

Tower Hamlets

Core trainee on-call handover protocol

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Name of originator/author:	Dr Seanna Eisenhandler
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Version Control Summary

Version	Date	Author	Status	Comment
1	16.01.13	Dr Seanna Eisenhandler	Final	New protocol

Tower Hamlets Duty Doctor Handover Protocol

Introduction

In recent months there have been a number of incidents and near misses in patient management secondary to deficiencies in the handover process.

From consultation with a number of trainees and consultants, Drs Eisenhandler, Masi and Maan have formulated the following checklist for the handover process. This concerns both the procedure and content of handover. All doctors with on-call cover commitments – i.e. during normal working hours or out-of-hours – should be aware of this list and utilise it judiciously. The aim is to frame handover in a tight, organised manner, such that all important information is carried forward and may be acted upon appropriately.

Procedure

Doctors are to arrive on time at a designated, private location for handover. The Globe Ward doctors' office may be suitable. Neither the incoming nor out-going duty doctors are to leave until handover is complete.

Items for handover should be documented during the course of a shift, not at the end.

Handovers must be given verbally and in writing (in log book)

Duty doctor will call the Duty Senior Nurse (DSN) at the beginning of a shift to enquire of new admissions pending and any other issues for which the on-call doctor should be aware. Call DSN to attend the weekend shifts' morning handovers, if available.

Items to be Handed Over

For each patient, the name, ward and urgency for which action is required must be clearly stated

- New admissions
- Seclusion reviews
- Patients on 1:1 nursing observations during weekends
- Patients placed on Section 5(2) [MHA '83] – for senior trainees to review on weekends
- Physical health issues – including outstanding blood tests, unstable diabetes, etc. Physical examinations outstanding
- Requests for medication reviews
- Any incidents during that shift
- Any other patients needing review for any other reason

If it arises that important information is not handed over, the doctor (and their clinical supervisor, if necessary) should be alerted at the earliest opportunity.