

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		GP Registrars (ST3) Training Procedure		Doc No.	OP080
Scope		Operational Directorate	Clinical Directorate		
Purpose		To ensure that a full structured training process is followed for registrars depending upon which stage they have reached in their out-of-hours mentorship programme. To ensure that clinical supervisors, registrars and operational team members follow a clear process.			
GUIDELINES		In all instances actions should be recorded or documented within the patient record. ST3 registrars will complete 12 clinical sessions during the out-of-hours period (or more if they require as part of their training). Sessions 7-12 (including any additional) are a mixture of Urgent Care Centres (UCC), Home Visits (HV) and Definitive Clinical Assessment (DCA) triage. A named clinical supervisor is available for all sessions. For sessions 5 and later the clinical supervisor may be available by telephone. IMPORTANT – the instructions around registrar sessions 2 to 4 are guidelines only. The out-of-hours clinical supervisors undertaking these sessions will pick calls from the ‘DCA’ pool and the appointment diary as they see fit when they are on-site with the registrar.			
PROCEDURE				RESPONSIBILITY	
1	To ensure a clear pathway for operational staff, clinical supervisors and ST3 registrars to follow when registrars are on duty. Each ST3 registrar session will be numbered clearly on the ‘Registrar Rota’ sheet and on Adastra. Mentor sessions will also be published on the ‘Registrar Rota’.			Urgent Care 24 Rota Administration Team / Shift Manager	

2	<p>ST3 registrar session 1 is an 'Induction Day'.</p> <p>All relevant Standard Operating Procedures (SOPs) will be given out during the induction day and will also be accessible through Urgent Care 24 Intranet.</p>	Urgent Care 24 Registrar Coordinator / Clinical Supervisor
3	<p>All ST3 registrars must contact the duty shift manager at the start of their shift to advise them of their attendance and this must be marked on the rota.</p> <p>The shift manager should advise the registrar of who their clinical supervisor is and how to contact them.</p> <p>Any sickness absences must be notified to the rota team at least six hours prior to attendance. During the out-of-hours period the registrar will notify the duty shift manager.</p>	Urgent Care 24 ST3 Registrar / Shift Manager / Clinical Supervisor / Receptionist
4	<p>Registrar sessions are supernumerary to the standard clinical rota. Ensure registrars receive an adequate number of calls within the dispatching guidelines below.</p> <p>Registrars are generally not expected to work to the same productivity levels as salaried / associate / agency GPs.</p> <p>During telephone triage sessions ensure that the registrar is sitting close to an experienced GP where possible.</p> <p>There is no need to seek specific permission from patients to see GP registrars. 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). Registrars are fully registered, qualified doctors who are in training to be independent GPs.</p>	Urgent Care 24 Shift Manager / Dispatcher / Clinical Supervisor / Registrar / Receptionist
5	<p><u>Registrar Session 2 – Group Telephone Triage and RCGP Audit Session Plus Adastra Training</u></p> <p>1st hour is Adastra training.</p> <p>Group session at Wavertree HQ to discuss telephone triage skills and Audit. Registrars will perform some phone triage from the 'DCA' pool during this session.</p>	Urgent Care 24 Shift Manager / Dispatcher / Registrar / GP

6	<p><u>Registrar Sessions Triage / Visiting / Face-to-Face Session – Weekday</u></p> <p>Registrars will shadow the on-duty visiting / triaging / face-to-face GP.</p> <p>If time allows they should take histories and examine patients, under the supervision of the GP.</p> <p>Whilst waiting for home visits 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.</p>	Urgent Care 24 Shift Manager / Dispatcher / Registrar / GP
7	<p><u>Registrar Sessions 3 and 4 – Face-to-Face Consultation and Triage at Any of UC24 Urgent Care Centres – Weekday</u></p> <p>Clinical supervisor is in the room with the registrar.</p> <p>Registrar will take calls from the 'DCA' pool and appointments, in the same way as GPs. Clinical supervisor will listen to phone calls using 'buddy set'.</p> <p>Registrars will be expected to complete DCA in between UCC appointments in-line with current GP expectations.</p> <p>The last appointment 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 15 minutes of the session.</p>	Urgent Care 24 Shift Manager / Dispatcher / Clinical Supervisor / Registrar
8	<p><u>Registrar Session 5 and 6 – Home Visiting Weekdays</u></p> <p>Registrars can undertake all priorities of visits Emergency, Urgent and Less Urgent.</p> <p>Clinical supervisor will be available by phone for the registrar.</p> <p>If they are not visiting then the registrar will be required to complete triage from the 'DCA' pool.</p>	Urgent Care 24 Shift Manager / Dispatcher / Registrar

9	<p><u>Registrar Sessions 7 to 12 – UCC Session Weekends</u></p> <p>Book calls into the diary following normal out-of-hours procedures.</p> <p>Ask registrar to undertake calls in the 'DCA' pool if there are no appointments.</p> <p>Clinical supervisor is available by telephone for the registrar.</p>	Urgent Care 24 Shift Manager / Dispatcher / Registrar
10	<p><u>Registrar Sessions 7 to 12 – Home Visits Weekends</u></p> <p>Registrars can undertake all priorities of visits Emergency, Urgent and Less Urgent. When visits are not available the registrar should undertake 'DCA' calls.</p> <p>Clinical supervisor is available by telephone for the registrar.</p>	Urgent Care 24 Shift Manager / Dispatcher / Registrar
11	<p><u>Registrar Sessions 7 to 12 – Triage Weekends</u></p> <p>Registrars will undertake triage sessions at headquarters and will be guided by the senior operational team as to which calls to action.</p> <p>Clinical supervisor is available by telephone for the registrar.</p>	Urgent Care 24 Shift Manager / Team Leader / Registrar

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Title		GP Registrars (ST3) Training Procedure		Doc. No.	OP080
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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