

Quick Guide to exception reporting

See also *Trust Work Schedule and Exception Reporting Guidance for Doctors and Dentists in Training* for more information.

Log on to DRS4 <https://drs.realtimerostering.uk>. You will need your username and password which will have been previously sent to you via a skillsforhealth email account.



Use the drop down selection tool to create a new exception. Use the selection boxes to choose who will be reviewing your exception report – this will be your Educational Supervisor or Clinical Supervisor choose whoever is working in your same area. If you have not selected your Educational Supervisor to review your report (actioning supervisor) then select them as your 'notify' supervisor as this ensures that they are kept up to date with issues.

- **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 they log-in to the system, exceptions are shown under a separate tab of 'Open (Info)' to make it clear they have only been copied in

The screen shot below indicates what you will see when you log in.

The screenshot displays two main components of the DRS4 interface. On the left, a table titled 'Zach Doctor' shows a list of exceptions with columns for 'Except.', 'date', and 'Exception Nature'. The table contains four rows of data. On the right, the 'Create new exception' form is visible. It includes fields for 'Date of exception' (12/07/2017), 'Rota' (Dev Pattern), 'Actioning Supervisor' (highlighted with a red box), and 'Also notify' (Supervisor Zach(Clinical)(Clinical)). There are also sections for 'Nature of exception', 'Description of exception', and 'Steps taken to resolve matters before escalation (if any)'.

Except.	date	Exception Nature
397	14-06-2017	Hours & Rest
308	25-04-2017	Hours & Rest
196	31-10-2016	Hours & Rest
165	24-10-2016	Hours & Rest

The rota you are currently working to should be automatically selected for you – but please check that this is correct. If the wrong rota is selected the report that follow will go to the incorrect divisional team in terms of advising them of issues in their area and for payment.



- Select date exception occurred
- Select nature of exception - is it an issue about hours & rest or an educational issue that you are reporting?
- Is it an immediate safety issue?
- Select nature of exception - did you have to start earlier than your rota indicates? later than your rota indicates? Where you unable to take your break? etc
- Enter amount of time you are claiming for as TOIL. Ensure that you submit this amount in decimals of the hour this is worked out by 100 divided by 60 x amount of minutes = amount claimed as TOIL. – i.e. 1.00 =1 hour, 2.00 = 2 hours, 0.33 = 20 minutes, 0.75 = 45 minutes, 0.50= 30 minutes.
- Use the free text box to explain why you are raising an exception.

When to raise an exception....

Yes	No
Enter details of unavoidable patient issue occurred meaning I had to stay X hours/minutes last to undertake X. I had to undertake this at the time due to X	Busy Shift
ST1 was off sick and we had X patients with difficulty and I could not take my break because of *	Stayed to help colleagues
Patient arrested as I was about to leave my shift and there was not any other doctor available.	Agreed to change shift /agreed to work a locum shift. Any pre authorised work is not an exception

- Steps taken to resolve matters before escalation (if any) - use the free text box to enter what you have done to avoid working additional time/avoid missing break/avoid missing training opportunity. It is not sufficient to enter in here that you have submitted an exception report, you need to have taken steps to avoid the ever you are reporting and you need to describe what you have done in here.

For example:

I contacted my clinical/educational supervisor/General Manager/Senior Clinician etc. *ADD NAME and s/he advised.

I spoke to *ADD NAME in the Medical Education Centre to change the date of my presentation/training session etc.



Once you have completed all the fields submit the report. This will automatically be sent to your chosen 'actioning supervisor' who should contact you to investigate the issue raised and help to find a resolution to the issue. Your report will also be automatically seen by the [Guardian of Safe Work, Dr Neil Goldsack](#) and the [Director of Medical Education, Dr Bandipalyam Prathibha](#) for information. All exceptions are reported to the Divisional Director and Divisional Medical Director in a monthly report for discussion at their Divisional Executive Performance Review.

Your actioning supervisor should respond to your report within 7 days of its submission. You might find it useful to contact them to check they have received it if you have not heard from them in this timeframe.

Following discussion your auctioning supervisor will have the option to undertake the following:

- Agree TOIL (Time Off In Lieu) - this is the default option for any additional hours worked. Agree with your action supervisor and Divisional Support Assistant (DSA) or Operations Manager when you are going to take this. This should be taken within 4 weeks of the decision. If despite reasonable efforts you are unable to take the agreed TOIL you will need to submit a form for payment via your DSA/Operations Manager stating why TOIL could not be taken – see *Work Schedule and Exception Reporting Guidance for Doctors and Dentists in Training*
- No action – the issue raised is already resolved/not reported correctly as it is not fall within the criteria of an exception

Any questions/concerns/technical help - please contact the Medical Workforce Team via email: ekh-tr.medicalworkforceteam@nhs.net

Or telephone:

Kim Fishlock 7223143 Kelly Martella 7225518 Fortune Sanni 722 2690 Kelly Wells 722 5148

Guardian of Safe Work, Dr Neil Goldsack Thursdays 9.00am – 5.00pm 725 5065 or email ekh-tr.Guardian-EKHUFT@nhs.net

Director of Medical Education, Dr Bandipalyam Prathibha mobile 07500815883 or email bprathibha@nhs.net