STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	GP Registrar (ST1&2) Training Procedure	Doc. No.	OP082
Scope	Operational Directorate	Clinical Directorate	
Purpose	To ensure that a full structured training process is followed for registrars depending upon which session they have reached in their out-of-hours programme. To ensure that clinical supervisors, registrars and operational team members follow a transparent process that is clear to all involved.		
GUIDELINES	In all instances actions should be recorded or documented within the patient record. **IMPORTANT – ST1&2 registrars require closer supervision than ST3 registrars. ST1 and ST2 registrars should always have direct clinical supervision (clinical supervisor is present with them).**		

PROCEDURE		RESPONSIBILITY
1	To ensure a clear pathway for operational staff to follow when ST1& 2 registrars are on duty. Each registrar session will be numbered clearly on the clinical rota sheet and on Adastra.	Urgent Care 24 Rota Administration Team
2	ST1&2 registrars will undertake a total of **36 hours** during their first year. **Session 1** – Induction (4 hour session). **Session 2** – Group triage session and Adastra training (5 hour session). **Session 3** – Shadow session with visiting GP (5 hour session). **Session 4 and 5** – Shadow session with visiting GP (7 hour session).	Urgent Care 24 Rota Administration Team / Shift Manger

	Session 6 and 7 – Urgent Care Centre session with clinical supervisor present throughout for direct supervision (4 hour session).	
3	All ST1&2 registrars must contact the shift manager at the start of a shift to advise them of their attendance and this must be marked on the rota. Any absences are to be notified to the rota team with a minimum of six hours' notice. During the out-of-hours period the shift manager must be notified as early as possible.	Urgent Care 24 Shift Manager / Registrar
4	Ensure registrars have an adequate workload within the dispatching guidelines below. Registrars will generally action calls more slowly than regular GPs. Registrar sessions are additional sessions to normal clinical rota patterns. Please ensure registrars are kept busy with calls within the dispatching guidelines below. Throughout the NHS patients see qualified doctors who have not yet completed their specialist training (doctors who are not yet consultants or fully trained GPs). There is no need to seek specific permission from patients to see GP registrars because registrars are fully registered, qualified doctors who are in training to be independent GPs.	Urgent Care 24 Shift Manager / Clinical Supervisor / Registrar
5	**Registrar Session 2 – Group Telephone Triage – Weekend (5 Hour Session)** First hour is Adastra training. Registrars will undergo training with the clinical audit lead or another clinical supervisor in a group session. They will listen to calls and discuss outcomes. They may undertake calls under the direction of the clinical audit lead. They will also discuss the Royal College of General Practitioners (RCGP) toolkit audit.	Urgent Care 24 Clinical Audit Lead or other Appropriate GP / Adastra Trainer
6	**Registrar Sessions 3 – Shadow Session with Visiting GP – Weekday (5 Hour Session)** Registrars will shadow the duty visiting GP. If time allows they should take histories and examine patients, under the supervision of the GP.	Urgent Care 24 Shift Manager / Dispatcher / Registrar / GP

	If not visiting they should listen to phone calls using a buddy set. If time allows, and registrar and GP agree, they may perform some phone triage with the GP listening with the buddy set.	
7	**Registrar Sessions 4 and 5 – Shadow Face-to-Face / Visiting / Triage Session – Weekend (7 Hour Session)** Registrars will shadow the duty visiting GP. If time allows they should take histories and examine patients, under the supervision of the GP. If not visiting they should listen to phone calls using a buddy set. If time allows, and registrar and GP agree, they may perform some phone triage with the GP listening with the buddy set.	Urgent Care 24 Shift Manager / Dispatcher / Registrar / GP
8	**Registrar Sessions 6 and 7 – Urgent Care Centre (UCC) Face-to-Face Consultation and Triage – Weekday (4 Hour session)** Clinical supervisor is in the room with the registrar. Registrar will take calls from the 'DCA' pool and appointments, in the same way as GPs. The clinical supervisor will listen to phone calls using a buddy set'. Registrars usually have a greater educational need to do phone triage and they will do phone calls in preference to face-to-face consultations, if organisational time pressures and NQRs allow. The last 20 minutes of each session should be kept free for feedback and completion of paperwork (e.g. the feedback form on 'Educational Guardian'). Registrars may not be available for clinical work during the last 20 minutes of the session.	Urgent Care 24 Shift Manager / Dispatcher / Clinical Supervisor / Registrar / Receptionist

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Title	GP Registrar (ST1&2) Training Procedure	Doc. No.	OP082
Version	13		
Supersedes	All previous versions		
Approving Managers/Committee	Head of Out-of-Hours Service		
Date Ratified	August 2012 (original)		
Department of Originator	Out-of-Hours		
Responsible Executive Director	Director of Service Delivery		
Responsible Manager/Support	Head of Out-of-Hours Service		
Date Issued	August 2012 (original)		
Next Review Date	01.08.2019 or when there is a change in procedure		
Target Audience	Clinical and operational personnel		

Version	Date	Control Reason	Accountable Person for this Version
V1 – V12	2012 - 2016	Reviewed and updated	Various
V13	04.08.2017	Reviewed and updated	Head of Service

Reference documents	Electronic Locations	Locations for Hard Copies
	Urgent Care 24 Intranet	Standard Operating Procedures File in the Call Centre

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