



LEAD EMPLOYER
EXCEPTION
REPORTING
GUIDANCE FOR
PUBLIC HEALTH
REGISTRARS



This document contains public health specific guidance for exception reporting on the Allocate system. All public health medics should have received Allocate log-in details directly from Allocate. If this has not been received, it may be that your email address is incorrect in the system. In this case, please email lead.employer@sthk.nhs.uk so we can action this for you.

In line with the NHSE/BMA joint national guidance on NROC rotas (see www.nhsemployers.org/publications/good-rostering-guide), it is likely that average hours will fluctuate for NROC with some nights being busier than others, hence why an average is used for the purposes of pay. Rota Managers should identify the predicted range, timing and average number of hours to be worked on on-call duties. If a resident doctor perceives this on-call activity to vary significantly or regularly from what has been predicted, then an exception report should be completed.

You may be paid an average of 1 hour per week. However, the hours you work on this rota may vary each week across the rota cycle meaning you may actually work above or below this average. Please see the example below:

The below 12-week example rota cycle covers August - October with an average of one hour per week worked in non-resident on-calls. This means you would have been paid during this period for 12 hours of work.

Date of on-call shift	Time of hours worked	Total hours worked between 7am - 9pm	Total hours worked between 9pm - 7am
W1	11am - 12pm	1	0
W2	0	0	0
W3	3pm - 5pm and 10pm - 11pm	2	1
W4	0	0	0
W5	2:30pm 4:30pm	2	0
W6	11pm - 12am	0	1
W7	9am - 10am	1	0
W8	0	0	0
W9	1am - 2am	0	1
W10	6pm 9pm	3	0
W11	2am - 4am	0	2
W12	0	0	0
Total Hours Worked		9 hours	5 hours

In this scenario, you would be paid for the 2 hours additional work and your average hours would be reviewed and potentially changed to 1 hour 10 minutes for the next rota cycle, taking into consideration what average hours are being worked by colleagues in the same department, obtaining feedback from other doctors working on the same rota and through using historic, but recent, monitoring data.

More information around exception reporting can be found on our website here: [Lead Employer - MWL | Exception Reporting \(merseywestlancs.nhs.uk\)](http://merseywestlancs.nhs.uk)



How to create a new exception report

To access the allocate system, please click the link below:

<https://www.healthmedics.allocatehealthsuite.com>

Once logged in, to raise a new exception, click create new exception from your dashboard.

Below is some guidance on which options to select when exception reporting:

Rota Group: Your region e.g East Midlands, North West etc

Rota Name: Rotas are labelled as follows '**Region, Specialty, Grade, FT/LTFT, Generic Rota/On-Call Rota**' – Please see an example below:

EM Public Health ST3 FT On-Call Rota

Generic Rota = A generic 9am – 5pm, Monday – Friday rota with no on-calls.

On Call Rota = Specifically built into the system based on on-calls rota patterns advised on your work schedule.

We use acronyms for regions as per the below:

Region	Acronym
North West	NW
West Midlands	WM
East Midlands	EM
East of England	EOE
Thames Valley	TV
London & South East	LASE
Yorkshire & Humber	Y&H
South West	SW
Isle of Man	IOM

Supervisor: This should give you the option to select up to two supervisors. It's advised that you select your clinical or educational supervisor and your UKHSA supervisor to ensure all basis are covered.

Please note: If your current supervisor is not listed, you should email lead.employer@sthk.nhs.uk with their name and email address so we can create an account and add them to the system.

Exception type: Please select whether your exception relates to a difference in hours, difference in pattern of hours, or education and training opportunities. A single exception report can only contain episodes relating to one type.

Exception date: This would be the date on which the episode occurred. You will be notified on screen if the date falls outside of the contractual time limits for submission, but you will still be able to submit the exception regardless.

Please note: If you are exception reporting for a difference in average hours worked during your non-resident on calls, please select the start date of the period you are exception reporting for as your 'exception date' e.g. if you are reporting for the period August – October, please select 1st August.



Occurrence time: This is the approximate start time of the exception episode. This can be left at 00:00 if a start time is not appropriate for the episode.

Immediate safety concern: This enables you to flag whether you feel the episode resulted in a safety concern that affected yourself or patients.

Variance from work schedule: You have 5,000 characters to explain in more detail how your exception episodes differ from your planned work schedule. For example, you may wish to note your normal average hours that you are currently paid for and enter your rota cycle average hours worked diary. It may also be useful to note in this section that your exception report relates to on-call hours worked in UKHSA.

Steps taken to resolve matters prior to escalation: This section enables you to record any conversations that may have taken place between yourself and a manager, or other colleagues before recording the exception.

Action buttons

Submit: This saves your exception and notifies the named supervisor, your organisation's administrators, and guardian of safe working. Your director of medical education will also be notified if the exception type relates to education or training.

Save: This saves your exception in a draft state for later submission.

Cancel: This deletes your date and returns you to the dashboard.

Post submission

After submission, your named supervisor will make an initial review of your exception report. Often this review will be carried out face-to-face and they will update the report with their initial review notes and any relevant attachments.

When an initial review decision has been made, you will receive an automated notification asking you to log-in and either agree or disagree with that decision; this should take place within 14 days. Disagreement would mean that the work schedule moves to a level 1 work schedule review stage.

Occasionally, your supervisor may request additional information or clarity in your original submission. If so, you will receive an automated notification asking you to log-in. In this scenario, you will be able to fully edit the report to make the required changes before re-submitting.

If you have any questions regarding the Allocate system or exception reporting, please email us lead.employer@sthk.nhs.uk or call our Helpdesk and ask for the HR Governance Team on 0151 478 7777.



LEAD EMPLOYER..

0151 478 7777

lead.employer@sthk.nhs.uk

leademployermerseywestlancs.nhs.uk



[@MWL_LE](https://twitter.com/MWL_LE)



facebook.com/mwleademployer



[@mwl_leademployer](https://www.instagram.com/mwl_leademployer)