

Cover page	
Meeting	Trust Board Meeting
Paper Title	Guardian of Safe Working Quarterly Report 1 November – 6 January 2020
Date of meeting	Thursday 6 February
Date paper was written	Monday 6 January
Responsible Director	Dr Arne Rose - Medical Director
Author	Dr Bridget Barrowclough-Guardian of Safe Working Hours (GoSW)
Executive Summary	
<p>The GoSW hours for Shrewsbury and Telford Hospital NHS Trust continues in the role since July 2016 to champion safe working hours and ensure compliance with the Exception Reporting system. Junior trainees can use this process to report hours worked over, missed rest breaks, and differences in service commitments and variations in educational opportunities.</p> <p>Exception Reports 23 Exception reports have been received in the above period. The majority of reports were raised from trainees in the Unscheduled Care Group.</p> <p>Immediate Safety Concerns (ISC) 1 ISC was raised within Paediatrics due to extenuating circumstances of sudden sickness during shift resulting in staff shortages.</p> <p>Breach fines No breach fines were raised in this period.</p> <p>Recommendations to the Board</p> <p>The GoSW recommends:</p> <ol style="list-style-type: none"> 1. That the Trust supports initiatives to ensure that doctors not only receive adequate rest as contractually agreed together, but also increase awareness that missed rest impacts patient safety. 2. The Trust reviews its annual and study leave process in the USCG with respect to ensuring that adequate staff are available at all times to enable trainees to work within their safe limits and reiterates previous recommendation to implement the e-leave and e-rostering systems. 3. To continue to respond to concerns regarding Junior Doctor staffing levels in the USCG especially at weekends and support initiatives to enable further recruitment. <p>To read and approve this report.</p>	
Previously considered by	<i>Workforce Committee Monday 20 January</i>

The Board is asked to:

<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input type="checkbox"/> Note	<input checked="" 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

Link to CQC domain:

Safe

Effective

Caring

Responsive

Well-led

Link to strategic objective(s)

Select the strategic objective which this paper supports

- PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare
- SAFEST AND kinDEST Our patients and staff will tell us they feel safe and received kind care
- HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities
- LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions
- OUR PEOPLE Creating a great place to work

Link to Board Assurance Framework risk(s)

Equality Impact Assessment

- Stage 1 only (no negative impact identified)
- Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)

Freedom of Information Act (2000) status

- This document is for full publication
- This document includes FOIA exempt information
- This whole document is exempt under the FOIA

Financial assessment

**The Guardian of Safe Working Hours
(GoSW)
The Shrewsbury and Telford NHS Trust (SaTH)
Quarterly Report
1 November– 6 January 2020**

Background

The GoSW hours for SaTH continues in the role since July 2016 to champion safe working hours and ensure compliance with the Exception Reporting system. Junior trainees can use this process to report hours worked over, missed rest breaks, and differences in service commitments and variations in educational opportunities. Both the GoSW and DME have oversight of all reports and continue to liaise with each other where concerns arise. The GoSW assumes responsibility for completion of all reports pertaining to safe working hours and missed breaks, and highlights all concerns regarding differences in service commitments to the relevant Care Group Medical Directors (CGMD) and Medical Director (MD). The GoSW remains responsible to the MD and since July 2019 has joined the Senior Medical Leadership team which meets weekly where reports can be discussed.

High Level Data

Number of doctors / dentists in training on the 2016 TCS	227
Number of GP Trainees hosted by the Trust	33

Exception Reports

23 Exception reports received (Appendix 1).

12 Medicine

Where hours were worked over, time-off-in-lieu was granted as the preferred option to ensure trainees did not breach the safe limit. However, where the time impacted on workload, financial reimbursement was offered. There were no breach fines issued as a consequence of the latter.

The reports referenced pressure of work due to staffing levels.

All reports in November and December have been referred to the monthly medicine meeting at the request of the Assistant Medical Director to the Unscheduled Care Group (USCG).

Reports were received over the Christmas and New Year period. At first sight it appears the numbers of junior staff on permitted holiday had contributed to reduced staffing levels with one doctor reporting feeling unsafe due to the volume of work. This concern was relayed to the Care Group Medical Director and Medical Director who believe that this issue will be addressed by the implementation of the Medic-on duty system which is due start in April 2020.

Missed rest breaks have featured in a few reports in medicine. On these occasions the staffing levels were reduced due to permitted leave compounded by sick leave suggesting there is insufficient flexibility in the workforce especially at times of high workload intensity. This issue has been discussed at the PRH medicine JD forum recently. It has been established that H@N now attend huddles during the shift to redistribute workload. Medical assistants (Medical students) are now assisting the Junior Doctors on some shifts.

7 A and E

Trainees reported issues with delays in completing shifts on time due to prolonged handover and an inability to complete tasks in the given time. Time worked over has been compensated and issues regarding handovers have been addressed.

2 Neonates

The weekend shift has been reported as being particularly onerous with an inability to complete duties in the rostered time. This rota is currently under review. Feedback is awaited.

1 Surgery

Significant increase in workload due to unfilled rota gap due to sickness was identified in one shift.

1 Paediatrics

Extenuating circumstances of sudden sickness during shift a result in staff shortage. A risk assessment was made by the Consultant on call with a decision to continue the shift without need for additional staff. The trainee raised this concern to highlight this decision.

Immediate Safety Concerns

One raised in Paediatrics (as above).Addressed within timeframe as contractually agreed. Reassurance over their shift was deemed safe despite staffing level.

Breach fines

No breach fines were raised in this period.

Refresh Contract 2018

The Neonates and A & E rotas remain non-compliant with respect to the 1 in 3 maximum weekend rule. The Executive Directors, Care Group Directors and Clinical Directors are aware.

The Trust continues to work towards implementing the new safe limits with respect to the Refresh Contract 2018. This is a staggered implementation with a deadline for completion by August 2020.

Facilities and Fatigue Charter

In 2019 the Trust signed up to the BMA Facilities and Fatigue Charter (Appendix 2).

The GoSW has been nominated as the Responsible Officer for some aspects of this Charter as outlined in the attached appendix and will be responsible for advising the Board and LNC where areas of the charter remain unaddressed.

In order to emphasise the importance of rest as a pre-requisite to safe working practice, and in line with the Charter, the GoSW will support a rest campaign to coincide with World Sleep Day on 17 March 2020. In the meantime the Guardian has requested that discussions regarding rest breaks become a standing agenda item on all Junior Doctor Forums.

Other activities

In December 2019 the 240 trainees were piloted to assess whether they are aware of the GoSW at SaTH and the Exception Reporting system. A 25 % response rate was achieved after a series of reminders to trainees to respond. Responses are as detailed in Appendix 3. In response to the feedback gained from the survey the GoSW plans to arrange 8 weekly informal drop in sessions throughout 2020, and to re-introduce bi-weekly 1 hour drop in times at the Doctors mess on both sites. As Clinical commitments permit, the GoSW will endeavour to attend Junior Doctor Forums in all specialities and will continue as contractually required to Chair the 3 monthly JD Contract forum. The survey does not identify which grades of doctor responded and a monthly newsletter is to be produced in future to remind all trainees of the salient contractual elements which promote safe working.

Recommendations to the Board

The GoSW recommends:

1. That the Trust supports initiatives to ensure that doctors not only receive adequate rest as contractually agreed together, but also increase awareness that missed rest impacts patient safety.
2. The Trust reviews its annual and study leave process in the USCG with respect to ensuring that adequate staff are available at all times to enable trainees to work within their safe limits and reiterates previous recommendation to implement the e-leave and e-rostering systems.
3. To continue to respond to concerns regarding Junior Doctor staffing levels in the USCG and support initiatives to enable further recruitment.