

## Middle grade doctors on-call handover protocol

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### Version Control Summary

Version	Date	Author	Status	Comment
1	16.01.13	Dr Omer Malik	Final	New protocol

# **Middle Grade Doctor on-call Handover Protocol**

## **Introduction**

Handover from one shift to another is a known time of significant risk, in healthcare as well as other industries. There have been a number of safety incidents and near misses within the Trust recently which have been due or partly due to weaknesses in the handover process. Attempts have been made within healthcare in recent years to standardise the handover process, with clear processes and templates for ensuring dedicated handover time, venue and participants, as well as recording the right information essential to ensure patient safety. There have been few such templates created for use in mental health settings to date.

Middle grade doctors (higher trainees, staff grade psychiatrists and associate specialists) are 2<sup>nd</sup> on-call and are located off-site. There is a middle grade doctor on-call out of hours for four services across the Trust (City & Hackney, Tower Hamlets, Newham and the Forensic Service).

The London Deanery's Annual Quality Visit in April 2012 identified handover for medical trainees as an area of weakness, and issued a mandatory requirement for the introduction of a consistent on-call protocol across the Trust, which includes handover between higher trainees. Prior to the implementation of this protocol, there was no handover process in place for middle grade doctors.

The protocol concerns both the procedure and content of handover. All doctors with on-call cover commitments should be aware of the protocol and work to it. The aim is to frame handover in a manner such that all important information is carried forward and may be acted upon appropriately.

## **Procedure**

### **Weekend 9am handover**

Handover will almost always occur remotely, as middle grades are on-call from home. Prior to the handover time (9am), the doctor finishing shift should email a handover to the incoming doctor using the agreed structured handover template email (circulated to middle grades and available on the intranet in Templates & Forms > Clinical Forms). The structured template covers both clinical and systems issues (see Appendix for draft email template).

At handover time (9am), the incoming doctor should call the previous doctor through switchboard and accept a verbal handover based on the contents of the structured email. The incoming doctor should have the written handover to hand when making the call.

### **Weekday 9am handover**

When finishing an on-call shift at 9am, the doctor should handover key clinical information to the relevant daytime team, and the daytime on-call core trainee if appropriate. This handover should occur by telephone or email.

### **Weekday 5pm handover**

When commencing an on-call shift at 5pm, the doctor should:

- Telephone the on-call core trainee to receive a verbal handover of key issues (for general adult localities)

- Telephone the duty nurse to obtain a verbal handover of key issues (for general adult localities and forensic service)

### **Enablers**

In order to support this new handover system, all middle grades will be required to have remote access to email. A Remote Access Request must be submitted by the middle grade doctor through the intranet, and authorised by their Clinical Director.

### **Appendix** – Structured email template

East London **NHS**  
NHS Foundation Trust

**ON-CALL HANDOVER PROFORMA FOR MIDDLE GRADES**

Date..... Time..... Site: C&H / Newham / TH / Forensics

**CLINICAL HANDOVER**

Patient Name	Location (site, ward)	Clinical details	Actions required	Consultant aware?

**SYSTEMS HANDOVER – eg. staffing, environment, equipment, technology**

Situation	Background	Assessment / Impact	Recommendation	Consultant aware?