



# Trainee Induction Manual

Putting the patient at the start and heart of our care

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## Section 1

### Introduction:

The aim of this manual is to act as a guide and reference to support development of the competencies and skills required for completion of the Out of Hours element of General Practice training. Included is important information regarding mandatory training requirements as well as practical points on how you can book shifts and what to expect from these sessions. We've also enclosed copies of important forms and contacts you may need during your training.

### Who are HUC?

Herts Urgent Care (HUC) provides accessible and high quality Integrated Urgent Healthcare services for the patients of Hertfordshire, Cambridgeshire & Peterborough, Luton & Bedfordshire as well as Primary Care in Essex. We have been providing a cross county GP Out of Hours service since 2008. When patients are ill and their GP practice is closed, patients can phone the NHS111 service provided by HUC to access medical advice, assessment and treatment. We also provide a range of other healthcare services to support patients and GPs, including the management of a number of GP practices and urgent care centres.

HUC's core business is to deliver highly responsive and effective integrated health care for patients with urgent but non-life threatening conditions. Our integrated 111 and Out of Hours GP service already has a multidisciplinary clinical workforce. Patients are able to speak to a wide range of clinicians, including pharmacy services and NHS111 enables access to specialist mental health services. This range of specialist advice means that fewer patients are bounced around to other services, ensuring that one phone call means patients get the 'right service, right place, first time'.

## HUC Induction:

It is mandatory for all GP Trainees to attend induction training prior to booking and working any out of hours shifts with HUC. If you have been unable to attend the session organised by the VTS, you will need to organise an individual induction session at HUC Headquarters in Welwyn Garden City by contacting [Luisa.Gaiteri@hertsurgentcare.nhs.uk](mailto:Luisa.Gaiteri@hertsurgentcare.nhs.uk) Please note that whilst individual inductions can be organised, this should be avoided as availability of these can be limited and may cause significant delays in your progression.

The induction will be with one of our GP Clinical leads and will last **2.5 hours**. This will count towards out of hours session requirements and is an opportunity for you to ask any questions prior to starting your sessions. You will be provided your logins for the online shift booking system and our electronic clinical system. Use of these systems will be introduced and demonstrated during this session. Following the induction you will receive a **certificate of attendance** and should make a **log entry in the e-portfolio** reflecting on your learning (a good opportunity to demonstrate the competency **“Understanding of the Organisational aspects of NHS out of hours care”** as this will be introduced and discussed at this session).

## Training Requirements and local arrangements with HUC

**Time Requirement in OOH** (Reference COGPED Out of Hours (OOH) Training for GP Speciality Registrars Position paper 2010):

- Out of Hours = **unscheduled** primary care work that falls between 18:30-08:00 on weekdays, the full weekend period and public holidays.
- A minimum benchmark of **6 hour per month in GP post** is required. Those working less than full time equivalent need to work the same number of sessions but over a longer period/pro-rata basis. If there is any extension in GP Training then a minimum of 1 OOH session per month is required whilst in a GP post. Trainees need to have consulted



a sufficient number of patients to acquire the necessary OOH competencies so there may be need to book more shifts if some sessions have been quiet.

- Most of HUC OOH shifts are 5 hours in length which is within the recommended “session length”. It is important that Trainees stay for the entire session duration unless there is very good reason to leave early (e.g. illness) and regardless of how many sessions/hours already completed.
- Trainees need to complete a record of OOH session (form 1 of section 4 of this booklet) and a log entry in the e-portfolio after each session that demonstrates adequate exposure and experience to have gained all the OOH competencies. Failure to complete this and the minimum number of sessions will lead to a deanery ARCP panel review.
- Trainees are recommended to book and plan their shifts early so that these are evenly spread over the time spent in General Practice. There may be little availability of training shifts if trying to book several over a short space of time towards the end of training.

## Important points to consider when booking shifts:

### *Which GP OOH shifts can be booked?*

Trainees will only be able to book shifts that a trained OOH Clinical Supervisor has booked so that they have adequate educational supervision and support. HUC have considered the level of supervision Trainees may need during the various stages of GP training and how to meet this appropriately.

Our policy is such that:

- **ST1** Trainees can book shifts on Monday – Friday evenings only.
- **ST2** Trainees can book shifts Monday-Friday evenings, Saturday, Sunday and Bank holidays PM only.
- **ST3** Trainees can book shifts anytime.

### *Types of OOH Shifts*

Trainees need to demonstrate the ability and skill to work in various OOH settings, which means there needs to be an appropriate balance between telephone consultations and face-to-face consulting (visiting/OOH base) when booking shifts.

Please see Form 2, of section 4, for the addresses and locations of all of HUC's OOH Primary care centres.

Sessions where there is no service delivery should be regarded as educational sessions; where there is some service delivery they should be regarded as clinical sessions.

**Outlined below is a description of various session roles that can be booked:**

### **Visit/Triage/Base**

Generally this is at locations where there is a need to undertake a number of roles. The GP will predominantly be required to see patients at the relevant base but may also undertake home visits when required. Should there be capacity and an overall service need then the GP would be expected to contribute as a virtual component of the Clinical Hub and triage patients on the phone.

### **Redeye GP**

This is the overnight session for GPs from 23:00-08:00. Duties mirror that of the Visit/Triage/Base role with the additional element to support the triage of A&E and Green 999 dispositions from the NHS111 component of the Integrated Urgent Care Service.

### **Visiting/Triage GP**

Generally this role is required to primarily undertake home visits across the operating area however, where there is no requirement to visit or for operational reasons then the GP will be expected to support the telephone triage resource of the clinical hub.

### **GP in 111 / 111 Triage GP**

This session is a dedicated GP resource that has been ring fenced to support the triage of patients who have been given either an A&E or Green 999 disposition from NHS111.

### **OOHs Triage / Clinical HUB Triage**

These sessions are a dedicated GP resource to support with the clinical telephone triage of patients.

### *Observational Work*

**10%** of the training can be done as an observer in non-GP settings to help understand the organisational aspects of unscheduled care e.g. observing **NHS 111**, accompanying a **paramedic shift** or accompanying an **OOH District/ Palliative care nurse** shift. In **Hertfordshire** HUC have a 24 hour Integrated Urgent Care service (IUC) with a **Multi-Speciality Clinical Assessment Service (MCAS)**. The service includes Clinical Advisors, GPs, Dental nurses, Pharmacists and Nurses with Palliative care experience. Trainees can arrange to observe MCAS shifts by contacting the Clinical leads in Hertfordshire (please see Section 4 for contact details)

### *New Junior doctors contract and GP OOH Training*

Under the new contract any time spent working Out of Hours (OOH) will not be additional to the 40 hour working week, but will be deducted from it.

The rules essentially are:

- **Maximum 40 hour average working week.**
- **Maximum 13 hour shift length.** If working an evening OOH shift, your practice will need to aware so that you have an adequate break in work before your shift starts.
- At least **11 hours continuous rest** between shifts i.e. if your OOH shift ends at 11pm then you should not start work before 10am the next day.
- OOH work should not be scheduled across more than three weekends in a six month period, as defined in schedule 2, paragraph 5 of the TCS.
- No fewer than 1 and no more than 11 of these hours should fall into the period attracting a night enhancement (broadly, after 9pm or before 7am) in **ST1 and ST2** posts.
- No fewer than 12 and no more than 22 of these hours should fall into the period attracting a night enhancement in **ST3** posts.

It is the Trainee's responsibility to book appropriately timed OOH shifts and the Training practice's responsibility to provide a schedule that complies with the rules set in the contract. Please remember to consider VTS half-day release/ tutorial sessions that may fall during the Trainee's rest period/time off in lieu.

## Progression towards independent Out of Hours practice

A traffic light system is used to help model the expected stages of competency progression the Trainee makes towards independent OOH practice and should be discussed with the allocated Clinical Supervisor at the beginning and end of each shift.

### **Red Session – Direct Supervision**

This will usually be during the **first 1-2 months** of GP posts. The Trainee will usually observe or jointly consult with the supervisor. This is a useful opportunity to learn how the clinical IT system Aadastra is used and to ensure clinical documentation is appropriate and sufficiently detailed. The Trainee will initially be directly supervised when starting to take clinical responsibility for cases. With agreement of their Clinical Supervisor, they may then work more independently and report back after each consultation to agree a management plan for each patient.

### **Amber Session – Close Supervision**

This will usually be during **months 3-5** of GP posts. Trainees will be working with the Clinical Supervisor but consulting independently. The Supervisor will be available nearby for advice and support for all types of consultations and to discuss the management plan where needed. Depending on the rate of progression the supervisor may observe home visits or be available in the car outside. It is expected that Trainees may need frequent advice and discussion of cases, so these shifts are best suited to weekday evenings when the volume of work is usually lighter compared to weekends.

### **Green Session – Remote Supervision**

This stage will usually be **from 6-18 months** in a GP post. The Trainee will always have a Clinical Supervisor on site but they may not be needed as frequently or to actively discuss each case unless advice and further support is needed.



These shifts are best suited to weekends when there is a greater volume and intensity of work and plenty of opportunity to experience independent practice during busy times in preparation for completion of training.

## Shift Supervision and the Clinical Supervisor's role

**Clinical Supervisors** working with HUC are GPs who have undertaken a **Deanery approved** Supervisors course or are already GP Trainers/Associate Trainers. They are booked to work an OOH shift alongside a GP Trainee and have responsibility for supervising the Trainee's clinical and educational development during the shift. Trainees are asked to complete a feedback form on the quality of their supervision (form 3 of Section 4) which can then be sent to [clinical.managementT@hertsurgentcare.nhs.uk](mailto:clinical.managementT@hertsurgentcare.nhs.uk) where it will be collated and anonymised to provide feedback to Supervisor at the end of the year.

Both the Trainee and Clinical supervisor are expected to **arrive promptly** for each session (5-10 minutes before start time). If this is the first time working at a particular base or at the Clinical Hub then it is a good opportunity for the Trainee to familiarise themselves with the base facilities and ensure adequate **orientation** (see form 4 of section 4 for an orientation form which you should bring and complete at the start of working at any new base).

At the start of each shift the Trainee can discuss their **objectives for the shift** and **current level of progression** with the allocated Clinical Supervisor. There should always be a **debrief** of 15-20 minutes at the end of the session where cases are discussed and a **“record of the OOH session” is completed** and signed (see form 1 of section 4). This form needs to be uploaded onto the e-portfolio and a learning entry needs to be logged, shared and discussed with the GP Trainee's Educational Supervisor at the practice. During busy shifts, debriefing and completion of forms is expected to occur after the shift has finished.

## Professional Responsibilities of GP Trainees

- Trainees are responsible for organising and booking their own OOH shifts. Section 3 provides guidance on how to book shifts with our online booking system **HUC online-RotaMaster** and important contacts. When a shift has been booked the Clinical Resources team will send a confirmation e-mail with the name and contact details of your OOH Clinical supervisor for that shift.
- The **Clinical Resources team** will require a **minimum of two weeks' notice** in the event of needing to cancel a shift and the Trainee will need to **inform the OOH Clinical Supervisor**. Alternatively, it is suggested that Trainees try to swap their session with one of their colleagues and inform the Clinical Resources team and the Clinical Supervisor they were booked to work with.
- In the event of needing to cancel a shift outside of office hours or needing to notify the service of a late arrival, please contact the **Shift Manager** on: 08445 60 5040
  - Hertfordshire: select option 1
  - Cambridge and Peterborough: select option 2
  - Luton and Bedfordshire: select option 3

Please make every effort to inform the OOH Clinical Supervisor via e-mail/phone in these circumstances

- **Non-attendance**, late arrival or finishing a booked shift early without good reason/notification is considered a **serious breach of professional behaviour and a probity issue**. In such circumstances the OOH Clinical Supervisor will need to inform the Trainee's Educational Supervisor and Clinical team at HUC.

- Trainees will need to provide evidence of up to date BLS and safeguarding competence.
- Trainees will need to have an [nhs.net e-mail account](#) to be able to send/receive any correspondence regarding patients they may have seen.

## Practical Points for working OOH shifts

- **Smartcards** will need to be updated for use at HUC and be brought for use at all OOH sessions in order to access the patient Summary Care Record.
- **Login details** are needed to use the Clinical system Adastral/SystemOne and can be found in the induction pack. If needing help to recall this please contact the Shift Manager on shift.
- HUC primary care centres have BNFs, gloves, tongue depressors, urine pots and testing strips, emergency medications and prescription paper.
- Trainees are expected to **bring** their/training practice's **own equipment** to shifts. This should include at the very least: Stethoscopes, auriscopes, ophthalmoscopes, tendon hammers, sphygmomanometers, thermometers and any other diagnostic equipment which the Trainee needs to examine patients.
- The Clinical System Adastral has links to useful resources e.g. Local guidance for antibiotic use, TOXBASE, safeguarding policies and protocols to name a few.

## Section 2

This section will focus on the educational element of OOH training. Each session needs to be supported by a log-entry in the e-portfolio which reflects the learning and skills gained specific to the OOH competencies outlined below. To progress successfully, Trainees are encouraged to regularly discuss their learning with their GP trainer.

### RCGP Curriculum Statement – “Care of acutely ill people”

There are six generic competencies to demonstrate within the RCGP Curriculum statement **“Care of acutely ill people”**:

1. Ability to manage common medical, surgical and psychiatric emergencies in the out of hours setting.
2. Understanding of the organisational aspects of NHS out of hours care.
3. Ability to make appropriate referrals to hospitals and other professionals in the out of hours setting.
4. Demonstration of communication skills required for out of hours care.
5. Individual personal time and stress management
6. Maintenance of personal security and awareness and management of the security risks to others.

## OOH Competencies

*Guidance set out by Health Education England*

### **Ability to manage common medical, surgical and psychiatric conditions and common emergencies:**

- GP Trainees should be able to manage common medical, psychiatric and social conditions they are likely to encounter during OOH experience. These include minor illnesses and injuries, chronic disease and major emergency clinical conditions.
- The Trainee should be able to differentiate between those milder or moderate conditions that can be managed by the patient or the OOH team and serious conditions or emergencies requiring additional assistance or expertise.
- The Trainee must demonstrate understanding of how to manage critical situations by appropriate and timely use of available resources and facilities.
- Examples (not an exhaustive list) of emergencies are listed below:
  1. Chest pain & MI
  2. Heart failure
  3. Sudden collapse
  4. Fits, faints & funny turns
  5. Stroke / CVA / TIA
  6. Epilepsy and epileptic episodes
  7. Acute asthma or COPD exacerbation
  8. GI bleed – upper & lower
  9. The acute abdomen
  10. Vascular emergencies including hypovolaemic shock and DVT
  11. Gall bladder disease (cholelithiasis, cholecystitis)
  12. Renal colic, pyelonephritis and urinary retention
  13. Ectopic pregnancy / PID / bleeding in early pregnancy, (including miscarriage)
  14. Obstetric emergencies – APH/PPH/ pre-eclampsia, reduced foetal movements
  15. Acute confusion state and psychoses

16. Allergy & anaphylaxis
17. The ill child and infant
18. Infection such as septicaemia and meningitis
19. Orthopaedic emergencies e.g. cord compression injuries/back pain
20. Acute eye pain / loss of vision
21. Acute psychosis or dementia or severe depression/self-harm

- GP Trainees should be able to recognise the ill child, differentiate between mild, moderate and severe illness in children and know how to manage common paediatric emergencies such as meningitis; croup/asthma; febrile convulsion; gastro-enteritis and dehydration; and non-accidental injury.
- GP Trainees should be able to differentiate between mild, moderate and severe mental illness, understand the interaction between mental, physical and environmental aspects of health and know how to manage such mental health problems as often present as a crisis during OOH. They should be competent to perform a suicide risk assessment and be aware of the procedures for assessment and implementation of detaining /admitting patients under the Mental Health Act.
- GP Trainees should be competent in basic life support. They should be aware of the need for maintenance of any emergency drugs and equipment they use during OOH and be competent in the use and monitoring of such drugs and equipment.

### **Understanding the organisational aspects of NHS out-of-hours care, locally and at national level**

- GP Trainees should be aware of the policy framework that directs OOH care both locally and nationally. Trainees should consider:-
  - The CCGs role in commissioning OOH care from Providers originating from the NHS, Social Enterprise, the Voluntary Sector and the Independent Healthcare Sector

- The Department of Health / NHS national standards for OOH care and how providers apply these standards (National Quality Requirements for OOH, Standards for Better Health, and Care Quality Commission Registration)
- National quality assurance tools such as the RCGP OOH Audit Toolkit and the independent Healthcare Inspection by CQC
- They should also set OOH General Practice within the broader policy context of improving access and equity for primary care patients. This broad policy initiative covers:-
  - Expanding Out Of Hours Care from urgent reactive care into extended opening hours delivering proactive primary care (WICs, Enhanced Access)
  - Unscheduled community care
  - Addressing the needs of underserved populations & Redirection of patient demand from A&E units to OOH and minor injury units
- They should be aware of the communication channels required for OOH care and the IT and telecommunications systems to support these communications
- GP Trainees should have an understanding of how healthcare policy and evolving use of healthcare by the population is changing the demands on OOH care.
- Trainees should also be familiar with the role of OOH care in healthcare system emergencies or crises where OOH is a major contributor to delivering healthcare during crises, for example, the CMO cascade system for national drug / infection alerts, how to deal with a local outbreak of an infectious disease, flu epidemic plans and managing a winter bed crisis.

### **The ability to make appropriate referrals to hospitals and other professionals**

- The GP Trainee should be aware of the range of referral points and professionals available to patients out of hours. Examples include the ambulance and paramedic services, community care, secondary care (hospital where appropriate) and the voluntary sector.
- They should be able to communicate effectively and with courtesy to all other professionals involved with the care of the patient making prompt and appropriate referrals with clear documentation and arrangements for follow up.
- The GP Trainee should respect the roles and skills of others, and should be able to engage effectively with other professionals to best manage the care of the patient.

### **The demonstration of communication and consultation skills required for out of hours care**

- The GP Trainee should be competent in communication and consultation skills for the different types of consultations required in the context of out of hours care.
- These communication types include: telephone consultations and telephone triage skills (with the limitations introduced by the paucity of non-verbal and body language cues), and face-to-face consultations in OOH bases and Home visits to patients own homes.
- Communication should be patient centred and should demonstrate understanding of a variety of commonly used consultation models and techniques and their appropriateness for difficult situations such as breaking bad news or defusing a hostile / angry patient or carer.
- The GP Trainee should have a good understanding of teamwork, be aware of the roles and responsibilities of the various members of the

OOH team (Call Handler, Triage Clinician, Base or Visiting Clinician) and be able to work and communicate with them effectively.

### **Individual personal time and stress management**

- The GP Trainee should be able to manage their time and workload effectively; demonstrating good timekeeping, problem solving and the ability to prioritise cases and workload appropriately.
- GP Trainees should be aware of both the challenges of working OOH (such as antisocial and long hours, sometimes with overnight shifts) and the attractions of working OOH (e.g. time off during office hours, shift style working, career development and portfolio working opportunities).
- They should recognise when they are not fit to work because of tiredness, physical or mental ill health and take appropriate action. They should be aware of EWTD regulations and plan their OOH sessions with their practices to ensure they are fit and able to work after an OOH shift.
- They should be aware of their personal needs and abilities and learn to develop the necessary strategies to avoid stress and burnout and maintain good health.

### **Maintenance of personal security and awareness and management of security risks to others**

- GP Trainees should be aware of their duties and responsibilities regarding the health, safety and performance of their colleagues. They also need to be insightful of patient safety.
- GP Trainees should be aware of how to notify and escalate significant events, serious untoward incidents, and safeguarding concerns within and without the OOH provider.

- Patient safety concerns everyone in the NHS, and is equally important for general practitioners whether working as an independent contractor or for a Primary Care Organisation.
- Tackling patient safety collectively and in a systematic way can have a positive impact on the quality and efficiency of patient care.
- General practitioners are well placed to be active members of the healthcare team and positively influence the safety culture within the OOH environment.
- The knowledge and application of risk assessment tools must become part of general practitioners' skills and, whatever change occurs in their environment; they should assess the effects of change and plan accordingly.
- Personal safety can be a particular issue when lone-working OOH/ at night/ in unfamiliar patients homes.

## Links to the six OOH competencies:

### **RCGP Curriculum statement (section 7) Recognise and evaluate acutely ill patients**

- Describe how the presentation may be changed by age and other factors such as gender, ethnicity, pregnancy and previous health.
- Recognise death.
- Demonstrate an ability to make complex ethical decisions, demonstrating sensitivity to a patient's wishes in the planning of care.
- Provide clear leadership, demonstrating an understanding of the team approach to care of the acutely ill and the roles of the practice staff in managing patients and relatives.
- Coordinate care with other professionals in primary care and with other specialists.
- Take responsibility for a decision to admit an acutely ill person and not be unduly influenced by others, such as secondary care doctors who have not assessed the patient.

### **Person-centred care**

- Describe ways in which the acute illness itself and the anxiety caused by it can impair communication between doctor and patient, and make the patient's safety a priority.
- Demonstrate a person-centred approach, respecting patients' autonomy whilst recognising that acutely ill patients often have a diminished capacity for autonomy.
- Describe the challenges of maintaining continuity of care in acute illness and taking steps to minimise this by making suitable handover and follow-up arrangements.
- Describe the needs of carers involved at the time of the acutely ill person's presentation.
- Demonstrate an awareness of any conflict regarding management that may exist between patients and their relatives, and act in the best interests of the patient.

### **Specific problem-solving skills**

- Describe differential diagnoses for each presenting symptom.
- Decide whether urgent action is necessary, thus protecting patients with non-urgent and self-limiting problems from the potentially detrimental consequences of being over-investigated, over-treated or deprived of their liberty.

- Demonstrate an ability to deal sensitively and in line with professional codes of practice with people who may have a serious diagnosis and refuse admission.
- Demonstrate an ability to use telephone triage:
  - to decide to use ambulance where speed of referral to secondary care or paramedic intervention is paramount
  - to make appropriate arrangements to see the patient
  - to give advice where appropriate.
- Demonstrate the use of time as a tool and to use iterative review and safety-netting as appropriate.

### **A comprehensive approach**

- Recognise that an acute illness may be an acute exacerbation of a chronic disease.
- Describe the increased risk of acute events in patients with chronic and co-morbid disease.
- Identify co-morbid diseases.
- Describe the modifying effect of chronic or co-morbid disease and its treatment on the presentation of acute illness.
- Recognise patients who are likely to need acute care and offer them advice on prevention, effective self-management and when and who to call for help.

### **Community orientation**

- Demonstrate an ability to use knowledge of patient and family, and the availability of specialist community resources, to decide whether a patient should be referred for acute care or less acute assessment or rehabilitation, thus using resources appropriately.
- Deal with situational crises and manipulative patients, avoiding the inappropriate use of healthcare resources.

### **A holistic approach**

- Demonstrate an awareness of the important technical and pastoral support that a GP needs to provide to patients and carers at times of crisis or bereavement including certification of illness or death.
- Demonstrate an awareness of cultural and other factors that might affect patient management.

### Contextual aspects

- Demonstrate an awareness of legal frameworks affecting acute healthcare provision especially regarding compulsory admission and treatment.
- Demonstrate an awareness of the tensions between acute and routine care and impact of workload on the care given to the individual patients.
- Demonstrate an awareness of the impact of the doctor's working environment and resources on the care provided.
- Demonstrate an understanding of the local arrangements for the provision of out of hours care.

### Attitudinal aspects

- Demonstrate an awareness of their personal values and attitudes to ensure that they do not influence their professional decisions or the equality of patients' access to acute care.
- Identify patients for whom resuscitation or intensive care might be inappropriate and take advice from carers and colleagues.
- Demonstrate a balanced view of benefits and harms of medical treatment.
- Demonstrate an awareness of the emotional and stressful aspects of providing acute care and an awareness that they need to have strategies for dealing with personal stress to ensure that it does not impair the provision of care to patients.

### Scientific aspects

- Describe how to use decision support to make their interventions evidence-based, e.g. Cochrane, PRODIGY, etc.
- Demonstrate an understanding of written protocols that are available from national bodies and how these may be adapted to unusual circumstances.
- Evaluate their performance in regard to the care of the acutely ill person including an ability to conduct significant event analyses and take appropriate action.

### Psychomotor skills

- Performing and interpreting an electrocardiogram.
- Cardiopulmonary resuscitation of children and adults including use of a defibrillator.

- Controlling a haemorrhage and suturing a wound.
- Passing a urinary catheter.
- Using a nebuliser.

### The knowledge base

#### Symptoms

- Cardiovascular – chest pain, haemorrhage, shock.
- Respiratory – wheeze, breathlessness, stridor, choking.
- Central nervous system – convulsions, reduced conscious level, confusion.
- Mental health – threatened self-harm, delusional states, violent patients.
- Severe pain.

### Common and/or important conditions

- Shock (including no cardiac output), acute coronary syndromes, haemorrhage (revealed or concealed), ischaemia, pulmonary embolus, asthma.
- Dangerous diagnoses.
- Common problems that may be expected with certain practice activities: anaphylaxis after immunisation, local anaesthetic toxicity and vaso-vagal attacks with, for example, minor surgery or intra-uterine contraceptive device insertion.
- Parasuicide and suicide attempts.

### Investigation

- Blood glucose.
- Other investigations are rare in primary care because acutely ill patients needing investigation are usually referred to secondary care.

### Treatment

- Pre-hospital management of convulsions and acute dyspnoea.

### Emergency care

- The 'ABC' principles in initial management.
- Appreciate the response time required in order to optimise the outcome.

- Understand the organisational aspects of NHS out of hours care.
- Understand the importance of maintaining personal security and awareness and management of the security risks to others.

### Resources

- Appropriate use of emergency services, including logistics of how to obtain an ambulance/paramedic crew.
- Familiarity with available equipment in own car/bag and that carried by emergency services.
- Selection and maintenance of appropriate equipment and un-expired drugs that should be carried by GPs.
- Being able to organise and lead a response when required, which may include participation by staff, members of the public or qualified responders.
- Knowledge of training required for practice staff and others as a team in the appropriate responses to an acutely ill person.

### Prevention

- Advice to patients on prevention, e.g. with a patient with known heart disease, advice on how to manage ischaemic pain including use of glyceryl trinitrate (GTN), aspirin and appropriate first-line use of paramedic ambulance.

# Demonstrating Out of Hours Competency

*Guidance from Health Education England*

## **Trainer's role in OOH competency assessment**

- The Trainee has to gather the evidence.
- The educational supervisor makes the decision about competency, based on this evidence

## **What evidence supports decision making about OOH competence?**

Trainees need to demonstrate competency in the provision of OOH care. The overall responsibility for assessment of competency is with the Educational Supervisor but Trainees have a duty to keep the record of their experience, reflection and feedback in the competency domains. This record should be kept within the e-portfolio, and OOH log sheets should also be scanned and uploaded as attachments.

The assessment of OOH Competence should be triangulated from several sources of evidence. This may include:

1. An initial Trainee self-assessment against GP Curriculum learning outcomes
2. An assessment of knowledge of common OOH and important emergency scenarios
3. A declaration by the OOH supervisor
4. An audio-COT assessment
5. An OOH CbD assessment

An Educational Supervisor may also use additional evidence from in-hours practice that may demonstrate competence of learning outcomes from the RCGP Curriculum Statement on 'Care of acutely ill people'.

### 1. Trainee self-assessment

GPStRs should be encouraged to complete the OOH Self-Assessment Tool (enclosed with induction pack) prior to starting their OOH sessions. This will not only familiarise them with the learning outcomes from the GP Curriculum, but also allow them to set specific learning objectives which they may wish to record on their PDP. The Self-Assessment Tool

may be re-visited at intervals throughout the training programme and prior to the final review to assess progress.

## 2. Assessment of knowledge of common OOH and important emergency scenarios

Trainees need to be able to manage both common conditions and recognise important medical emergencies with which they may be faced whilst doing OOH clinical practice. This can be assessed using the OOH Care Short Answer Questionnaire.

## 3. Declaration by OOH Supervisor

Before the Trainee can progress from doing closely supervised (Amber) shifts to more remotely supervised (Green) within the OOH organisation it is good practice for the OOH Supervisor who has been supervising the Trainee to sign a declaration that they have no concerns with the Trainee's performance. This could ideally be on the OOH logsheet. Such a declaration will be based on observed practice whilst under supervision.

## 4. Audio-COT Assessment

An audio recording of a telephone consultation that the Trainee has performed whilst doing an OOH shift at HUC can be made available to the trainer and Trainee, to be used to undertake an assessment of the Trainee's performance. This should be fed back to the Trainee and should be recorded in the Trainee's e-portfolio in the same way as one would record a video-COT, using the same assessment framework. Audio COTs can also be undertaken in the live situation with equipment enabling the supervisor to listen into the call.

## 5. OOH CbD Assessment

A CbD assessment can be done using cases from the Trainee's OOH practice. Trainees would need permission to provide an anonymised print out of the OOH clinical records for the purpose of this assessment by their own trainer; or it could be done by the OOH supervisor. The Educational supervisor may wish to focus the discussion around relevant learning outcomes from the RCGP Curriculum Statement on 'Care of acutely ill people'. The assessment would be recorded in the GPStR's e-portfolio.

Please contact [clinical.managementT@hertsurgentcare.nhs.uk](mailto:clinical.managementT@hertsurgentcare.nhs.uk) should you wish to obtain a copy of the patient Adastra records for a CbD assessment or a recording of a patient call for audio-COT assessment.

### **Other Evidence for OOH competence**

Self-assessment by Trainee.

Other evidence about management of emergencies (could be gathered in hours)

OOH session worksheets with feedback about progression of competencies

E-portfolio entries with reflections

Tutorials related to OOH training feedback and case review within the practice

Summary of evidence against competency document provided by Trainee.

## Clinical Guardian

HUC audits the quality and productivity of all GPs and Nurse Practitioners. This gives an indication of the overall performance of each individual. These figures are then reviewed by the Clinical Performance team so that any concerns can be identified. GP Trainees can utilise the internal report and any feedback received via this system as supporting information for demonstration of OOH competencies.

Monthly audits are carried out on each GP and Nurse practitioner using a system called Clinical Guardian.

GP Trainees have 10% or more of their cases audited and the audit questions are based on the RCGP audit toolkit.

Once cases are reviewed by individual auditors, any concerns are relayed automatically to the Core Review Group which will consist of one GP, one Nurse Practitioner and a member of the Clinical team. Once the case is reviewed, the group will forward comments to the individual concerned the automated system. Once a Trainee has dealt with 20 cases, a login will be set up for the Trainee access clinical guardian the details of this will be sent to Trainees via e-mail.

The clinical guardian audit system automatically emails audit results and feedback to the individual clinician. The system allows the clinician to respond to the feedback with their comments.

## Section 3

### HUC Online RotaMaster

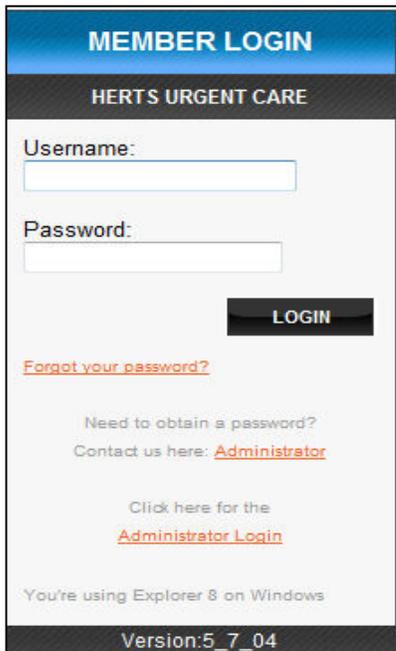
#### *Logging in*

RotaMaster is our Online Rota System where you can see and manage your personal rota.

The website address is: **www.huc-online.com**

You will be given your own personal logins.

Enter your login details into the spaces provided and click 'Login'

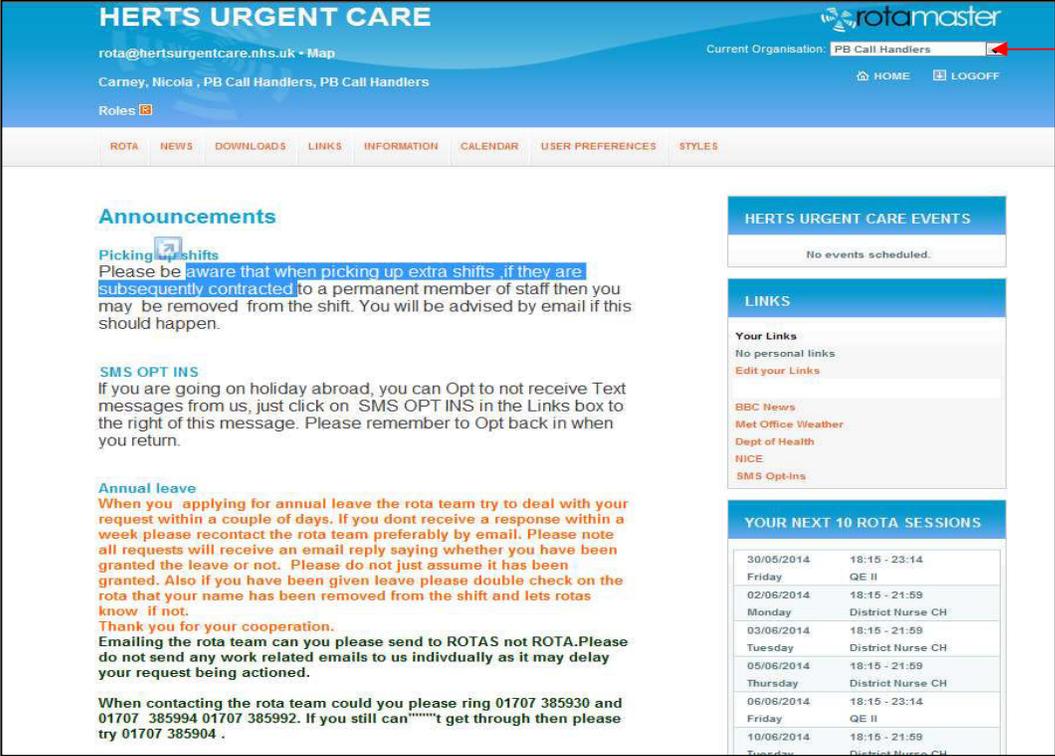


The screenshot shows a web page titled "MEMBER LOGIN" for "HERTS URGENT CARE". It features a "Username:" field, a "Password:" field, and a "LOGIN" button. Below the login fields, there are links for "Forgot your password?", "Need to obtain a password? Contact us here: [Administrator](#)", and "Click here for the [Administrator Login](#)". At the bottom, it indicates "You're using Explorer 8 on Windows" and "Version:5\_7\_04".

## Home Page

The home page contains Announcements, Events, Links, Headlines, your next 10 Rota Sessions that have been confirmed along with the unallocated shifts for the next 7 days.

You will automatically be directed to the organisation that you predominantly work your shifts within, should you work in additional organisations then these can be selected individually using the 'Organisation' selection field in the top right hand corner of the screen.



**HERTS URGENT CARE**

rotamaster

Current Organisation: **PB Call Handlers**

HOME LOGOFF

Organisation

ROTA NEWS DOWNLOADS LINKS INFORMATION CALENDAR USER PREFERENCES STYLES

### Announcements

**Picking up shifts**  
Please be aware that when picking up extra shifts, if they are subsequently contracted to a permanent member of staff then you may be removed from the shift. You will be advised by email if this should happen.

**SMS OPT INS**  
If you are going on holiday abroad, you can Opt to not receive Text messages from us, just click on 'SMS OPT INS' in the Links box to the right of this message. Please remember to Opt back in when you return.

**Annual leave**  
When you applying for annual leave the rota team try to deal with your request within a couple of days. If you dont receive a response within a week please recontact the rota team preferably by email. Please note all requests will receive an email reply saying whether you have been granted the leave or not. Please do not just assume it has been granted. Also if you have been given leave please double check on the rota that your name has been removed from the shift and lets rotas know if not.  
Thank you for your cooperation.  
Emailing the rota team can you please send to ROTAS not ROTA. Please do not send any work related emails to us individually as it may delay your request being actioned.  
When contacting the rota team could you please ring 01707 385930 and 01707 385994 01707 385992. If you still can't get through then please try 01707 385904 .

### HERTS URGENT CARE EVENTS

No events scheduled.

### LINKS

**Your Links**  
No personal links  
[Edit your Links](#)

[BBC News](#)  
[Met Office Weather](#)  
[Dept of Health](#)  
[NICE](#)  
[SMS Opt-Ins](#)

### YOUR NEXT 10 ROTA SESSIONS

30/05/2014	18:15 - 23:14
Friday	QE II
02/06/2014	18:15 - 21:59
Monday	District Nurse CH
03/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
05/06/2014	18:15 - 21:59
Thursday	District Nurse CH
06/06/2014	18:15 - 23:14
Friday	QE II
10/06/2014	18:15 - 21:59
Tuesday	District Nurse CH

How do I book shifts with a trainer?

From the home page, select 'Rota'

Any shifts already booked will be shown under 'My Rota'.

To book shifts with a trainer select 'Registrar Shifts' and then click for more registrar shifts as shown below.



Select the shifts that you wish to book by clicking in the 'Request' next to the shift and click 'Send'. An email will be generated to the Resource team informing them of the shifts that you wish to book. Once confirmed the shifts will show in 'My Rota'.

**SHIFTS AVAILABLE FOR REGISTRARS**

This table lists the shifts that have been confirmed to Supervisors but do not yet have a Registrar assigned.

Click on the check-boxes for the shifts you wish to request.

Click the Submit button at the bottom of the page to send your requests. This information will be sent by email to the rota administrator. A copy will be sent to your email address for your records. Any shifts you select are only REQUESTS. Please wait for confirmation before assuming you have got the shift.

East Herts
North Herts
West Herts
West Herts Medical Centre

• Afternoon • Evening • All •

Date	Day	Duty Station	Shift Group	Start	End	Supervisor	Request
04/06/2015	Thursday	Hertford Base Nurse	Evening	19:00	22:59	Ndukwe, Anthony	<input checked="" type="checkbox"/>
07/06/2015	Sunday	Hertford Base Nurse	Afternoon	14:00	17:59	Ndukwe, Anthony	<input type="checkbox"/>
11/06/2015	Thursday	Hertford Base Nurse	Evening	19:00	22:59	Ndukwe, Anthony	<input type="checkbox"/>
13/06/2015	Saturday	Hertford Triage/Base/Visiting	Evening	15:00	22:59	Ndukwe, Anthony	<input type="checkbox"/>

**SEND**

PLEASE NOTE THE LEVEL AND THE SHIFTS YOU ARE ALLOWED TO BOOK:

ST1 – MONDAY-FRIDAY EVENINGS ONLY

ST2 – MONDAY-FRIDAY EVENINGS, SATURDAY, SUNDAY & BANK HOLIDAYS PM ONLY

ST3 – ANYTIME

### Viewing Your Rota

There are two ways that you can access your rota:

Click on the '**Rota**' tab as shown below



Click on 'Go to your rota', this can be found at the bottom of the listing for your next 10 rota sessions

YOUR NEXT 10 ROTA SESSIONS	
30/05/2014	18:15 - 23:14
Friday	QE II
02/06/2014	18:15 - 21:59
Monday	District Nurse CH
03/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
05/06/2014	18:15 - 21:59
Thursday	District Nurse CH
06/06/2014	18:15 - 23:14
Friday	QE II
10/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
24/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
25/06/2014	18:15 - 21:59
Wednesday	District Nurse CH
27/06/2014	18:15 - 23:14
Friday	QE II
02/07/2014	18:15 - 21:59
Wednesday	District Nurse CH
<b>Go to Your Rota</b>	

The 'My Rota' page lists all of your shifts along with any messages from the administrator (Resource team). Click on 'Registrar Shifts' to view the shifts that have been booked for you.

Go to your Rota



**HERTS URGENT CARE** | rotamaster

Current Organisation: **QE2 East Herts**

Carney, Nicola | PB Call Headers | PB Call Headers | Home | Logout

**MY ROTA**

**Rota Assistant**

- I want to
- View Timetable
- Verify Shifts
- Verify Availability
- Log my availability
- Change my availability
- View My Offers

**Message from administrator**

Dear all,

If you have not provided us with your email address, have any queries or would like some training as Rotamaster please contact the Rota Team on the email address at the top of the website.

Published range: 28-Nov-2015 to 31-May-2015 | Last updated: 30/5/2014 at 09:52

My Rota | Web Bookings

**Confirmed Rota for Carney, Nicola**

Page 1 of 2 | 1 | 2

Date	Day	Organisation	Duty Station	Shift Group	Start	End	Value	Role	Exchange [?]
30/05/2014	Friday	Reconforte	QE1	Evening	18:15	23:14	£0.00	Reconforte	[?]



## Clinical Resources - Important Contact Details

The resourcing office is open between the hours of 08:00-18:00 Monday to Friday. The team can be contacted on:

01707 385933 (Hertfordshire)

01707 384983 (Luton and Bedfordshire)

01707 385932 (Cambridge and Peterborough)

Alternatively you can email them:

Hertfordshire [clinical.resources@hertsurgentcare.nhs.uk](mailto:clinical.resources@hertsurgentcare.nhs.uk)

Luton and Bedfordshire [bedfordshire.rotas@hertsurgentcare.nhs.uk](mailto:bedfordshire.rotas@hertsurgentcare.nhs.uk)

Cambridge and Peterborough [peterborough.rotas@hertsurgentcare.nhs.uk](mailto:peterborough.rotas@hertsurgentcare.nhs.uk)

Should you need to cancel a shift outside of office hours or notify the service that you will be arriving late for a shift, then please contact the Shift Manager on:08445 60 5040

- Hertfordshire: select option 1
- Cambridge and Peterborough: select option 2
- Luton and Bedfordshire: select option 3

**\*\*\* SHOULD YOU WISH TO CANCEL A SHIFT, WE NEED A MINIMUM OF 2 WEEKS NOTICE \*\*\***

## Section 4

### Contacting the HUC Clinical Team

HUC have a team of clinical and admin staff who work closely together on areas such as clinical governance, outcomes of care, performance and quality standards and ensuring patient safety within the service.

The Clinical Leads also oversee the delivery of GP training in Out of Hours.

For any queries relating to GP training, clinical care, arranging shadowing/observation shifts or tutorial sessions please contact the clinical leads:

#### **Clinical Leads for Hertfordshire Trainees**

Dr Rafid Aziz - [rafid.aziz@hertsurgentcare.nhs.uk](mailto:rafid.aziz@hertsurgentcare.nhs.uk)

Dr Yasmin Al-Sam – [yasmin.al-sam@hertsurgentcare.nhs.uk](mailto:yasmin.al-sam@hertsurgentcare.nhs.uk)

Dr Ozan Adali – [ozan.adali@hertsurgentcare.nhs.uk](mailto:ozan.adali@hertsurgentcare.nhs.uk)

#### **Clinical Lead for Luton and Bedfordshire Trainees**

Dr Rafid Aziz – [rafid.aziz@hertsurgentcare.nhs.uk](mailto:rafid.aziz@hertsurgentcare.nhs.uk)

Dr Mahmood Atab – [mahmood.atab@hertsurgentcare.nhs.uk](mailto:mahmood.atab@hertsurgentcare.nhs.uk)



Cambridge and Peterborough Trainees

Dr Harshad Mistry – [harshad.mistry@nhs.net](mailto:harshad.mistry@nhs.net)

Alternatively you can send an e-mail to [clinical.managementT@hertsurgentcare.nhs.uk](mailto:clinical.managementT@hertsurgentcare.nhs.uk) if unsure who to contact and your message will be directed to the appropriate person.



# FORMS

## Form 1 HEEoE GP School - Record of OOH training session

(Amended version from Bedoc OOH Training providers)

GPStR's name:

OOH training provider:

Type of session (e.g. base doctor (including walk-in centre), visiting doctor, telephone triage, minor injuries centre):	
Date of session:	
Time of session and length (hours):	Total hours completed to date (including this session):
Type of cases seen and significant events	
Learning areas and needs identified (to be discussed with GP Trainer):	Competencies demonstrated: <i>1. Managing emergencies</i> <i>2. Organisation of OOH Care</i> <i>3. Appropriate referrals</i> <i>4. Communication skills – patients/ other professionals</i> <i>5. Time management/ personal stress management</i> <i>6. Personal security and safety and other staff</i>
Debriefing notes from Clinical Supervisor	
Progress towards competency in independent out of hours General Practice: <b>Red/ Amber/ Green</b> Comments:	
Name of OOH Supervisor:	
Signature of OOH Supervisor:	
Signature of GP Registrar:	

**Form 2 Herts Urgent Care PCCs (Herts; Cambridgeshire & Peterborough and Luton and Bedfordshire)**

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Herfordshire</b>				
<b>Herts Urgent Care HQ WGC</b>	<b>Ambulance Training Centre Ascots Lane Welwyn Garden City</b>	<b>AL7 4HL</b>	<a href="https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HL/@51.782424,-0.1906408,19z/data=!3m1!1e3!4m5!3m4!1s0x48763b4cbbb97e0f:0xf2fb1c06ec35e35f!8m2!3d51.7826351!4d-0.1908694">https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HL/@51.782424,-0.1906408,19z/data=!3m1!1e3!4m5!3m4!1s0x48763b4cbbb97e0f:0xf2fb1c06ec35e35f!8m2!3d51.7826351!4d-0.1908694</a>	<b>Press 5 for Herts Urgent Care</b>
<b>Cheshunt Community Hospital</b>	King Arthur Court Crossbrook Street Cheshunt	EN8 8XN	<a href="https://www.google.co.uk/maps/place/Cheshunt,+Waltham+Cross+EN8+8XN/@51.699191,-0.0353707,17z/data=!3m1!1e3!4m5!3m4!1s0x4876203a27e8bc01:0xa7adccb442b4ab!8m2!3d51.6992184!4d-0.0332938">https://www.google.co.uk/maps/place/Cheshunt,+Waltham+Cross+EN8+8XN/@51.699191,-0.0353707,17z/data=!3m1!1e3!4m5!3m4!1s0x4876203a27e8bc01:0xa7adccb442b4ab!8m2!3d51.6992184!4d-0.0332938</a>	<b>Main entrance, off car park</b>

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Hertford County Hospital</b>	North Road Hertford	SG14 1LP	<a href="https://www.google.co.uk/maps/place/Hertford+SG14+1LP/@51.7966055,-0.091067,17z/data=!3m1!4b1!4m5!3m4!1s0x4876269b86b51edf:0x6a718e6b5d8d5eb2!8m2!3d51.7965026!4d-0.0886828">https://www.google.co.uk/maps/place/Hertford+SG14+1LP/@51.7966055,-0.091067,17z/data=!3m1!4b1!4m5!3m4!1s0x4876269b86b51edf:0x6a718e6b5d8d5eb2!8m2!3d51.7965026!4d-0.0886828</a>	<b>OOH entrance, off car park</b>
<b>Herts &amp; Essex Hospital, Bishops Stortford</b>	Haymeads Lane Bishop's Stortford	CM23 5JH	<a href="https://www.google.co.uk/maps/place/Bishop's+Stortford+CM23+5JH/@51.8656838,0.1724419,17z/data=!3m1!4b1!4m5!3m4!1s0x47d885444d91057b:0x8a49bfa39e4c8337!8m2!3d51.8656188!4d0.1746907">https://www.google.co.uk/maps/place/Bishop's+Stortford+CM23+5JH/@51.8656838,0.1724419,17z/data=!3m1!4b1!4m5!3m4!1s0x47d885444d91057b:0x8a49bfa39e4c8337!8m2!3d51.8656188!4d0.1746907</a>	<b>Main entrance</b>
<b>Lister Hospital, Stevenage</b>	Coreys Mill Lane Stevenage	SG1 4AB	<a href="https://www.google.co.uk/maps/place/Stevenage+SG1+4AB/@51.9244192,-0.2136413,18z/data=!3m1!4b1!4m5!3m4!1s0x487631ed085d2387:0xeb6e11711f3e62f8!8m2!3d51.9242386!4d-0.2119118">https://www.google.co.uk/maps/place/Stevenage+SG1+4AB/@51.9244192,-0.2136413,18z/data=!3m1!4b1!4m5!3m4!1s0x487631ed085d2387:0xeb6e11711f3e62f8!8m2!3d51.9242386!4d-0.2119118</a>	<b>Fracture Clinic, through A&amp;E</b>

PCC	Postal address	Postcode	Map link	Location on site
<b>QEII Hospital, Welwyn Garden City</b>	Howlands Welwyn Garden City	AL7 4HQ	<a href="https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HQ/@51.7829,-0.1876067,18z/data=!3m1!4b1!4m5!3m4!1s0x487624b38e8a726d:0x5d2172365a39e9c!8m2!3d51.7829894!4d-0.1858535">https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HQ/@51.7829,-0.1876067,18z/data=!3m1!4b1!4m5!3m4!1s0x487624b38e8a726d:0x5d2172365a39e9c!8m2!3d51.7829894!4d-0.1858535</a>	<b>Adult Out Patients Level 2 Ground Floor</b> <b>On the left of A &amp; E</b>
<b>St Albans City Hospital</b>	Waverley Road St Albans	AL3 5PN	<a href="https://www.google.co.uk/maps/place/St+Albans+AL3+5PN/@51.759887,-0.3468172,17z/data=!3m1!4b1!4m5!3m4!1s0x48763f2e29e536f3:0x151abab97e91f901!8m2!3d51.7598006!4d-0.3443643">https://www.google.co.uk/maps/place/St+Albans+AL3+5PN/@51.759887,-0.3468172,17z/data=!3m1!4b1!4m5!3m4!1s0x48763f2e29e536f3:0x151abab97e91f901!8m2!3d51.7598006!4d-0.3443643</a>	<b>Minor Injuries Unit, off first car park on left</b>

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Dacorum Urgent Care Centre, Hemel Hempstead Hospital</b>	Hillfield Road Hemel Hempstead	HP2 4AD	<a href="https://www.google.co.uk/maps/place/Hemel+Hempstead+HP2+4AD/@51.7510914,-0.4691528,18z/data=!3m1!4b1!4m5!3m4!1s0x4876415c091c4b3f:0x49eb467c203036de!8m2!3d51.7508655!4d-0.4685995">https://www.google.co.uk/maps/place/Hemel+Hempstead+HP2+4AD/@51.7510914,-0.4691528,18z/data=!3m1!4b1!4m5!3m4!1s0x4876415c091c4b3f:0x49eb467c203036de!8m2!3d51.7508655!4d-0.4685995</a>	<b>A&amp;E entrance</b>
<b>Watford General Hospital</b>	Vicarage Road Watford	WD18 0HB	<a href="https://www.google.co.uk/maps/place/Vicarage+Rd,+Watford+WD18+0HB/@51.6487469,-0.4062368,17z/data=!3m1!4b1!4m5!3m4!1s0x48766ae7a5018cd5:0x8f2f4fd91e9d2a8c!8m2!3d51.6490507!4d-0.404472">https://www.google.co.uk/maps/place/Vicarage+Rd,+Watford+WD18+0HB/@51.6487469,-0.4062368,17z/data=!3m1!4b1!4m5!3m4!1s0x48766ae7a5018cd5:0x8f2f4fd91e9d2a8c!8m2!3d51.6490507!4d-0.404472</a>	<b>Fracture Clinic</b>

PCC	Postal address	Postcode	Map link	Location on site
<b>Potters Bar Community Hospital</b>	Barnet Road Potters Bar	EN6 2RY	<a href="https://www.google.co.uk/maps/place/Potters+Bar+EN6+2RY/@51.6870689,-0.1787782,19z/data=!3m1!4b1!4m5!3m4!1s0x487622a89fbb2663:0x32684005bfe325f4!8m2!3d51.687184!4d-0.1775192">https://www.google.co.uk/maps/place/Potters+Bar+EN6+2RY/@51.6870689,-0.1787782,19z/data=!3m1!4b1!4m5!3m4!1s0x487622a89fbb2663:0x32684005bfe325f4!8m2!3d51.687184!4d-0.1775192</a>	
<b>Elstree Way Clinic Borehamwood</b>	Elstree Way Borehamwood	WD6 1JP	<a href="https://www.google.co.uk/maps/place/Borehamwood+WD6+1JP/@51.6588694,-0.2694138,17z/data=!3m1!4b1!4m5!3m4!1s0x4876166c65aec6fb:0x87c667a655edf1f5!8m2!3d51.658945!4d-0.2669914">https://www.google.co.uk/maps/place/Borehamwood+WD6+1JP/@51.6588694,-0.2694138,17z/data=!3m1!4b1!4m5!3m4!1s0x4876166c65aec6fb:0x87c667a655edf1f5!8m2!3d51.658945!4d-0.2669914</a>	
<b>Cambridgeshire &amp; Peterborough</b>				

PCC	Postal address	Postcode	Map link	Location on site
<b>Addenbrookes Urgent Treatment Centre</b>	Urgent Treatment Centre (clinic 9), Hills Road, Cambridge	CB2 0QQ	<a href="https://www.google.co.uk/maps/place/Cambridge+CB2+0QQ/@52.1748407,0.1388682,17z/data=!3m1!4b1!4m5!3m4!1s0x47d87a6186d04e45:0xe7c8da354f34945d!8m2!3d52.1750602!4d0.1417227">https://www.google.co.uk/maps/place/Cambridge+CB2+0QQ/@52.1748407,0.1388682,17z/data=!3m1!4b1!4m5!3m4!1s0x47d87a6186d04e45:0xe7c8da354f34945d!8m2!3d52.1750602!4d0.1417227</a>	<p>The UTC is located next to the out patients department.</p> <p>Entrance through the Automatic doors, Intercom buzzer is located on the right hand side of the door.</p>
<b>Doddington Hospital</b>	Benwick Road, Doddington, March	PE15 0UG	<a href="https://www.google.co.uk/maps/place/Doddington,+March+PE15+0UG/@52.4998404,0.0541028,17z/data=!3m1!4b1!4m5!3m4!1s0x47d808fa0a03a5ef:0x5072174a73dc61f9!8m2!3d52.4998466!4d0.0558453">https://www.google.co.uk/maps/place/Doddington,+March+PE15+0UG/@52.4998404,0.0541028,17z/data=!3m1!4b1!4m5!3m4!1s0x47d808fa0a03a5ef:0x5072174a73dc61f9!8m2!3d52.4998466!4d0.0558453</a>	Free parking is available; Entrance through the Minor Injuries & illness Unit.

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Princess of Wales Hospital Ely</b>	Lynn Road, Ely	CB6 1DN	<a href="https://www.google.co.uk/maps/place/Ely+CB6+1DN/@52.4128039,0.2743191,18z/data=!3m1!4b1!4m5!3m4!1s0x47d8139a6b635287:0x94dad2453b16ac1d!8m2!3d52.4132816!4d0.2749728">https://www.google.co.uk/maps/place/Ely+CB6+1DN/@52.4128039,0.2743191,18z/data=!3m1!4b1!4m5!3m4!1s0x47d8139a6b635287:0x94dad2453b16ac1d!8m2!3d52.4132816!4d0.2749728</a>	Located within the Minor Injuries Unit of the hospital. Entrance through the Minor Injuries & Illness Unit. Follow red sign post from main entrance.
<b>Hinchingsbrooke Hospital Huntingdon</b>	Hinchingsbrooke Park, Huntingdon	PE29 6NT	<a href="https://www.google.co.uk/maps/place/Huntingdon+PE29+6NT/@52.3336316,-0.2043331,17z/data=!3m1!4b1!4m5!3m4!1s0x4877c2cedfbf8fe3:0x73cdb9e1b8b3f34!8m2!3d52.3333499!4d-0.2026787">https://www.google.co.uk/maps/place/Huntingdon+PE29+6NT/@52.3336316,-0.2043331,17z/data=!3m1!4b1!4m5!3m4!1s0x4877c2cedfbf8fe3:0x73cdb9e1b8b3f34!8m2!3d52.3333499!4d-0.2026787</a>	Entrance doors are to the right of the A&E department

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Peterborough City Care Centre</b>	Thorpe Road, Peterborough	PE3 6DB	<a href="https://www.google.co.uk/maps/place/Peterborough+PE3+6DB/@52.5742344,-0.2610687,17z/data=!3m1!4b1!4m5!3m4!1s0x4877f1a787fca7cf:0xe99ee81daf8a9dcc!8m2!3d52.5743329!4d-0.2588202">https://www.google.co.uk/maps/place/Peterborough+PE3+6DB/@52.5742344,-0.2610687,17z/data=!3m1!4b1!4m5!3m4!1s0x4877f1a787fca7cf:0xe99ee81daf8a9dcc!8m2!3d52.5743329!4d-0.2588202</a>	Entry via Minor Injuries & Illness Unit located to the right of the main entrance. Intercom located on the left hand side of the door
<b>Luton &amp; Bedfordshire</b>				
<b>Bedford Hospital</b>	Kempton Road, Bedford	MK42 9DJ	<a href="https://www.google.co.uk/maps/place/Bedford+MK42+9DJ/@52.1287969,-0.472296,19z/data=!3m1!4b1!4m5!3m4!1s0x4877b6c85c688da1:0x709ea5312f4e9b1d!8m2!3d52.1288481!4d-0.47173">https://www.google.co.uk/maps/place/Bedford+MK42+9DJ/@52.1287969,-0.472296,19z/data=!3m1!4b1!4m5!3m4!1s0x4877b6c85c688da1:0x709ea5312f4e9b1d!8m2!3d52.1288481!4d-0.47173</a>	Located within the fracture clinic at the hospital

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Biggleswade Hospital</b>	Potton Road, Biggleswade	SG18 0EL	<a href="https://www.google.co.uk/maps/place/Potton+Rd,+Biggleswade+SG18+0EL/@52.1018151,-0.2529093,16z/data=!3m1!4b1!4m5!3m4!1s0x4877cc2eaeaf9735:0x9315c67467a2c43b!8m2!3d52.1004496!4d-0.2466304">https://www.google.co.uk/maps/place/Potton+Rd,+Biggleswade+SG18+0EL/@52.1018151,-0.2529093,16z/data=!3m1!4b1!4m5!3m4!1s0x4877cc2eaeaf9735:0x9315c67467a2c43b!8m2!3d52.1004496!4d-0.2466304</a>	Use the main carpark and use the Halsey Treatment Centre entrance
<b>Dunstable: Priory Gardens Surgery</b>	Church Street, Dunstable	LU6 3SU	<a href="https://www.google.co.uk/maps/place/Dunstable+LU6+3SU/@51.8856664,-0.521136,17z/data=!3m1!4b1!4m5!3m4!1s0x48764f042cfebd15:0x7fcad00ff737cddb!8m2!3d51.8856711!4d-0.5193103">https://www.google.co.uk/maps/place/Dunstable+LU6+3SU/@51.8856664,-0.521136,17z/data=!3m1!4b1!4m5!3m4!1s0x48764f042cfebd15:0x7fcad00ff737cddb!8m2!3d51.8856711!4d-0.5193103</a>	use the entrance which is the last door on the right , press buzzer to gain entrance

PCC	Postal address	Postcode	Map link	Location on site
<b>Flitwick</b>	Highland, Flitwick, MK45 1DZ	MK45 1DZ	<a href="https://www.google.co.uk/maps/place/Flitwick,+Bedford+MK45+1DZ/@52.0051854,-0.4959532,17z/data=!3m1!4b1!4m5!3m4!1s0x48764cbb6689022b:0xe700047e74be2446!8m2!3d52.0051499!4d-0.4937649">https://www.google.co.uk/maps/place/Flitwick,+Bedford+MK45+1DZ/@52.0051854,-0.4959532,17z/data=!3m1!4b1!4m5!3m4!1s0x48764cbb6689022b:0xe700047e74be2446!8m2!3d52.0051499!4d-0.4937649</a>	Use the main entrance, reception is on the right just through the doors.
<b>Leighton Buzzard</b>	Bassett Road Surgery, 29 Bassett Road, Leighton Buzzard	LU7 1AR	<a href="https://www.google.co.uk/maps/place/Bassett+Rd,+Leighton+Buzzard+LU7+1AR/@51.9190298,-0.6671108,17z/data=!3m1!4b1!4m5!3m4!1s0x487651495a0734f1:0x97345ff518b90038!8m2!3d51.9191226!4d-0.6646375">https://www.google.co.uk/maps/place/Bassett+Rd,+Leighton+Buzzard+LU7+1AR/@51.9190298,-0.6671108,17z/data=!3m1!4b1!4m5!3m4!1s0x487651495a0734f1:0x97345ff518b90038!8m2!3d51.9191226!4d-0.6646375</a>	Park at the front of the building and use the main entrance. Reception is located to the right just through the main doors

PCC	Postal address	Postcode	Map link	Location on site
Luton Town Centre Surgery	14 – 16 Chapel Street, Luton	LU1 2SE	<a href="https://www.google.co.uk/maps/place/Chapel+St,+Luton+LU1+2SE/@51.8774724,-0.4179635,17z/data=!3m1!4b1!4m5!3m4!1s0x487648436490bf27:0xea8615e1554e5c87!8m2!3d51.8776305!4d-0.4155993">https://www.google.co.uk/maps/place/Chapel+St,+Luton+LU1+2SE/@51.8774724,-0.4179635,17z/data=!3m1!4b1!4m5!3m4!1s0x487648436490bf27:0xea8615e1554e5c87!8m2!3d51.8776305!4d-0.4155993</a>	No parking

### Form 3 - Trainee feedback on OOH supervisor

<b>Shift Location</b>				
<b>GPR Name:</b>				
<b>Date/Time:</b>				
<b>Clinical Supervisor:</b>				
	<b>Please circle your preference</b>			
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>1. Introduction</b>				
My Clinical Supervisor:				
o Made me feel welcome	1	2	3	4
o Confirmed and clarified the supervision arrangements	1	2	3	4
o Adequately explained/confirmed my understanding of clinical recording system	1	2	3	4
o Adequately explained/confirmed my understanding of operational system	1	2	3	4
o Adequately explained/confirmed my understanding of communications system	1	2	3	4
o Adequately explained/confirmed my understanding of relevant equipment needed	1	2	3	4
o Discussed the completion of the "Record of OOH Session" form	1	2	3	4
<b>2. Supervision throughout shift</b>				
My Clinical Supervisor:				
o Responded quickly to my requests for advice	1	2	3	4
o Gave me helpful advice and support when needed	1	2	3	4
o Was learner-centred in approach to supervision	1	2	3	4
o Gave me useful feedback on my performance	1	2	3	4
o Monitored my work regularly to ensure I was managing workload appropriately	1	2	3	4
o Was able to support me on site when required	1	2	3	4
o Increased my confidence in my OOH work	1	2	3	4
o Gave me an appropriate level of supervision for the type of shift I worked	1	2	3	4
<b>3. Completion of shift</b>				
My Clinical Supervisor:				
o Made time to complete the arrangements at the end of the shift	1	2	3	4
o Gave me useful overall feedback on my performance	1	2	3	4
o Adequately checked my completion of the form including the logging of cases seen	1	2	3	4
o Encouraged me to reflect on the experience	1	2	3	4
o Helped me to identify any learning needs	1	2	3	4
o Highlighted any issues for further discussion with my Trainer	1	2	3	4

Any other comments?
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## Form 4 - Primary Care Centre Orientation



<b>NAME OF PRIMARY CARE CENTRE</b>	
<b>DATE OF INDUCTION</b>	

ACTION	COMPLETED
Give General Tour of PCC (Including any other Urgent Care Services e.g. A&E)	
Show Location of Consulting Rooms	
Location of Toilets	
Location of Tea and Coffee Making facilities	
Location of Emergency Equipment	
Location of Fax and Photocopier and how to use	
Location of Blank Prescriptions (Hand Written and Printer)	
Location of Stock Medication	
Location of HQ return folder	
Location of Forms Folder	
Location of PCC Manual	
Location of Car Equipment	
Location of Stationary	
Location of Equipment Trolleys	
Patient Arrival Route	
Fire Evacuation Point, Fire Exit & Equipment Locations	
Process for contacting Shift Manager	
Process for making triage calls from base that are recorded	
<p>Procedure for prescribing and supplying stock items:</p> <ul style="list-style-type: none"> <li>- Controlled drugs (if located at bases)</li> <li>- Making up of medications</li> <li>- How to prescribe on a script</li> <li>- Log the stock item</li> <li>- How to make up the medications such as antibiotics</li> </ul>	