



Lancashire Teaching
Hospitals
NHS Foundation Trust

Lancashire Teaching Hospitals

Exception Report User Guide

Allocate System - Introduced February 2018



Workforce & Education

 @LancsHospitals

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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

eRota
Logout | Dr Jen Topley (test)

[My Exceptions](#) | [User Profile](#)

My exception reports

2

Exceptions in total

0

In Draft

[Create New Exception](#)

Submitted	Remaining days	Doctor	Trust	Reference	No. episodes	ISC	Rota	Tier	Supervisor	Type	Stage	State	Outcome	Comments
27 Nov 2017 12:13		Jen Topley (test)	Lancashire Teach...	jtope271117_2	2		General Surgery ...	JNR	Mr Medical Workforce (Default Setting)	Hours	Level 1	Complete	Prospective changes to work schedule	
27 Nov 2017 10:22		Jen Topley (test)	Lancashire Teach...	jtope271117_1	2		ASE (FY1) (2016)	FY1	Mr Medical Workforce (Default Setting)	Hours	Initial Review	Complete	Compensation: Time off in lieu	



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

New Exception Report

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

Site Name *

Rota Name *

Supervisor *

Exception Type *

Exception date*

Immediate safety concern

Add Occurrence

Variance from work schedule *

Steps taken to resolve matters *

* Indicates mandatory fields

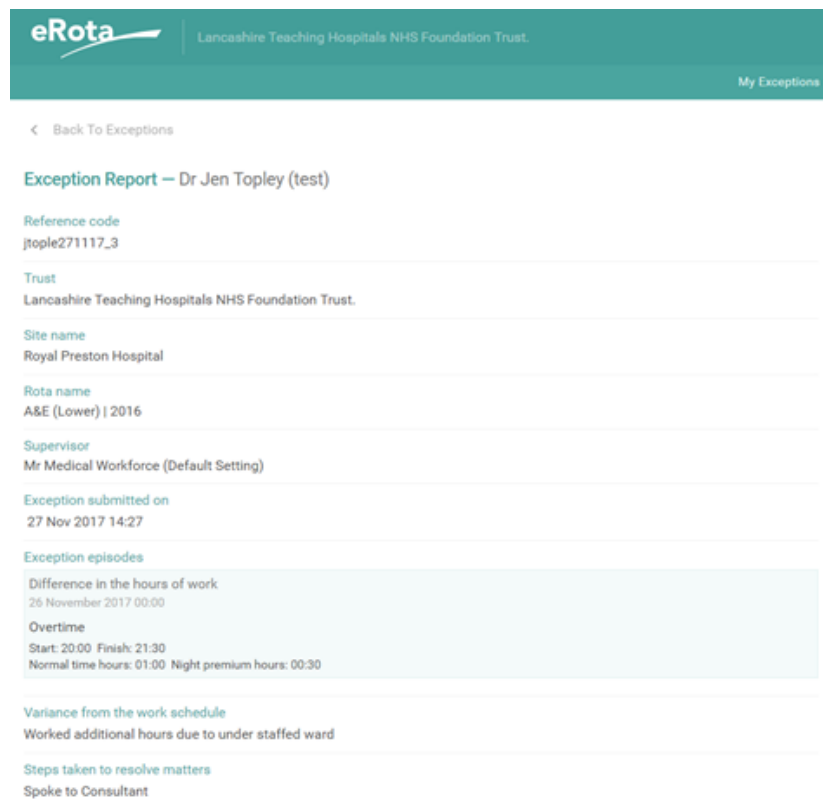
Once you have completed your exception report you can either select submit, save or cancel

SUBMIT SAVE CANCEL DELETE



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:-



eRota | Lancashire Teaching Hospitals NHS Foundation Trust. My Exceptions

[← Back To Exceptions](#)

Exception Report – Dr Jen Topley (test)

Reference code
jtople271117_3

Trust
Lancashire Teaching Hospitals NHS Foundation Trust.

Site name
Royal Preston Hospital

Rota name
A&E (Lower) | 2016

Supervisor
Mr Medical Workforce (Default Setting)

Exception submitted on
27 Nov 2017 14:27

Exception episodes

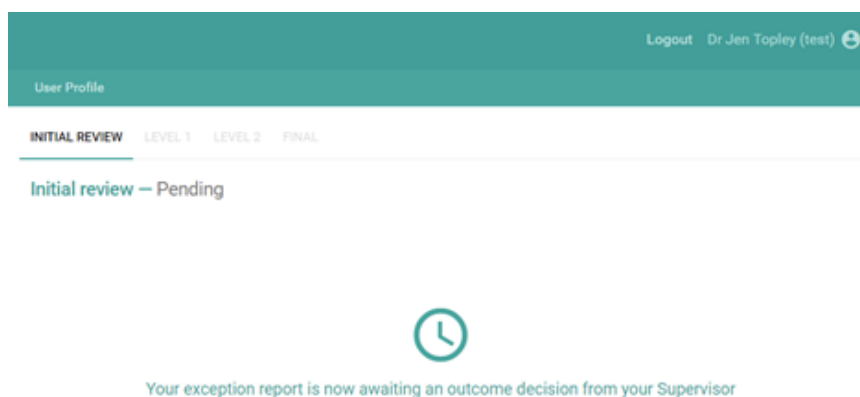
Difference in the hours of work
26 November 2017 00:00

Overtime
Start: 20:00 Finish: 21:30
Normal time hours: 01:00 Night premium hours: 00:30

Variance from the work schedule
Worked additional hours due to under staffed ward

Steps taken to resolve matters
Spoke to Consultant

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:-



Logout Dr Jen Topley (test)

User Profile

INITIAL REVIEW LEVEL 1 LEVEL 2 FINAL


Initial review – Pending


Your exception report is now awaiting an outcome decision from your Supervisor



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:-

 Comments

 **Comment by:** Mr Medical Workforce (Default Setting)
27 November 2017 14:36

Dear Dr Topley, This is to acknowledge the receipt of the above Exception Report. I will send this to your Clinical/Educational Supervisor who will verify the details of the Exception and may contact you regarding this. Once I have received their response, I will confirm this on the Allocate system. Kind regards,

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



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

INITIAL REVIEW LEVEL 1 LEVEL 2 FINAL

Initial review – Waiting for doctor agreement

Review meeting date

27 Nov 2017 15:00

Review meeting attendees

Educational/Clinical Supervisor & Trainee Doctor

Review meeting notes

TOIL agreed

Related Attachments

No Documents attached

Review meeting outcome

Compensation: Time off in lieu

Doctor agreement

After their review, your supervisor has recommended the outcome to be **compensation: time off in lieu**.

Do you:

- Agree
 Disagree

Please note that on submit, your work schedule will be moved to the level 1 work schedule review stage.

✕ CANCEL

➤ SUBMIT



Workforce & Education

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

INITIAL REVIEW LEVEL 1 LEVEL 2 FINAL

Initial review – Complete

Review meeting date

27 Nov 2017 15:00

Review meeting attendees

Educational/Clinical Supervisor & Trainee Doctor

Review meeting notes

TOIL agreed

Related Attachments

No Documents attached

Review meeting outcome

Compensation: Time off in lieu



Useful Contacts

Medical Workforce Department

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