

Urgent and Unscheduled Care and Out of Hours (OOH)

The aim of doing Out of Hours work is to experience urgent and unscheduled care. The requirements for Out of Hours and Urgent Unscheduled Care changed in August 2019 and updated in 2021.

The full updated UUC/OOH policy is [here](#).

The new guidance moves away from 'counting hours' of OOHs work completed. Instead, it puts responsibility onto trainees to ensure full and comprehensive learning has been undertaken across **five key OOHs competencies**:

- Knowing yourself and relating to others
- Applying Clinical Knowledge and Skill
- Managing complex and long-term care
- Working well in organisations and systems of care
- Caring for the whole person and the wider community

The full document mapping Urgent and Unscheduled Care to the RCGP Curriculum capabilities can be found [here](#) .

You will need sufficient evidence of engagement with and performance of Urgent and Unscheduled care for your Educational Supervisor to make a judgement of progression in this area during training and a judgement concerning competence in this area at the end of ST3. Evidence may be generated throughout your GP training, including whilst in hospital. However, during your GP training posts in ST2 and ST3 you must develop and demonstrate capability in UUC work, including OOHs, outside your training practice.

Use this document to link the OOH/UCC to learning outcomes to your log entries [here](#) .

UUC and OOHs in ST2 GP training posts

There is no mandatory number of hours – the focus should be on demonstrating capabilities. All trainees must demonstrate capability in providing UUC in OOH settings away from their usual GP training practice. Each trainee, with ES support, should tailor their sessions (according to their individual educational needs. UUC capabilities can be developed through working in acute medical / surgical / psychiatry on call, duty GP in hours sessions, urgent care centres and extended access hubs: each trainee will have different experiences of these and thus different learning needs.

In ST2 you could organise observational sessions with other community services providing urgent and emergency health and social care in your area (e.g. Crisis Mental Health, Community Palliative Care, Social services, District Nursing Team, Ambulance service, 111/999; for other suggestions see the document on HEE Wessex GP School website, or talk to colleagues, your TPDs and your GP trainer). You should use the UUC observation session record form to record your attendance at such a session and describe your learning. If this record is attached to and expanded on within an Supporting Documentation/CPD learning log entry, then it could provide an effective piece of evidence towards attainment of UUC capability. Some could be done 'in hours' during your personal study session or on Wednesday mornings when you are not attending Day Release, but it is also important that

several are done OOHs when there is a more limited range of services available, and patients/clients are likely to be unfamiliar to the team.

Urgent and Unscheduled Care Evidence

You should demonstrate capabilities across a range of different UUC settings in your area. Use the Evidence Grid to show how your chosen pieces of evidence support your capabilities in at least two settings for each consultation type (Telephone/Video, Face-to-Face and Home Visiting). You should also demonstrate capabilities in at least two types of consultation in the OOHs setting.

| | Telephone/Video | Face-to-Face | Home Visiting |
|--|-----------------|--------------|---------------|
| In Training Practice | | | |
| Primary care records available | | | |
| Patients known to Team | | | |
| Full daytime services available | | | |
| Outside Training Practice | | | |
| Primary care records available | | | |
| Full daytime services or more limited OOHs services available depending on time of day | | | |
| Out of Hours Setting | | | |
| No/limited primary care records available | | | |
| Limited OOHs services available | | | |

UUC and OOHs in ST3

Same as previously mentioned, there is no mandatory number of hours – the focus should be on demonstrating capabilities.

UUC experience outside your training practice during ST3 will be done with the Out of Hours provider(s) for your area. You should identify early on who provides urgent primary care services for your practice in the OOHs period and approach them directly to organise training shifts.

There are specific agencies who have the contract for the Clinical Assessment Service (telephone triage) and are subcontracted to provide OOHs home visiting service across Hampshire. Please ask your Educational Supervisor who is providing these services in your area.

The three types of consultation in UUC and OOHs work are Telephone Assessment (triage), Face to Face (clinic) and Home Visiting (car). Gaining experience in all of these is important to fully develop your capability in UUC and OOHs. You must complete an UUC session record form for each session that you work and attach this to an OOH Session learning log entry. This form records the hours you worked (to justify 'time off in lieu' from clinical sessions in your usual working week), the type(s) of consultation and level of supervision, learning points, any competencies demonstrated and future learning needs. It must be countersigned by your clinical supervisor for the session. All UUC/OOHs clinical sessions

must be supervised – the level of supervision will vary depending on your prior experience and current competence and should be agreed with your clinical supervisor for each session. Your GP trainer is ultimately responsible for deciding whether your UUC/OOHs experiences are appropriate and adequate to demonstrate UUC capability for your final ARCP and CCT. It is important that you meet regularly to discuss your progression in this area, identify your main pieces of evidence and consider where there is need for further development and the best way(s) to achieve this. Ultimately you must identify your main pieces of supportive evidence using the UUC Evidence for ARCP document which is then uploaded to your e-portfolio so it is available for the ARCP panel to review if required. It may be helpful to review and update this document together regularly during the ST3 year to help guide your future UUC/OOHs work.

For more details and links to all the forms mentioned above, please see our website