



Out of Hours Training Workbook

(short version)

**Department of Postgraduate General Practice
London Deanery
20 Guilford Street
London WC1N 1DZ**

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WORKBOOK FOR OUT OF HOURS TRAINING FOR GP REGISTRARS

Introduction

The requirements for Out of Hours experience for GP Registrars have been adapted over the years in response to changing patterns of Out of Hours provision. They have balanced the need for experience against the dangers of exploitation of registrars by their practices. The new GP contract makes a clear distinction between normal general practice and Out of Hours care, which becomes the responsibility of Primary Care Trusts and the range of Out of Hours provision now available means that registrars need to gain sufficient experience of the different settings where it takes place. There are a number of organisations involved in the delivery of Out of Hours care including NHS Direct, GP co-ops, commercial deputising services, minor injury centres, Primary Care walk-in centres and accident and emergency departments. Every model of service has a place in general practice training and a flexible approach is required to meet registrars' varying educational needs.

Out of hours is normally considered to mean medical care delivered at weekends, Bank Holidays and between 6.30pm and 8am on weekdays.

London Deanery and national guidelines on Out of Hours training can be found on the deanery website www.londondeanery.ac.uk/gp.

How to use this workbook

This workbook has been designed to help GP registrars to acquire the necessary experience and skills for competence in Out of Hours care. This abridged version of a nationally approved Out of Hours Workbook has been prepared in consultation with trainers' workshops throughout London. Both full and short versions are acceptable for use within London and are available from the London Deanery web site.

- The workbook begins with a description of the five key competencies identified for the performance of Out of Hours care.
- There then follows a suggested timetable for the assessment of these competencies which should be undertaken jointly by the registrar and trainer.
- For each Out of Hours session there is then a record sheet which should be completed by the clinical supervisor for that session, recording the case mix seen, problems encountered and learning experienced.
- Finally, trainers and registrars should note that the evidence obtained through the Out of Hours record sheets should be considered in signing off the Structured Trainer's Report. It is the responsibility of the GP Registrar to keep completed records of their experience as evidence of their competence in Out of Hours care. A summary record sheet is provided for this purpose.

The five key competences for Out of Hours care

1. Ability to manage common medical, surgical and psychiatric emergencies.
2. Understanding the organisational aspects of NHS Out of Hours care, nationally and at local level.
3. The ability to make appropriate referral to hospitals and other professionals.
4. The demonstration of communication and consultation skills required for Out of Hours care.
5. Individual personal time and stress management.
6. Maintenance of personal security and awareness and management of the security risks to others

1. Ability to manage common medical, surgical and psychiatric emergencies

GP registrars should be able to manage common medical, psychiatric and social emergencies they are likely to encounter during Out of Hours experience. They should be able to recognise and manage critical situations as a GP using available resources and facilities. Examples are listed below.

- Chest pain, MI and other cardiac emergencies
- CVA, Sudden collapse, fits faints & funny turns
- Acute asthma or COPD exacerbation
- GI bleeds and the acute abdomen
- Renal colic, pyelonephritis and urinary retention
- Ectopic pregnancy, acute PID and bleeding in early pregnancy
- Obstetric emergencies
- Confusional states, intoxication, acute distress and psychotic illness
- Allergy and anaphylaxis
- The ill child
- Common and serious infection, septicaemia and meningitis
- Orthopaedic emergencies, cord compression injuries and back pain
- Acute eye pain/loss of vision
- Sudden death

GP registrars should be able to manage common paediatric emergencies such as meningitis; croup/asthma; febrile convulsion; gastro-enteritis and dehydration; and non-accidental injury.

GP registrars should be able to manage such mental health problems as often present as a crisis during Out of Hours. They should be competent to perform a

suicide risk assessment and be aware of the procedures for assessment and implementation of detaining /admitting patients under the Mental Health Act.

GP registrars should be competent in basic life support. They should be aware of the need for maintenance of any emergency drugs and equipment they use during Out of Hours.

2. Understanding the organisational aspects of NHS Out of Hours care, nationally and at local level

GP registrars should be aware of the processes that are in place both locally and nationally and understand the context of the provision of Out of Hours care in the Primary Care setting. They should understand the relationship between GP practices, Out of Hours providers and PCTs, their roles and responsibilities.

GP registrars should have an understanding of how emergencies and health initiatives can impact on Out of Hours care providers and be aware of procedures and policies in place to deal with them, for example, the CMO cascade system for national drug/infection alerts, how to deal with a local outbreak of an infectious disease, flu epidemics and managing a winter bed crisis.

They should be aware of the communication channels required for Out of Hours care and the IT systems to support them.

3. The ability to make appropriate referral to hospitals and other professionals

The GP registrar should be aware of the range of referral facilities and professionals available to patients Out of Hours. They should be able to communicate effectively and with courtesy to all other professionals involved with the care of the patient making prompt and appropriate referrals with clear documentation and arrangements for follow up.

The GP registrar should respect the roles and skills of others, and can engage effectively and refer to other sources of care, such as ambulance and paramedic services, and those in secondary care (hospital where appropriate).

4. The demonstration of communication and consultation skills required for Out of Hours care

The GP registrar should be competent in communication and consultation skills for the different types of consultations required in the context of Out of Hours care e.g. telephone consultations and triage skills. They should be patient centred and should demonstrate understanding of consultation models and their relevance to Out of Hours care, such as breaking bad news, the limitations of telephone consultations and the absence of non verbal communication.

The GP registrar should have some understanding of teamwork, be aware of the roles and responsibilities of the Out of Hours team and be able to work and communicate with them effectively.

5. Individual personal time and stress management

The GP registrar should be able to manage their time and workload effectively; demonstrating good timekeeping, problem solving and the ability to prioritise cases appropriately.

GP registrars should be aware of the difficulties working Out of Hours, working antisocial and long hours and sometimes with overnight shifts. They should recognise when they are not fit to work because of tiredness, physical or mental ill health and take appropriate action. They should be aware of their personal needs and abilities and learn to develop the necessary strategies to avoid stress and burnout and maintain good health.

GP registrars should be aware of their duties and responsibilities regarding the health, safety and performance of their colleagues.

6. Maintenance of personal security and awareness and management of the security risks to others

A self-explanatory competency relating to personal safety and the safety of others whilst engaged in the delivery of Out of Hours care.

Assessment of competence

The Out of Hours key competences identified above may be assessed either by a formal tool such as the New Manchester rating scale (see Formative Assessment Tool Box at www.londondeanery.ac.uk/gp) or through discussion between the responsible trainer and the registrar. Trainers and registrars may also find the developmental descriptors in the full Out of Hours training workbook helpful. Such assessments should be made on at least three occasions throughout the training year, for instance:

- at the start of Out of Hours experience,
- mid point
- towards the end of the training year.

Assessment should include the review of any record sheets completed at Out of Hours sessions and may include clinical case reviews or scenarios that reflect the experience of , and differences between, daytime normal GP care and Out of Hours care e.g.

- Referring a patient as a medical or surgical emergency or to the community services e.g. arranging Out of Hours district nursing.
- Dealing with a death, contrasting an expected death with a sudden death and the personnel and services involved.
- Problems of terminal care managed by Out of Hours provider.
- Psychiatric problem dealt with Out of Hours e.g. a risk assessment/ MHA section.

- Commentary on a management/organisational issue e.g. arrangements for Out of Hours care for Christmas/ Bank holiday weekend, a local flu/meningitis outbreak.
- Critical Event and complaints report (if relevant).

A record sheet is provided for the registrar to summarise progress throughout the year which should be signed off by the trainer when he/she is satisfied that the key competencies have been obtained. The record sheet is designed with the registrar's portfolio in mind and is not intended to replace sections of the statutory implement, the Structured Trainers Report.

The RCGP is in the process of developing a definitive GP training curriculum which will encompass the competences and attributes required for training in Out of Hours care.

Sessions in Out of Hours

In arranging Out of Hours experiences, registrars and trainers should note the following guidance taken from the national COGPED position paper:

- The duration and frequency of sessions worked by a GP registrar will vary depending on their nature, but normally a six-hour session every four weeks would be appropriate.
- A registrar is expected to undertake a minimum of twelve such sessions over the registrar year. Part-time pro rata.
- A registrar who works an overnight session should have the following day off.
- Out of hours work should not be undertaken the night before any organised educational activity.
- The registrar should maintain a log of all Out of Hours sessions.
- Appropriate educational supervision must be available for all Out of Hours sessions. Registrars must be aware at all times of how to access this provision. The patch Associate Director can advise on the appropriateness of such supervision.
- Trainers are advised to incorporate a specific clause relating to Out of Hours training into the registrar's Contract of Employment.
- Registrars will not receive additional payment for Out of Hours work as their salary already includes a substantial Out of Hours component.
- In undertaking Out of Hours sessions, registrars should ensure that adequate indemnity arrangements are in place to cover their own individual circumstances.

Educational responsibility

Educational supervision of the GPR will continue to be undertaken by the GP trainer, that is the overall management of the individual's learning experiences, the commissioning of learning opportunities, and the delivery of formative and summative assessment. Others may provide the trainer with data to inform formative assessments, appraisal, and the completion of the Structured Trainers Report. This will be achieved through the use of the Out of Hours session sheets.

RECORD OF OUT OF HOURS SESSION

Photocopy for each session attended

Type of session (e.g. base doctor (including walk-in centre), visiting doctor, telephone triage, minor injuries centre)

Date of session..... Time of session and length (hours)

Type of cases seen and significant events

Competencies demonstrated

Learning areas and needs identified

Debriefing notes from Clinical Supervisor

Signature of Clinical Supervisor Date

Trainer declaration

On the basis of the evidence presented to me, in my opinion _____ (name of GPR)
has obtained sufficient expertise in the competencies necessary for the performance of Out of Hours care.

Signature of trainer _____ Date _____