

Freedom of Information Request – 5013

Does your Trust use “Exception Reports” that are used by doctors when day-to-day work varies significantly and/or regularly from the agreed work schedule? YES

For each occurrence please state:

(a) when the incident took place

(b) which Trust site did it relate to - all incidents relate to James Paget University Hospitals NHS Trust site.

(c) provide a detailed, verbatim account of how the doctor described the concern.

Occurrence 1

Date: 9 April 2018 1800hrs

Concern: Difference in the hours of work.

Description: Inadequate staffing in unit resulted in 10 minute lunch break being taken at 18:00hrs..

Steps taken: Escalated to on-call registrar.

Occurrence 2

Date: 24 April 2018

Concern: Difference in the hours of work

Description: No senior cover until afternoon and no planned point of escalation in rota.

Steps taken: Various consultants contacted until one came to assist.

Occurrence 3

Date: 6 September 2018

Concern: Difference in the hours of work

Description: Inadequate staffing in unit resulted in time spent coordinating high volume of medical outliers and staff being transferred to other departments thus affecting overall coord of patients.

Steps taken: consultant made aware of issues.

Occurrence 4

Date: 16 February 2019

Concern: Difference in the hours of work

Description: Doctor required to attend hospital 04:00hrs – 06:00hrs. Mandatory rest period breached as doctor was scheduled for clinic in the morning.

Steps taken: Management aware of issues and solution being sought.

Occurrence 5

Date: 28 March 2019

Concern: Difference in the hours of work

Description: General Surgery registrar woken at 02:00hrs by SHO to attend stable patient thus disrupting rest period. Operating list scheduled for 07:00hrs.

Steps taken: Specialties to be made aware that GS registrars are off site and only available in case of emergency.