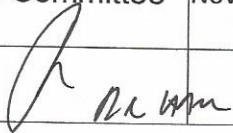





Tower Hamlets GP Care Group On Call Guide

Date Issued	28 th October 2016
Date to be reviewed	Periodically or if statutory changes are required
Title	On Call Guide
Supersedes	All previous Policies
This policy will impact on	All staff
Financial Implications	No change
Policy Area	Information Governance
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Author	Ruth Walters
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Consultation	Quality, Safety & Governance Committee	November 2017
Approved by	Chair of Governance Committee 	 8/11/16

1. Aim of this Policy

1.1. The purpose of this document is to clarify the roles of on-call staff and to provide additional information and support to enable you as a member of the THGPCG on-call rota to undertake your duties relating to the management of incidents and issues. Please note that issues relating to major emergencies are the responsibility of NHS England and are outside the scope of this document

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2.1 On-call Rota

The on-call telephone number is 07714 741806. This telephone number will be forwarded to the given telephone number of the on-call staff member

The rota will be agreed on a monthly rolling programme, two months in advance. Staff will be asked to identify any periods they cannot cover (eg whilst on annual leave) and inform the on-call administrator before the rota is completed. The on-call rota will be e-mailed to all members of the on-call team and published in the secure 'on-call' section of the THGPCG website. The on-call periods are as follows

On-call 1: Monday 17:00 – Friday 09:00 (during the hours of 17:00-09:00 daily)

On-call 2: Friday 17:00 – Monday 09:00 (continuous)

2.2 On-call Responsibilities

On-call staff must be continuously available whilst on-call. If you are unable to achieve this, you are responsible for ensuring that on-call duty has been transferred to another member of the on-call team. Contact details for all members of the on-call team is available on the THGPCG website in the 'On-call' secure area (password protected, only members of the on-call team will be issued with the password for this area - it is your responsibility to keep this secure and accessible). The person requesting the rota change is responsible for notifying the On-Call rota administrator who will change the rota.

Out of hours, if an emergency situation arises and you need to delegate your on-call responsibilities you must also inform the Clinical Governance Chair and Deputy Chair of the change via email and when appropriate text, emails should be cc'd to the on-call rota administrator so that the rota can be updated.

When on duty is it recommended to limit the amount of any alcohol intake as it may be necessary to deal with an issue at unsociable hours where a clear head would be required.

On-call staff are responsible for ensuring that they have a working knowledge of the key guidance documents relating to THGPCG services, including the Business Continuity Plan and Process, Serious Incident Policy and Safeguarding Policies. The latest versions of these and other relevant policies are available on the THGPCG Website ([THGPCG Website](#)).

Staff are responsible for notifying the on-call administrator of any changes to mobile, work land line or email contact details.

2.3 On-call equipment

Staff undertaking on-call duties will be issued with (where this is not already available from other roles/duties) a smart phone, capable of receiving and sending emails/SMS and calls and accessing documents from the THGPCG website. The on-call administrator is responsible for diverting the on-call telephone number to the relevant on-call member at the beginning of each on-call period.

2.4 Handover

At the end of any period of on-call a handover should be made between the on-call staff relinquishing and taking up on-call duty. Handover should include the details of any contact from services and actions undertaken during the on-call period. This may be by email if there are no ongoing incidents or by telephone/face-to-face if there are any actions or follow up required by the incoming member of staff.

2.5 Escalation and Trigger Points

There may be times when it is necessary to escalate on-call issues. The following should be considered trigger points when it may be necessary to notify the Chair of the Board (or Deputy in their absence).

1. Notification of a 'major incident' in the locality
2. Any incident involving the serious injury or death of a staff member whilst on duty
3. A safeguarding incident which has required the emergency removal of an adult/child from their home
4. A request from media for immediate information regarding an ongoing situation or event. Routine requests should be directed to the THGPCG Communication Team

2.6 Checklist – Please take the time to check the list before each on-call session

- Have I received a handover from the previous on-call team member?
- Is my designated phone charged and working with no issues?
- Do I have access to the THGPCG supporting documents or access to the website if required?

2.7 Media Management

If you are contacted by the media the following actions should be taken

1. Take the full name, telephone number, email address and the name of the publication/programme
2. Decline to answer any questions directly, write the question down and say you will get back to them shortly
3. Contact a member of the communication team before responding
4. Write down, or type the response. Keep it short and to the point, check the facts and leave out anything that is uncertain.
5. Email the response back so that you have a record of what the journalist has received and then phone to confirm receipt and content ensuring a copy is sent to the Communication Team
6. Ask that it be attributed to a THGPCG spokesperson
7. Do not enter into a dialogue, which may lead you into answering new questions for which you are not prepared.
8. Find out when & where the item is likely to appear

NB Do not give personal or confidential details about either patients or staff without explicit consent has been given by the individual and the Communication Team have approved the content of the information.