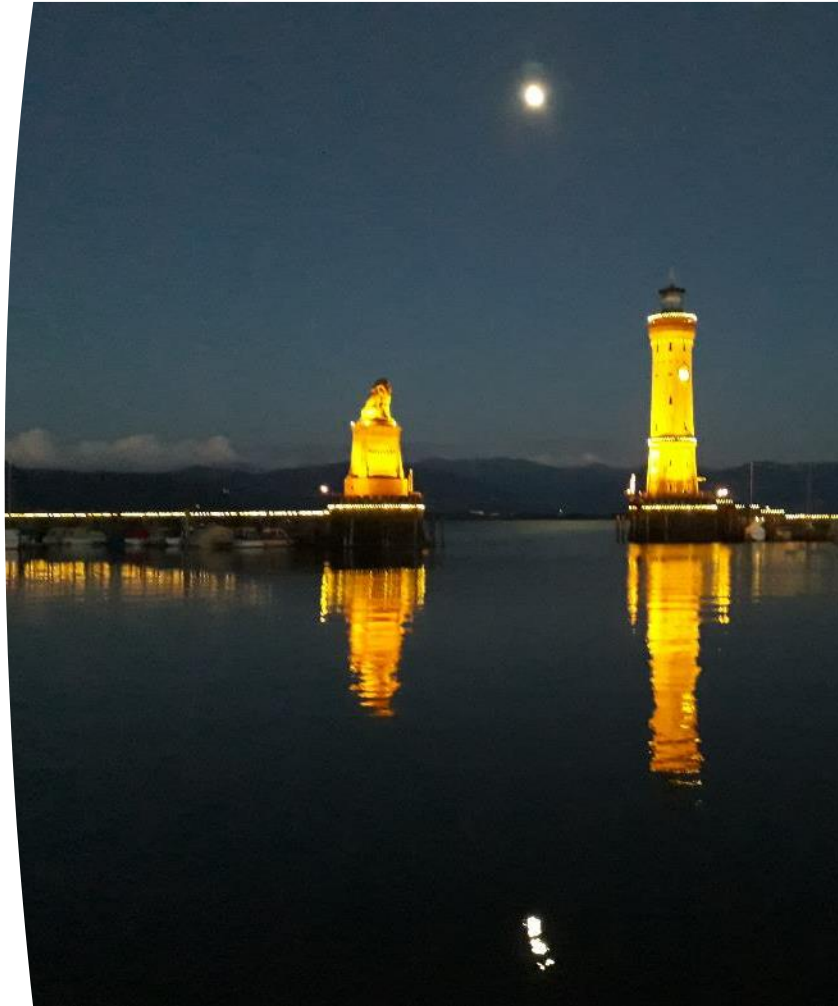


Welcome to Practice Plus Group

- Rosemary Ginns
- GP, Gloucestershire OOH
- Lead for GPST training
- August 30th 2023



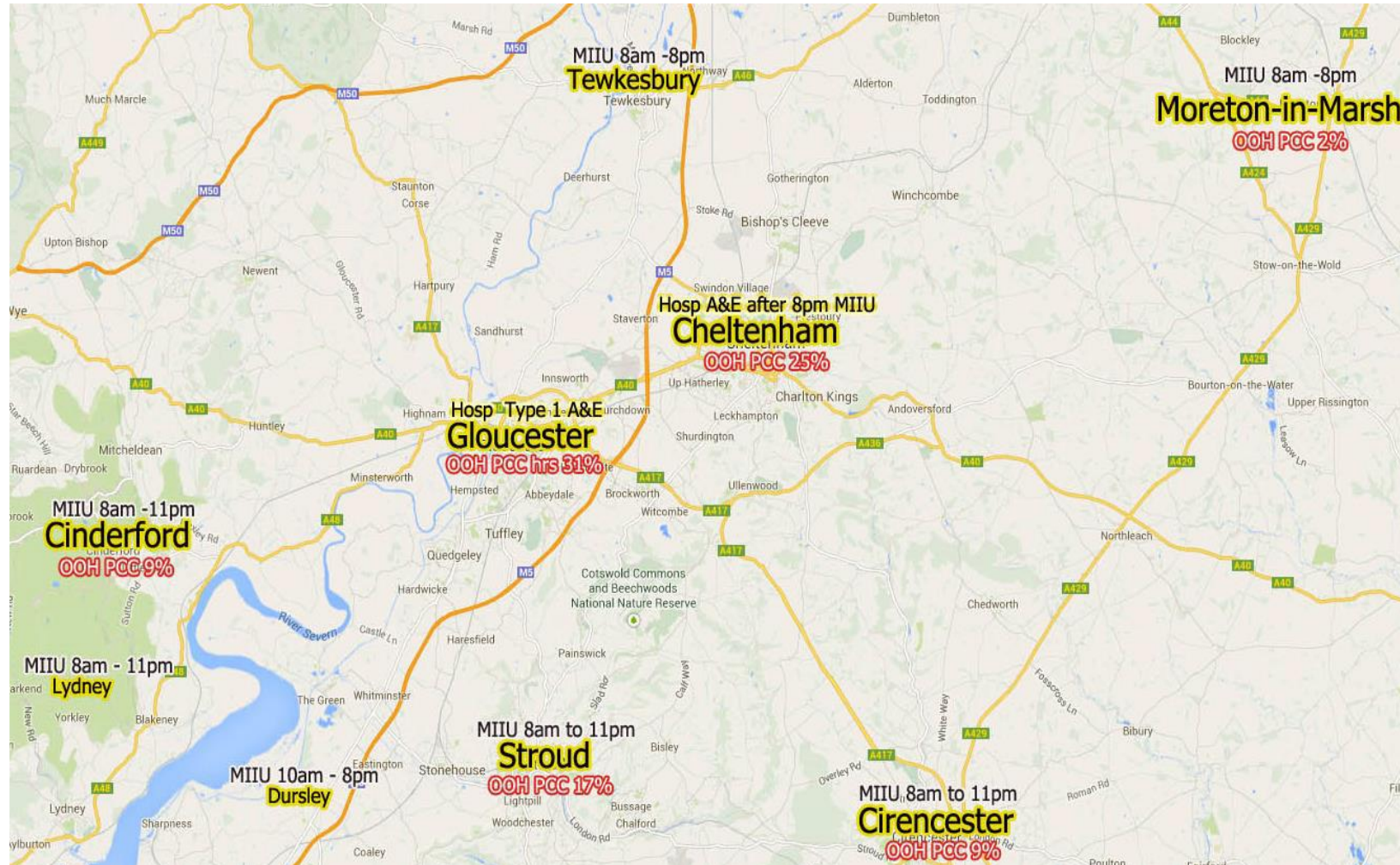
Agenda

- Gloucestershire Out of Hours
- Responsibilities
- How to book your shifts
- Training requirements
- Getting set up
- Telephone triage
- Primary Care Centres
- Home visits
- Uncontactable patient procedures
- Record Keeping
- Medications & prescribing
- Call recording
- Safeguarding
- Audits



Gloucestershire OOH service

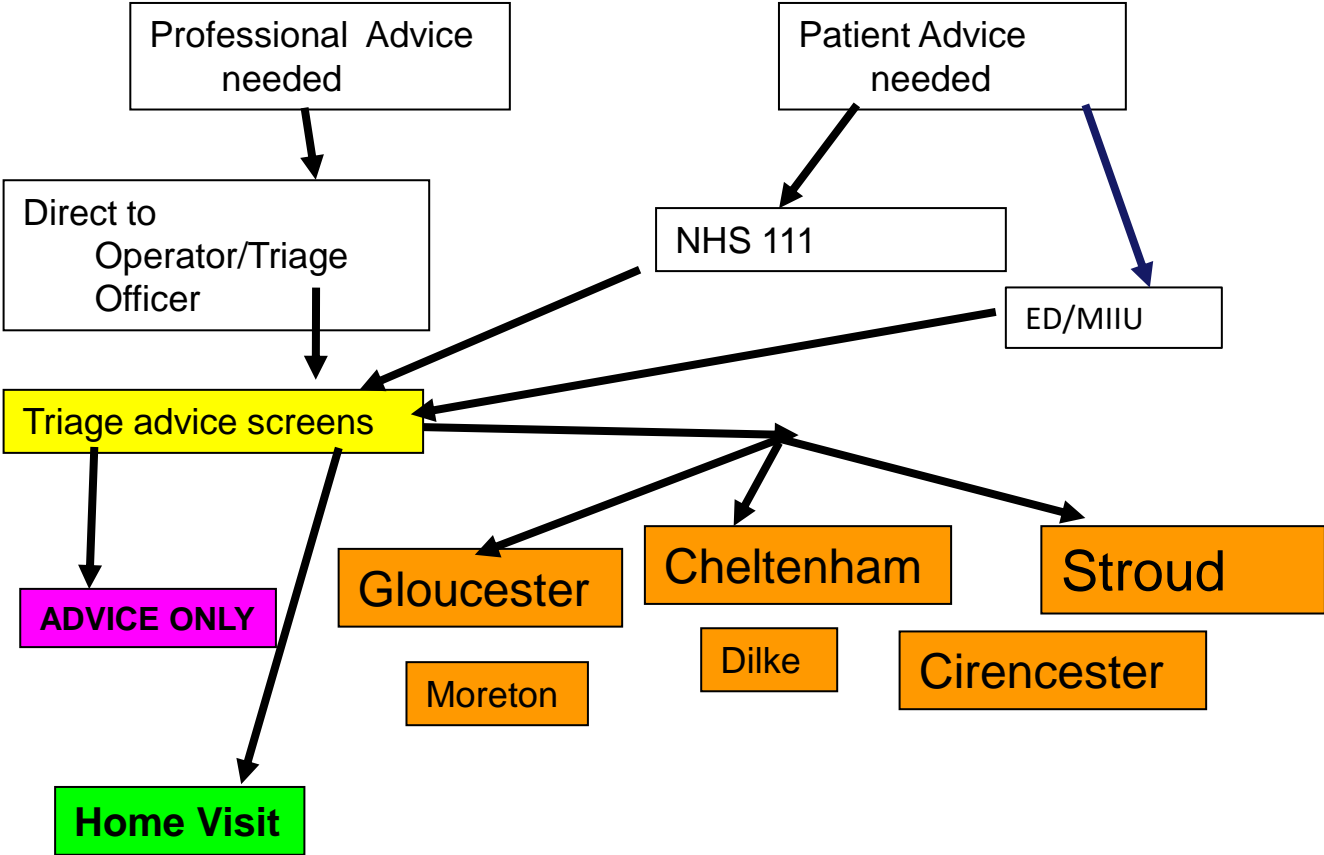
Gloucestershire OOH



Gloucestershire OOH

- Mobile shifts weekday evenings and weekends – 3150 km²
- Population of 600 000
- 76 Practices covered
- 6 PCCs at peak times
- 6 Cars on the road at peak times
- Primary Care Centres (PCCs) – GPs, Emergency Care Practitioners and Advanced Nurse Practitioners.
- Home Visits – GPs, ANPs, ECPs
- Remote triage
- GP Registrar OOH training
- HCP line

GLOUCESTERSHIRE OOH - Organisation



Responsibilities of Supervisors

- Debrief and assess learning made, further areas for development, and quality of the OOH experience provided
- Re-evaluate the level of supervision required by the GPST
- Review the portfolio on a regular basis and validate competencies that have been achieved

Responsibilities of the GP Speciality

Trainee

- Organising their sessions with OOH Providers
- As part of their normal contract of employment.
- **Attending any sessions they have organised**
- GPSTs are responsible for maintaining a portfolio of evidence
 - their own reflections on clinical encounters,
 - professional conversations with their clinical supervisor,
 - relevant courses or reading and other naturally occurring evidence
- **Clear up** any equipment used and leave your room clean as you would wish to find it!

Training requirements & capabilities

Urgent and Unscheduled care experience



A&E



Emergency Assessment Unit



Psychiatry - on-call/
nights/weekends



Hospice



Paediatric
assessment unit



Ambulance service



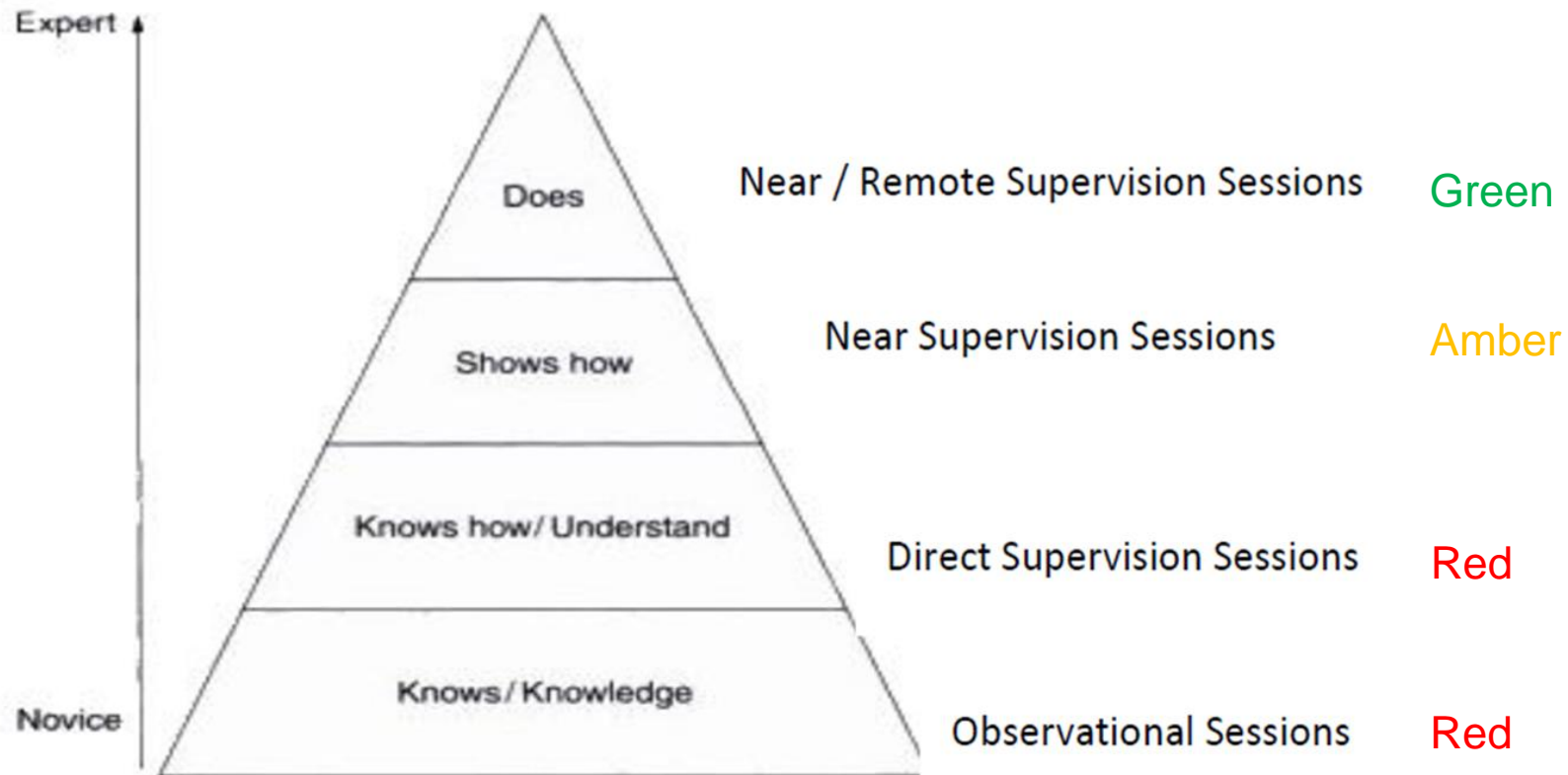
“In-hours” urgent
and unscheduled
care e.g. duty on-call



Extended hours GP hub

Developing capabilities

Developing Capabilities – A Guide



Levels of supervision

- Progression through:
- Observation (Mainly ST1-2) [*educational time*]
- Direct supervision (**ST1/2** – early ST3) [*clinical time*]
- Indirect supervision (ST1/2-**ST3**)
- Remote supervision (**ST3**)

Demonstrating capabilities

- Developing capability is a continuous process throughout the three years of GP training and there will need to be evidence of progression at each annual review of competence (ARCP) panel.
- Most training will be during GP attachments, and it is likely that the bulk of this will be during ST3.
- Relevant experience can be accrued during hospital posts and other emergency care providers

The 5 Urgent and Unscheduled Care areas of capability

That need to be demonstrated by your pre-CCT ARCP.

- 1. Knowing yourself and relating to others**
- 2. Applying clinical knowledge and skill.**
- 3. Managing complex and long-term care**
- 4. Working well in organisations and systems of care**
- 5. Caring for the whole person and the wider community**

Sessions in Out of Hours

- Need to acquire and maintain the necessary competencies
- **This is related to the quantity of individual patient contacts**
- Which is likely to require an indicative benchmark of a four to six hour session every four weeks during GP practice
- Similar to what was previously done

OOH requirements

- We would recommend doing some observational shifts within OOH and/or 111 in ST1/ST2 years
- Suggested minimum 48 hours in a traditional OOH setting in ST3 year
- In the past trainees have needed the majority of their required 72 hours of OOH work to reach “green” status and achieve the competencies required (and confidence) to work independently within OOH
- Average trainee:
 - Red 1 shift for PCC & Triage (2 shifts)
 - Amber approx. 8 shifts
 - Green ideally 2 shifts to demonstrate competence



Ensuring appropriate clinical experience

- Recommended 1-2 shifts a month to spread the training over the year.
- Recommended that the registrar does a variety of shifts PCC / Cars / Triage throughout their training
- ❖ **Base (PCC)** 4.5 - 5 hours, primarily base patients, but if quiet then triage.
- ❖ **Mobile** Variable shift length, if quiet then base or triage.
- ❖ **GP Triage** variable shift length, located at the hub in Highnam or some of the PCCs

Recording UUC experience

- Use the information in the UUSC section of the Severn School of Primary Care website, including the UUSC session log and “passport”
- The completed log should be signed by the clinical supervisor (OOH) and then discussed with and signed by your educational supervisor
- Upload this onto the e-portfolio under “out of hours” as it will provide evidence for your educational supervisor as to how you are progressing
- Document and reflect on relevant cases seen when working in urgent and unscheduled care that reflect the required capabilities
- You are encouraged to arrange CATs, CBD, COTs, Audio COTs etc as these will provide evidence of your capability.

Assessment of capabilities

- Prior to each end of year ESR (and mid-point ESR if in ST3) you will need to complete the Urgent and Unscheduled Care Evidence of Capability document (HEE website)
- Highlights the evidence of capability within your e-portfolio so that your educational supervisor may make a judgment on your progress
- Ultimately, it will be **your** responsibility to demonstrate your capability to your educational supervisor
- Clinical Supervisor – Identifies capability and indicates this on the Urgent and Unscheduled Care Observational Session Record
- Educational Supervisor – Confirms the assessment of the clinical supervisor using the Urgent and Unscheduled Care Observational Session Record and agrees further developmental needs with the trainee.



What will you actually do?

- Watch your supervisor see/triage patients
- See patients yourself, initially observed by your supervisor and then with them in the next room, but able to help, discuss, answer questions
- Triage patients with direct supervision
- Triage patients with nearby supervision and clinical and “technical” support
- Go out on home visits in a car (With supervising GP and driver), and time for case discussions while driving between cases
- See how OOH fits together logistically
- See how treatment options differ depending on timing of calls
- Liaise with other health care professionals in primary and secondary care

GET SET UP WITH PRACTICE PLUS GROUP

Forms Required for Registration with PPG

- Fill out:
 - Honorary Contract
 - Registrar joiner details
- Forward to Practice Plus Group – or hand in today:
 - Gloucestershire.RotaTeam@practiceplusgroup.com

Organising Practice Plus Group Registration and OOH Sessions.

- You should receive an email confirming your
- Practice Plus Group username/password
 - Adastra username/password
 - Rotamaster username/password (which is how you choose shifts)

Organising Practice Plus Group Registration and OOH Sessions.

- If you are not sent the three logins and passwords (see previous slide) within 2 weeks, contact the local Gloucestershire team:
- Rebecca.A.Brown@practiceplusgroup.com
- and copy the email to
- Rosemary.Ginns@practiceplusgroup.com

Smartcard

- Your Smartcard should have been updated with an additional role (Practice Plus Group). You can see whether this has been added any time you log in to a system with your smartcard.
- **If you don't see this additional role on your smartcard, it isn't on there, so contact the Rota Team before your first shift**
- Remember that the rota team can be very busy, so ensure you leave adequate time for your request.

Select your role

 Filter roles... |

Organisation	Code	Role
GLOUCESTERSHIRE HOSPITALS NHS FO...	RTE	Clinical Practitioner Access Role
PRACTICE PLUS GROUP - GLOUCESTER ...	NTPH9	Clinical Practitioner Access Role
PRACTICE PLUS GROUP	NTP	Clinical Practitioner Access Role



Cancel

OK

Smartcards

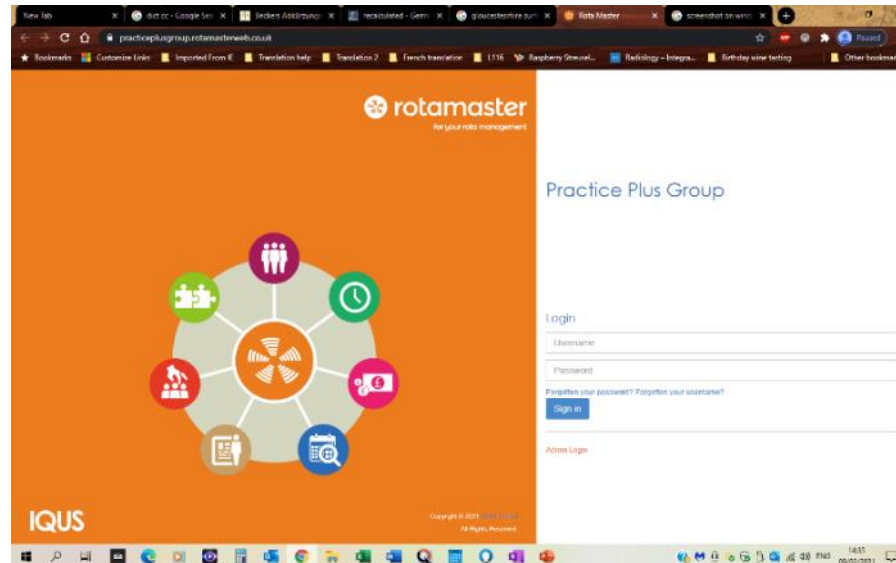
- Access Summary Care Records
- Access GP Connect
- Access Child protection Information Sharing (CP-IS)
 - <https://digital.nhs.uk/services/child-protection-information-sharing-project>
- Log on to Aadastra (although you still need to remember your password)
- Use EPS [Electronic Prescribing Service]
- NB JUYI (Joining up your information) access

How to book your shifts

Rotamaster

- **Choose and request shifts up to 2 months in advance with a Clinical Supervisor.**
- **However, you need to wait for an email to confirm your chosen shifts.**
- Shifts are confirmed by the Rota Team who work Monday to Friday, so if you book on a Friday evening, please don't assume it is OK to attend on the Saturday morning. We would try to accommodate you but you may be sent away...!
- **You will also be able to check on booked shifts and cancel shifts.**
- <https://practiceplusgroup.rotamasterweb.co.uk/>
- **If problems e.g. no reply to a request or problems using Rotamaster, email**
- Gloucestershire.RotaTeam@practiceplusgroup.com

- Online booking service (Rotamaster)
Username & password – this is to book your shifts.
<https://practiceplusgroup.rotamasterweb.co.uk/>
- Log into Rotamaster
- You will see all available shifts
- Pick your shifts and clinical supervisor
- Submit your request
- Rota Team will confirm the acceptance to work on the particular shift after confirming with the supervisor
- Please note that a remote triage shift means the supervisor is working from home – unless you have contacted them directly, and explicitly arranged an alternative, your shift is likely to be cancelled at the last minute.



- Please be mindful that there are a limited number of OOH supervisors
- Do not leave shifts until the end of ST3 – you run the risk of not achieving competencies and demonstrating capability (can not get CCT until capabilities are demonstrated)
- Recommend 1-2 shifts per month in ST3 year starting in August

