Quick technical guide - DRS4 exception reporting for Doctors and Dentists in training and

Educational Supervisors/Clinical Supervisors

(August 2017)

This guide should be used in conjunction with the *Trust Work Schedule and exception reporting guidance for Doctors and Dentists in Training (August 2017)* **and in addition for Doctors in Training –** *Quick guide to exception reporting*

DRS4 is a web based application that allows you to submit exception reports and view updates on previously submitted reports. Access to the system is via **www.drs.realtimeusers.nhs.uk**. **Login details for the system are supplied via email by the Medical Workforce Team. If you have not received one please contact** **ekhtr.medicalworkforceteam@nhs.net**.

Doctors in Training

Doctors in Training will use DRS4 to:

- Create and submit a new exception reports related to hours/rest and education issues
- View the status of previously submitted reports
- View any comments added by supervisors and others
- Add comments to existing exceptions

A **Quick guide to exception reporting** is available to assist Doctors in Training (*see Medical Education Notice Board/contact Medical Workforce Team - if you have not been already issued with this.*)

See examples below - Mr Example Doctor - to see what the screens look like. To create a new exception you will need to complete the boxes by adding data or using a drop down selection tool – see example 1. To add any comments to existing reports that are open – see example 2.

Example 1

Zach Doctor

	Open	Closed	

Excepti...	date	Exception Natures
DoctorName: Zach Doctor		
397	14-06-2017	Hours & Rest
308	25-04-2017	Hours & Rest
186	31-10-2016	Hours & Rest
185	24-10-2016	Hours & Rest

Create new exception

Date of exception	12/07/2017
Rota	Dev Pattern
Actioning Supervisor	Educational Supervisor Zach(Educational)(Default)
Also notify	Supervisor ZachClinical(Clinical)
	Nobody
	Educational Supervisor Zach(Educational)(Default)
	Supervisor ZachClinical(Clinical)

Nature of exception

Immediate safety concern raised with consultant?

Nature of exception/Issues

Description of exception

Steps taken to resolve matters before escalation (if any)

Example 2

Doctor Interface

Realtime Rostering

Doctors Rostering System (DRS) 4

Logout >

Exception Reporting

Mr Example Doctor

Create New Exception

View details of previously submitted exception

Open	Closed

▲ DoctorName ×		
E...	date	Exception Natures
▲ **DoctorName: Mr Example Doctor**		
22	05/10/2016	Hours & Rest
29	05/10/2016	Hours & Rest
30	10/10/2016	Hours & Rest

30: 10 Oct, 2016 Nature: Hours & Rest

Had to stay an extra hour 17:00-18:00 as evening locum not available until 18:00

Steps taken to resolve

Attempted to contact

	Open
Add. Hours 7-21	0
Add. Hours 21-7	1
Nature(s)	Hours & Rest
Exception Type(s)	Late finish
Response:	Yet to respond
Action:	N/A

| 05 Oct | Reply |

Add a comment to previously submitted exception

Reply

Educational Supervisors/Clinical Supervisors

Educational Supervisors/Clinical Supervisors will use DRS4 to:

- review exception reports submitted by their trainee
- Agree or disagree with the exception
- For agreed exceptions, note if time off in lieu is required
- Add comments to exceptions

Process for Educational Supervisors/Clinical Supervisors:

1. When one of your trainees submits a new exception you will receive a notification email. A new function of the DRS4 system is that the Doctor in Training can now select:

   - **Actioning supervisor** – Responsible for closing the exception, can add comments and take action on exception, and receives email alerts for updates

   - **Also notify supervisor** – Can view and add comments to exceptions, but cannot take action on exception, receives email alerts for updates. When you log-in to the system, exceptions are shown under a separate tab of 'Open (Info)' to make it clear you have only been copied in.

2. If you are selected as the actioning supervisor you will need to contact the trainee and decide on appropriate action **within 7 days** of receiving the notification email. Whenever you take action or add a comment to an exception the trainee will receive a notification email letting them know you have updated the exception.
3. Once you have taken action on an exception and agreed or disagreed you will not be able to make further changes.

See example 3 Mr Example Supervisor to see what the screen looks like and look at the options available for you to select by selecting an option or adding data.

The Guardians of Safe Working and Director of Medical Education are able to view exception report across the Trust.

Example 3