



Creating the new Junior Doctors intranet page

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Introduction

- ▶ Wide use of SaTH intranet on daily basis
 - ▶ Guidelines, contact details, news etc.
- ▶ Different departmental pages
- ▶ No dedicated Junior Doctor page

Aim

- ▶ To Improve the work efficiency
- ▶ To allow more time for doctors to engage with patients
- ▶ To deliver more efficient care to patients
- ▶ To eliminate waste at workplace

Why?

- ▶ Current navigation through intranet to find guidelines is difficult and time consuming
- ▶ Negative feedback from Junior Doctors on navigation capabilities of intranet page
- ▶ Need to create a more efficient working environment

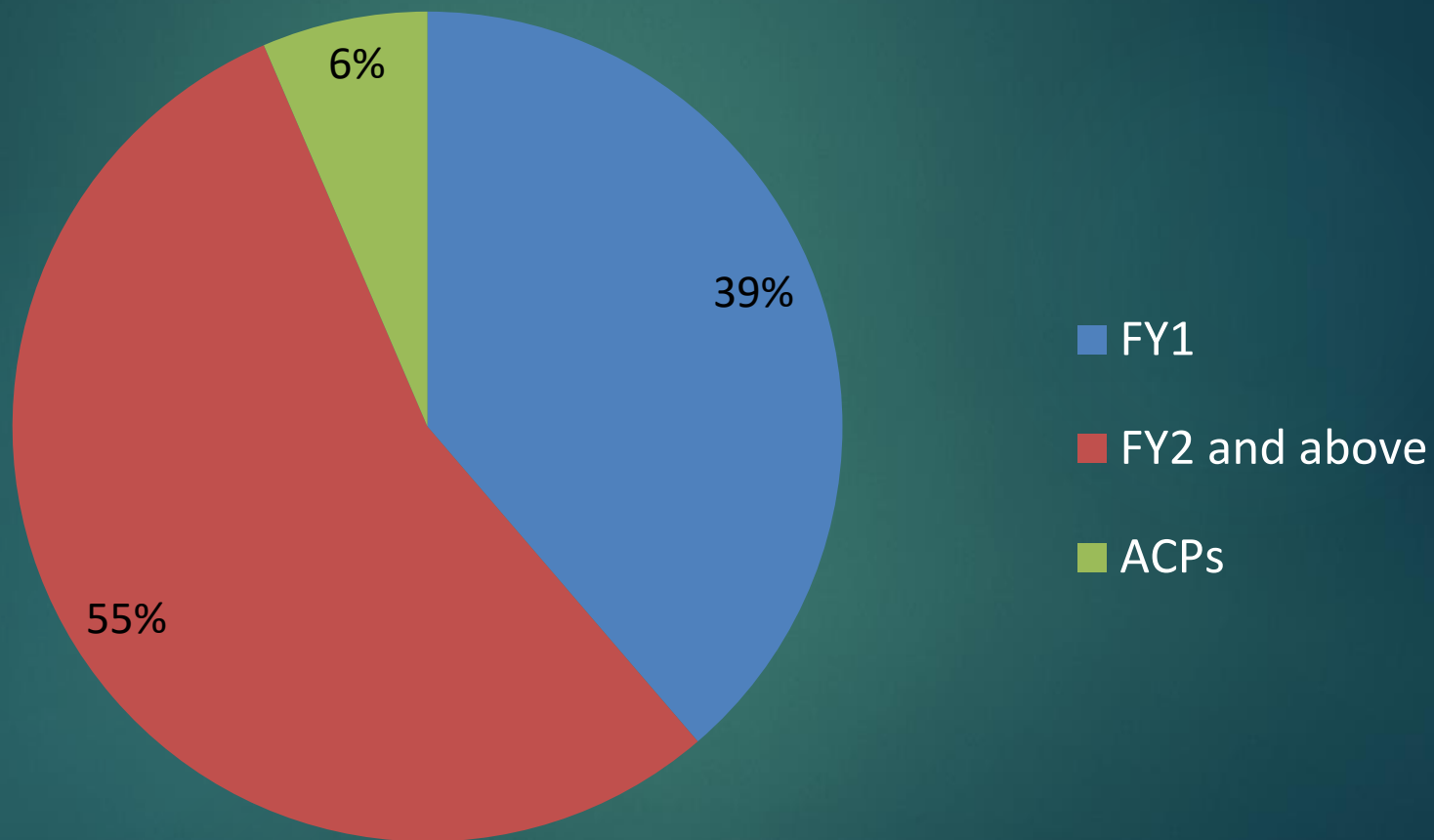
How?

- ▶ Survey of 32 clinicians including Advanced Clinical Practitioners at Sath (RSH)
 - ▶ In clinical settings
 - ▶ Ward, clinic, Emergency Department
- ▶ Collected response data
- ▶ Evaluated data and designed web page based on responses

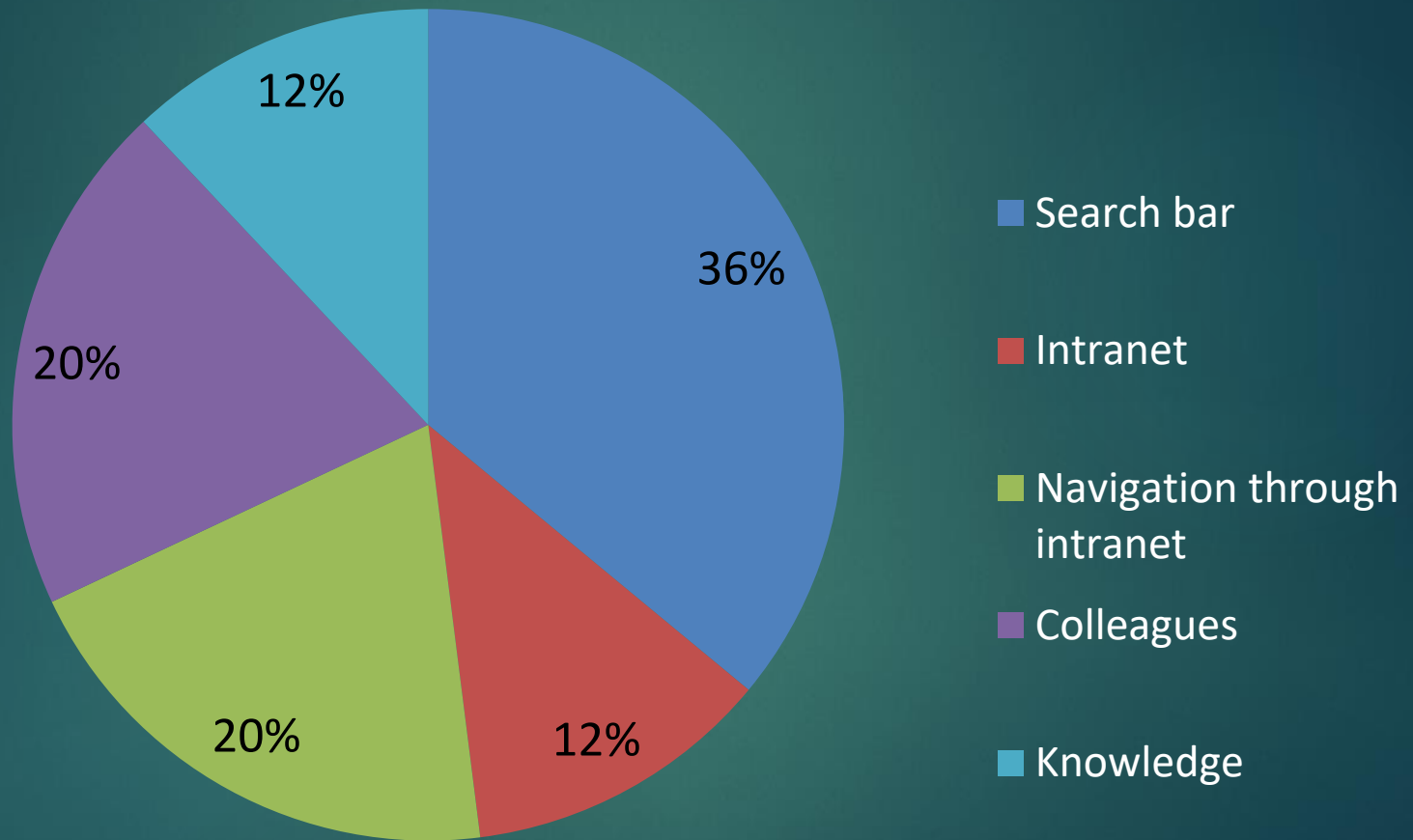
Survey

- ▶ Do you access clinical guidelines on the intranet?
- ▶ Are you aware of the "clinical guidelines" link on the intranet?
- ▶ How do you find guidelines?
- ▶ As a junior doctor, which of the following guidelines do you feel you would or do commonly use?
- ▶ Do you think a Junior Doctors' clinical guidelines link with common guidelines would help you during your day to day work/on-call shifts?

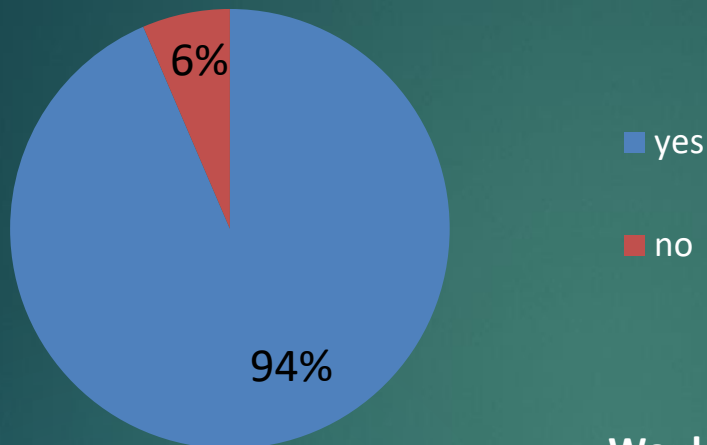
**Junior clinicians surveyed
(n = 31)**



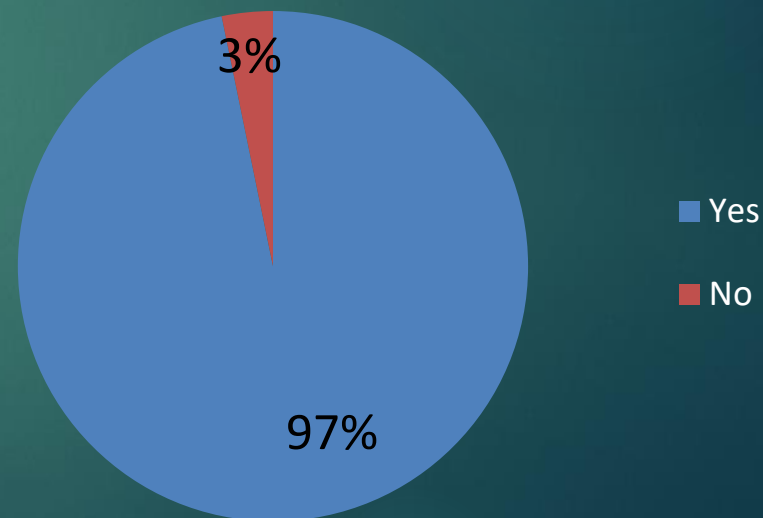
How do you find guidelines?



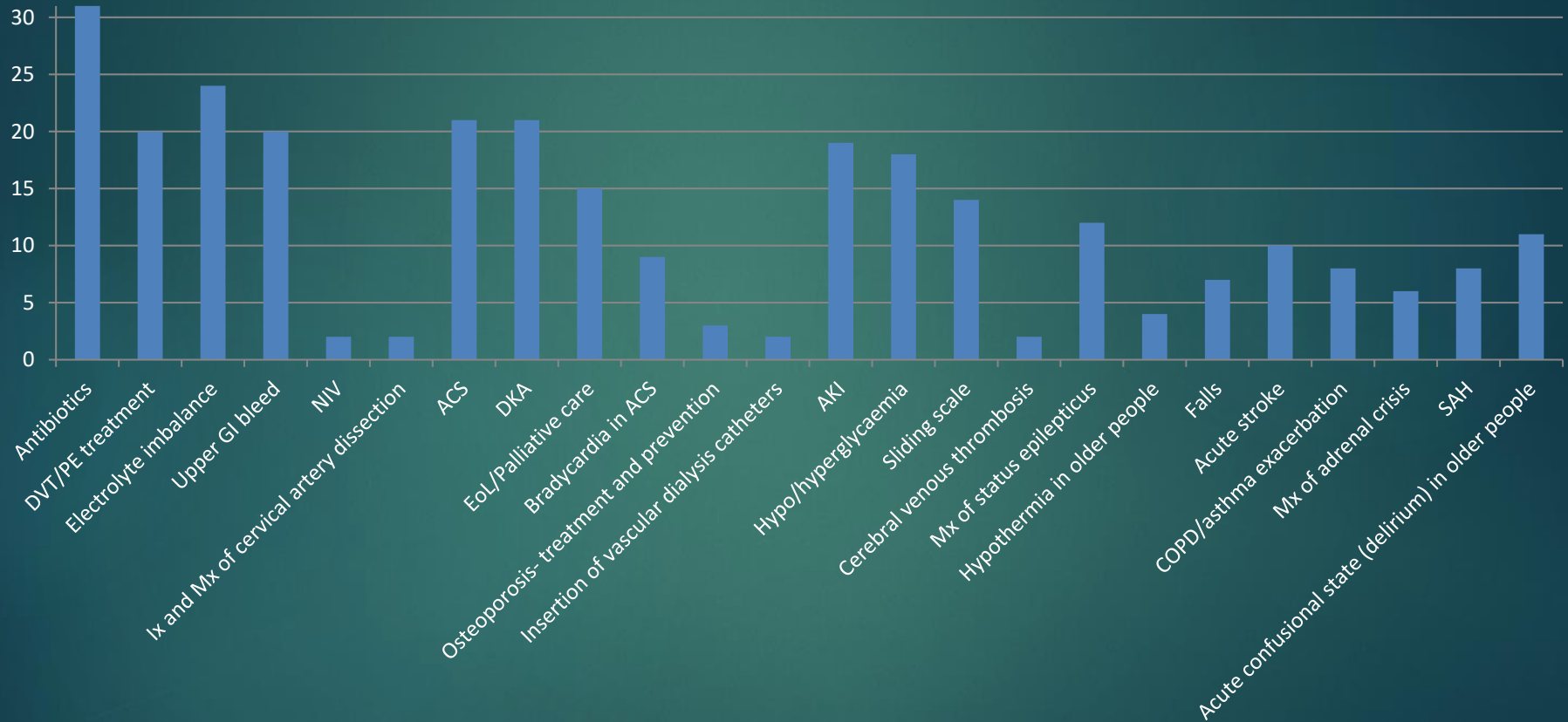
Are you aware of the "clinical guidelines" link on the intranet?



Would you find a Junior Doctors' intranet page useful?



As a junior doctor, which of the following guidelines do you feel you would or do commonly use?



Comments

- ▶ "Navigation - very difficult"
- ▶ "I navigate through clinical services and departments on intranet"
- ▶ "Please improve access to guidelines, have been requesting for years"
- ▶ "Clinical guidelines disorganised and incomplete, improvement in systems would be useful"
- ▶ "Took me and another doctor almost 15minute to find the tinzaparin guidelines for DVT/PE"

Design of the page

1. Draft web page design
2. Liaise with new Medical Director - Dr Arne Rose
3. Meeting with SaTH web development team – Sally Orrell
4. Feedback initial web design with junior doctors
5. Implemented new Intranet page – 30/7/19



<http://intranet.sath.nhs.uk/juniordoctors/default.asp>

SaTH

Escalation Levels

The Trust escalation level at 9am on 1 August 2019 is displayed below. Escalation levels are normally updated circa 9am and 5pm Monday-Friday. Please be aware that the level may have changed by the time you read this. The Trusts Escalation Plan can be found [here](#).

PRH	RSH
2	2

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

4-hour A&E access standard

Trust-level performance on the 4-hour A&E access standard last week was:

69.11%

View last week's performance [here](#). Every one of us needs to make Right Patient Right Place our number one priority. [Click here for more information.](#)

[1](#) [2](#) [3](#) [4](#)

News












- » [One Minute Brief: Recruitment and selection policy \(updated\)](#)
- » [Paula Clark's Monday Message](#)
- » [One Minute Brief: Management of Crash Mats](#)
- » [SaTH strengthens Freedom to Speak Up team](#)
- » [Chatterbox Newsletter](#)
- » [Free bottled water for staff](#)
- » [Important Heatwave Information](#)
- » [Paula Clark's Monday Message](#)
- » [Important information about Help2Quit in Shropshire](#)
- » [One Minute Brief on: Referrals to LMHT via PSAG](#)
- » [STAFF MESSAGE: Ben Reid, Chair](#)
- » [SaTH employees scoop prizes in June 2019 Staff Lottery](#)

[View news archive »](#)

Apps

Popout

My Applications:

 NHS Email	 NHS Email Change Password	 Clinical Portal	 Review
 Phonebook	 Teletracking	 EI XERO PACS Viewer	 ED System
 ORACLE	 VitalPAC	 Rota Watch	

Services and Departments

- » [Clinical Services & Departments](#)
- » [Non-clinical Services & Departments](#)
- » [Infection Prevention and Control](#)
- » [Junior Doctors](#)
- » [Clinical Governance](#)
- » [Safeguarding](#)
- » [Information Governance](#)
- » [Transforming Care Production System](#)

Working for us

- » [Workforce Home Page](#)
- » [Human Resources inc. HR policies](#)
- » [Freedom to Speak Up Guardians](#)
- » [Staff Survey](#)
- » [Staff Engagement Champions](#)
- » [Small Things Make A Big Difference Fund](#)
- » [Recruitment Home Page](#)
- » [Belong to Something: Recruitment](#)

Information

- » [About the Intranet](#)
- » [Hospital Reconfiguration/Future Fit](#)
- » [Site Safety](#)
- » [Major Incident Plan](#)
- » [NMC Revalidation](#)
- » [Exemplar Wards](#)
- » [Business Planning Hub](#)
- » [Corporate Identity Advice and Downloads](#)

» [Intranet Home page](#)

Clinical Services & Departments

[Advanced Clinical Practitioners \(ACP\)](#)
[Alcohol Liaison Service](#)
[Anaesthetics](#)
[Anticoagulation](#)
[Audiology](#)
[Blood Transfusion](#)
[Cancer Services](#)
[Cardio Respiratory](#)
[Clinical Ethics Group](#)
[Corporate Nursing and Midwifery](#)
[Coroner's Referral Form](#)
[Diabetes](#)
[Dementia](#)
[Dermatology](#)
[Discharge](#)
[Do you ask the Question?](#)
[Emergency Department](#)
[End of Life Care](#)
[ENT](#)
[Falls Prevention](#)
[Flu - helping us to prevent influenza outbreaks](#)
[Gastroenterology](#)
[The Guardian of Safe Working Hours](#)
[Healthcare Science](#)
[Home for Coffee](#)
[Hospital at Night](#)
[ITU](#)
[Junior Doctor Information](#)
[Learning Disabilities](#)
[Major Incident Plan](#)
[MAU - PRH](#)
[MECC - Making Every Contact Count](#)
[Medical Director's Information](#)
[Medical Engineering Services](#)
[Mental Health](#)

Junior Doctors



This page is designed to help Junior Doctors and other staff find important information quicker.

Any suggestions for information you would like to be uploaded please email : Shko.resool@nhs.net

Useful Links

[Medical Staffing page](#)

[Junior Doctor Contract 2016 page—including Exception Reporting](#)

[The Guardian of Safe Working for SaTH](#)

[RSH and PRH Rotas](#)

[Annual Leave and Study Leave forms](#)

[NEW Study leave policy for doctors 2019](#)

[End of life/Palliative Care Page](#)

[Endoscopy Request Forms and information \(Gastroenterology Emergency Bleed Forms\)](#)

Phone book

RSH Surgery

- Oncall General Surgery/Vascular - SpR Bleep 603, SHO Bleep 602, FY1 Bleep 601
- Cover FY1 Monday - Thursday 1600-0000, Friday 1300-2100, Saturday & Sunday 0800 - 2030, Bleep 605
- Oncall Urology—SpR Bleep 814
- Trauma and Orthopaedics—SpR Bleep 604, SHO Bleep 793

RSH Medicine

- Oncall General Medicine— SpR Bleep 607, SHO Bleep 764, FY1 Bleep 614















Orthopaedics
Oxygen Prescription for Home
Patient Access, Outpatient Nursing, Theatres, Anaesthetics and Critical Care
Paediatrics
Pain Management
Palliative Care
Pathology
Patient Safety
Patient Transport Services (PTS)
Pharmacy
Physician Associates
Plastic Surgery
Radiology
Red 2 Green Campaign
Renal
Research & Innovation
Rehabilitation
Respiratory
Resus Services
Reviewing Patient Care
Safer Sharps
Scheduled Care Safety and Governance
Sepsis
Sign Up To Safety
Speciality Referral Process
Stoma Care
Stroke Services
Surgical
Theatre Department
Therapy Care Group
Tissue Viability
Tracheostomy
Urology Services
Vascular Surgery
Wardview
Women and Children's Care Group
Womens Services
► Infection Prevention & Control
► Non-Clinical Services & Departments
► Clinical Governance
► Safeguarding

Commonly Used Clinical Guidelines for Junior Doctors





If the guideline you are looking for is not listed [click here](#) for the full list of other guidelines.

Please note: DVT/PE Tinzaparin treatment dosing is in the Adult Patients Treated with Oral Anticoagulants policy.

Page 1 of 1 - Documents found: 21

Document title	Lead person	Department
*  Acute Kidney Injury (AKI) Quick Reference Guide	Dr R Diwakar	Renal
*  Acute confusional state (delirium) in older people	Dr S Thompson	Adult Medical & Care of the Elderly
*  Acute Stroke	Dr U Sinha	Stroke-Adult Medical & Care of the Elderly
*  Acute Upper GI bleed care bundle	Dr M Smith	Gastroenterology
*  Adult patients treated with oral anticoagulants	Dr G Slocombe	Pathology
*  Alcohol detox pathway	Dr G Townson	Gastroenterology
*  Antibiotics for adults in Shropshire Hospitals - Issue 15.1	Dr S Damoa-Siakwan	Microbiology
*  Diabetes – Management of HHS (Hyperosmolar Hyperglycaemic State, previously known as HONK)	Dr A Green	Endo-diabetesnurses
*  DKA Management Pathway	Dr D Warner	Endo-diabetesnurses
*  End of Life Plan	Ms J Lewis	End-of-Life
*  Heparin - intravenous	Dr A Powell	Pathology
*  Maintenance fluid therapy	Dr S Davies	Adult Medical & Care of the Elderly
*  Management of Acute Hypercalcaemia in the ED	Dr T Blyth	Accident and Emergency
*  Management of Acute Hypocalcaemia in the ED	Dr T Blyth	Accident and Emergency

- ▶ [NHS Future Fit](#)
- ▶ [Trust Management](#)
- ▶ [Organisational Strategy: Belong to Something](#)
- ▶ [Our Number One Priority: Right Patient Right Place](#)
- ▶ [Care Groups](#)
- ▶ [Quality Improvement](#)
- ▶ [Transforming Care](#)
- ▶ [News Archive](#)
- ▶ [Learning Zone](#)
- ▶ [Clinical Placement Facilitators](#)
- ▶ [Clinical Practice Educators](#)
- ▶ [Recruitment](#)

 Neutropenia - Clinical Management (Policy)	Ms A Cooper	Cancer
 Status epilepsy	Dr J Bowen	Neurology
 Suspected Acute Coronary Syndrome Pathway	Dr T Ingram	Accident and Emergency
 Treatment of acute hypoglycaemia	Mrs E Richardson	Endo-diabetesnurses

Click on a document to view.

Page 1 of 1

Inpatient Referral Forms

 [Acute Oncology Referral](#)

 [Cardiology Inpatient Referral Form](#) (Please deliver to Secretaries Office)

 [Care of the Elderly Inpatient Referral Form](#) (Please deliver to Secretaries Office)

 [Endocrinology Inpatient Referral Form](#) (Please deliver to Secretaries Office)

 [Gastroenterology Referral](#)

 [Renal Inpatient Referral Form](#)

 [Respiratory Inpatient Referral Form](#) (Please deliver to Secretaries Office)

 [Stroke Inpatient Referral Form](#) (Please deliver to Secretaries Office)

Last updated: 30 Jul 2019

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Quick links

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- ▶ [Contact us](#)

Information

- ▶ [Clinical Departments](#)
- ▶ [Non-clinical Departments](#)
- ▶ [Staff vacancies](#)

Useful links

- ▶ [Phone book](#)
- ▶ [NHS Jobs](#)
- ▶ [SaTH Website](#)
- ▶ [Google](#)
- ▶ [Useful links](#)
- ▶ [Sitemap](#)

Time observation study

- ▶ Foundation year 1 doctor referring to cardiology
 - ▶ Base - Ward 32
- ▶ Assess waste at workplace

Time taken to complete cardiology referral



1) Retrieve form and return to clinical area

- ▶ Old system
 - ▶ 6:12 minutes
- ▶ New System
 - ▶ 0:55 minutes

2) Whole task

- ▶ Old system
 - ▶ 12:33 minutes of no value added time
- ▶ New System
 - ▶ 7:16 minutes of no value added time

What this means for Junior Doctors at Sath?

- ▶ Concerns listened to and acted upon
- ▶ Work in a more efficient environment
- ▶ Better access to clinical guidelines
- ▶ Spend less time on daily clinical tasks (referrals, contact details etc.)
- ▶ Opportunity to attend extra clinical work increased e.g. clinic/theatre

Future Plans

- ▶ Review of in-patient referral methods
- ▶ Expansion to RSH/PRH specific pages
- ▶ Liaise with Doctors' Mess for event posting
- ▶ Re-survey to assess need of changes



Any questions?

Shko.resool@nhs.net