NHS
Lancashire Teaching Hospitals
NHS Foundation Trust

Lancashire Teaching Hospitals

Exception Report User Guide

Allocate System - Introduced February 2018

Excellent care with compassion

Workforce & Education

@LancsHospitals

Lancashire Teaching Hospitals
NHS Foundation Trust

Contents

Why are we switching to Allocate? 2

Exception Reporting Dashboard 3

Creating an Exception Report 4

Exception Report Page 6

Exception Report Comments 7

Agreeing to the Exception Report Outcome 8

After the Exception Report is closed 9

Useful Contacts 10

Lancashire Teaching Hospitals
NHS Foundation Trust

Why are we switching to Allocate?

- As doctors on the New Contract you should be aware of exception reporting and the reasons why this is carried out
- Allocate provides us with a much clearer view of the exception reporting being raised and gives us more of an insight as to why these are being raised in order that we can identify any emerging patterns specific to different rotas
- Allocate provides a more detailed and centralized means of communicating between junior doctors and educational/clinical supervisors

You can access the Allocate system through the following website:-

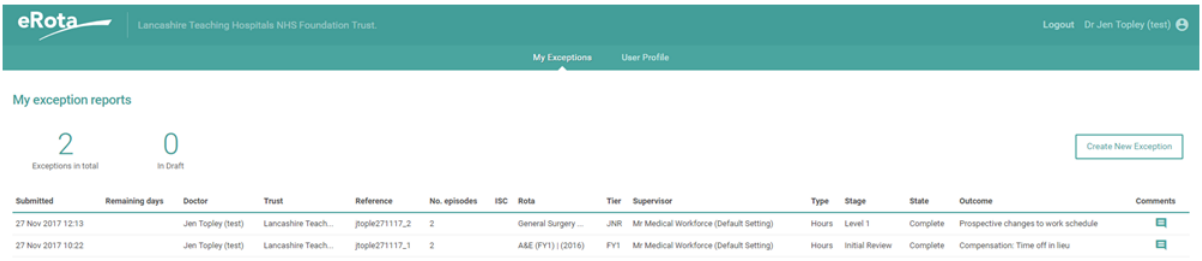
www.healthmedics.allocatehealthsuite.com

We have created a video explaining the Allocate Exception Reporting System which you can watch by copying the following link in to Google Chrome:-

https://vimeo.com/246431064

Exception Reporting Dashboard

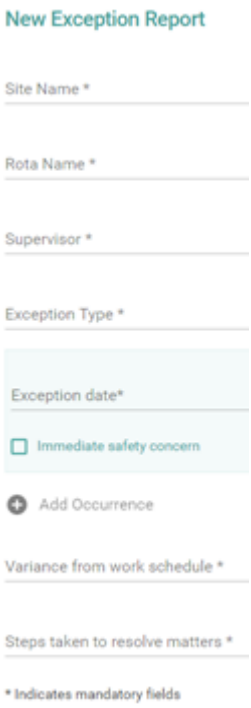
- This is the page you will come to after logging in to the system
- Here you will see your current exception reports and their current stages
- You can also create a new exception report from here



Creating an Exception Report

To create an exception report you need to fill in the fields below with the appropriate information:-

- **Site Name** – this is the hospital you are based at, if you work across site you should put select the hospital you are based at most frequently
- **Rota Name** – you should choose the rota that you are currently working to. It is important that you select the correct rota so that exception reports can be recorded accurately. If you select an incorrect rota you may be asked to resubmit the exception report with the correct rota. You can find the name of the rota you are on in the bottom right corner of your Generic Work Schedules
- **Supervisor** – you should always select Medical Workforce as your supervisor in order that the Medical Workforce Team can be notified straight away of any raised exceptions and liaise with your Clinical/Educational Supervisors on your behalf. Selecting the incorrect supervisor could lead to delays to your exception report being processed
- **Exception Type** – here you can select the type of exception report you are raising such as working extra hours, a variance to your rota, missed teaching etc.
- **Date of Exception** – here you should input the date that the event took place
- **Occurrence time** – these are the hours that the event covered e.g. if you were rostered to work until 5pm but stayed until 7pm you would set the occurrence time from 17:00 – 19:00
- **Immediate Safety Concern** – if this exception report is an immediate safety concern you should tick this box otherwise it should be left blank
- **Add Occurrence** – you can add multiple events on one exception report; simply click the plus sign and repeat the steps above for each additional exception report. This is useful for raising multiple exception reports without having to start the whole process again each time
- **Variance from work schedule** – here you should give a description of why the exception occurred. You are expected to provide as much detail as possible here
- **Steps taken to resolve the matter** – here you should document what steps were taken by yourself and/or colleagues to resolve the matter. Again as much detail as possible should be provided

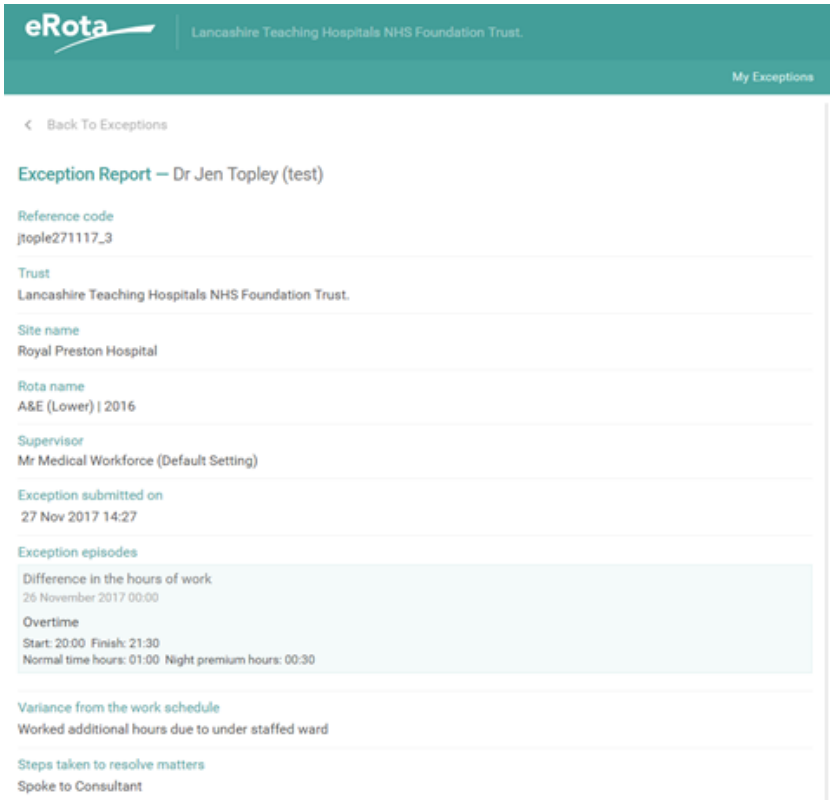


This is the screen that you will need to complete to raise your exception report

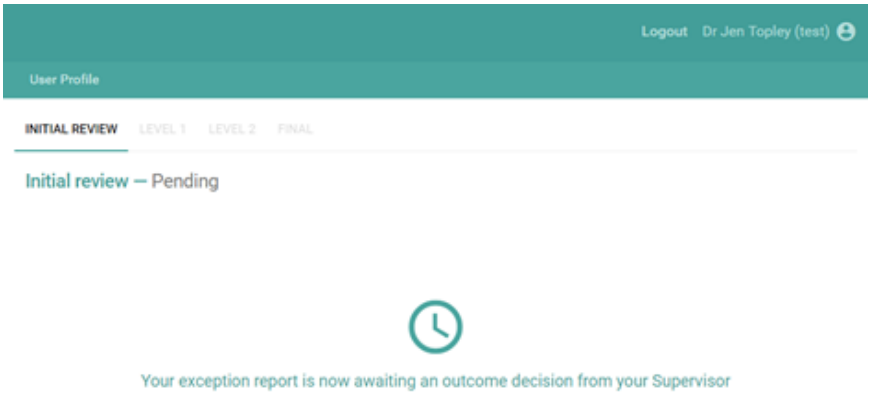
Once you have completed your exception report you can either select submit, save or cancel

Exception Report Page

Once you have created your exception report you will be able to review it on this page, an example of which is below:-

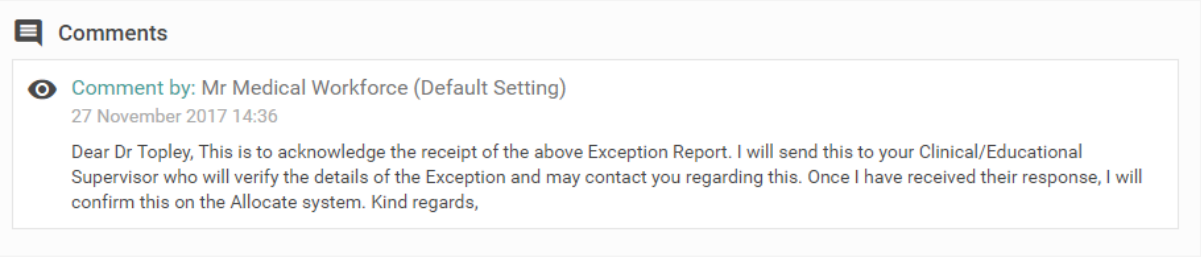


You can also see the status of the exception report on the other side of the report which gives you information on the stage that your exception report is currently at:-



Exception Report Comments

Once Medical Workforce have received your exception report they will contact you through Allocate to inform you of any changes and the status of the report, an example of which is below:-

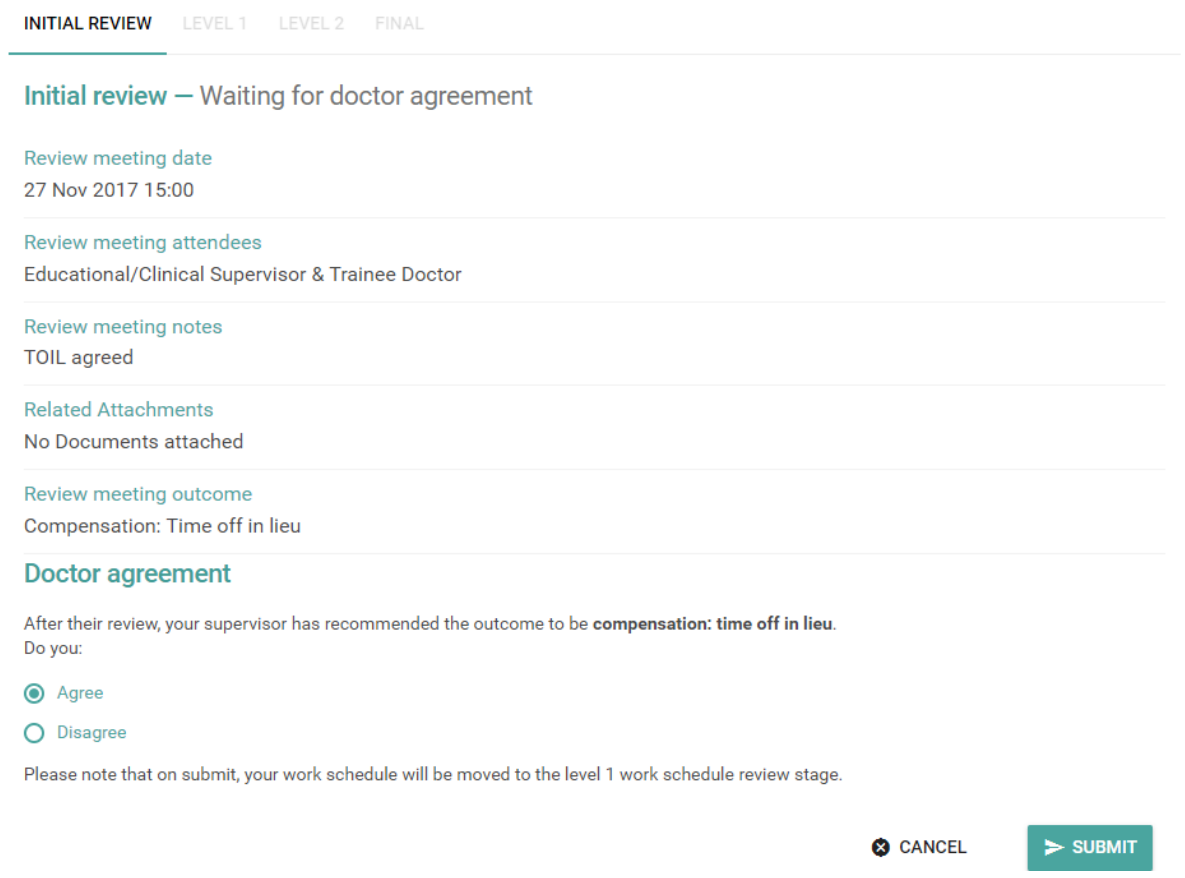


You will be able to respond to comments here as well.

Lancashire Teaching Hospitals
NHS Foundation Trust

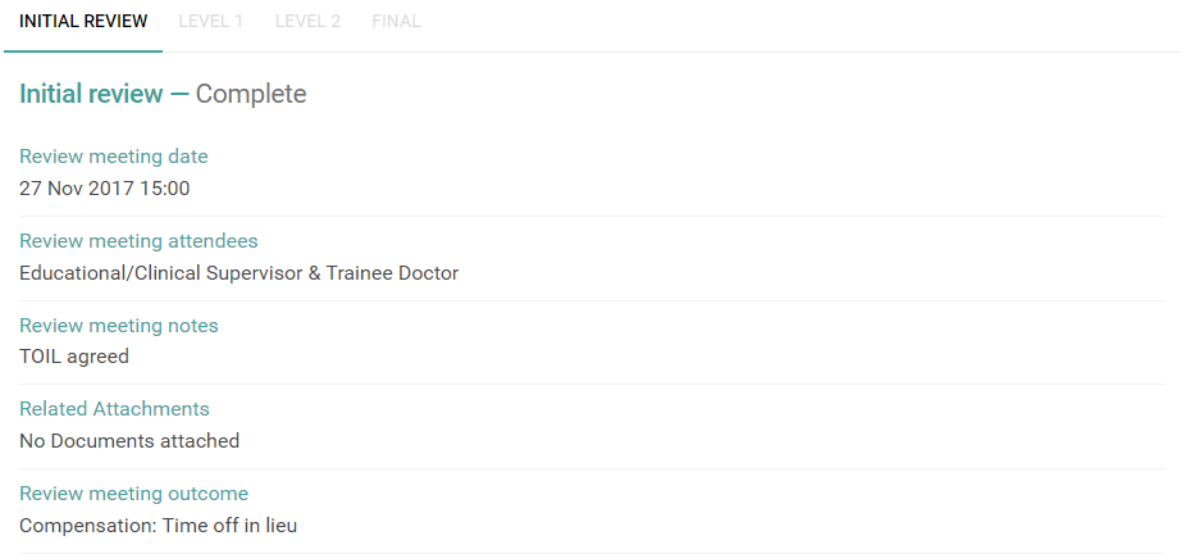
Agreeing to the Exception Report Outcome

- After the exception report has been agreed by your supervisor you will be required to agree/disagree with the outcome
- In the example below you can see that time off in lieu has been agreed for the exception raised
- If you agree to the exception report you and your rota coordinator will be able to arrange your time off in lieu
- If you disagree with the outcome then the exception report will move to a level 1 stage for further review



After the Exception Report is closed

- After the exception report has been closed it will then be assigned to your educational supervisor in order that they can discuss this with you at a later date



Lancashire Teaching Hospitals
NHS Foundation Trust

Useful Contacts

Medical Workforce Department

Chris Davies – Medical Workforce Administrator
Chris.Davies@lthtr.nhs.uk (01257 247729)

Jen Topley – Rotation and Project Team Leader
Jennifer.Topley@lthtr.nhs.uk (01257 245073)

Lisa Eccles – Medical Workforce Manager
Lisa.Eccles@lthtr.nhs.uk (01257 247135)

Guardian of Safe Working

Dr Munish Batra
Munish.Batra@lthtr.nhs.uk (01257 247140)

Director of Postgraduate Medical Education

Dr Alison Gale
Alison.Gale@lthtr.nhs.uk (01257 245251)

Associate Foundation Programme Director

Dr Alison Sykes
Alison.Sykes@lthtr.nhs.uk

Placement & Student Support Team

Nicky Henderson – Foundation Programme Coordinator
Nicky.Henderson@lthtr.nhs.uk (01772 524234)