.

Trauma and Orthopaedics

One report in Trauma and Orthopaedics resulted in recognition of time financial reimbursement for a handover session not previously included in the rota.

GoSW Activities

1. Drop in session have been held at both RSH and PRH. The sessions were sponsored by the BMA who provided food. Both events were well attended by more than 25 doctors of all Grades including: Locally Employed doctors (LEDs), Speciality doctors and Keele Medical Students. These meetings were also supported by The Freedom to Speak Up Guardian and the Medical Director.

These meetings will be repeated in the next quarter.

Feedback regarding the events has been positive.

2. Discussions have been held to establish the steps necessary to ensure our Locally Employed Doctors receive educational opportunities and safe rostering and the ability to Exception Report variations from work schedules as do their trainee colleagues.

At the current time it is understood that a further 80+ doctors will be included in the Exception Reporting system because of this change. The GoSW welcomes this initiative and would like the Board to consider the impact of this increase in the number of doctors enrolled in the Exception Reporting process, and asks that the Board consider additional time for the GoSW and the GoSW administrator.

3. Junior Doctors Forums continue to be held at regular (no less than 3 monthly) intervals. Attendance remains low but those present used the platform to raise actionable concerns. Exception Reports received have been discussed in these meetings.

The minutes of all forums are circulated to all trainees as a means of feedback. The GoSW has introduced a newsletter to be circulated at regular intervals in the future.

4. The GoSW confirms that the weekend cover shift for Surgical Registrars has been extended with time compensated in a revised work schedule. These were hours which were previously being worked without recognition. It is therefore likely that this has not had a significant impact on workload.
5. The GoSW reported details of all reports in unscheduled care in the past quarter to the Work Force Committee held on 20th May.
6. The GoSW attended the Senior Medical Leadership Team Meeting to relay concerns regarding Exception Reports on 21st May.
7. The GoSW meets regularly with the Director of Medical Education and Medical staffing to share information.

Summary

Exception Reporting levels remain low in the Trust – this quarter 24 Exception Reports have been received and actions initiated.

A small number of the reports highlighted concerns at the standard of patient care delivered as a consequence of staffing shortages and Junior Doctor workload. There is a shortfall in Junior Doctor numbers – vacancies are listed in the appendix. Any vacancy will have an impact on the workload of the remaining staff.

In addition, there are reports relating to acute shortages resulting from unfilled shifts due to sickness or relocation of staff.

Trainee rotas are compliant when set. However, it remains difficult to confirm continued compliance with the Junior Doctor contract when accounting for the provision of cover for acute gaps in the rota described above. Consideration should be given for a new system to allow for organic tracking of staffing levels.

The GoSW continues to work with both Junior Doctors and Senior Colleagues to achieve cultural improvements to reinforce the Exception Reporting process.

Data

The data regarding Vacancies, Locum work by Trainees and Locum Bookings are itemised in the appendices 1-10.

Recommendation

The Board is asked to read and note this report.