**On Call Managers Protocol (Acute Hospital)**

**Reference Number:**

NHSCT/10/338

**Target audience:**

Operational managers at 4th and 5th level (General Manager, Service Heads, Lead Nurses with a clinical (nursing) background).

**Sources of advice in relation to this document:**

Rebecca Getty, Assistant Director Acute Hospital Services

**Replaces (if appropriate):**

Previous NHSCT Protocol for Acute Hospital On Call Managers - (Ref: NHSCT/09/190)

**Type of Document:**

Directorate Specific

**Approved by:**

Rebecca Getty, Assistant Director Acute Hospital Services at Directorate Management Group Meeting (DMG)

**Date Approved:**

15 September 2010

**Date Issued by Policy Unit:**

23 September 2010

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**NHSCT Mission Statement**

To provide for all the quality of services we would expect for our families and ourselves

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* see NHSCT policy on Unscheduled/Scheduled demand/capacity escalation plan
Protocol for Acute Hospital On Call Managers

Introduction

On Call System has been established within the Acute Services Directorate to provide operational staff with a formal line of support for unusual or serious adverse events, including major incidents, occurring out of hours.

Target Audience

Operational managers at 4th and 5th level (General Manager, Service Heads, Lead Nurses with a clinical (nursing) background) will participate.

NB: In the event of a major incident the On Call Manager will automatically step into the role of Nursing Incident Officer (NIO) and therefore the on call rota will be limited to staff at this level with clinical backgrounds (see Trust Emergency Plan for further information).

Policy Statement

Staff participating in the On Call System will receive recompense of 1% of salary which is in line with Agenda for Change guidelines. In the event of an individual being required to physically respond to an incident time in lieu will also be granted.

A senior management rota for the Trust is also established to provide support in extreme circumstances eg major incident. The director on call can be contacted through switchboard.

The On Call system currently covers the following acute sites:

- Antrim Hospital
- Causeway Hospital
- Whiteabbey Hospital
- Mid Ulster Hospital
- Braid Valley Hospital

The On Call rota will work on a continuing rolling cycle year on year but will be issued every 6 months, one month in advance of its commencement date to allow managers to negotiate changes.

Roles & Responsibilities

The Patient Flow Officer on duty on duty for each acute hospital site is responsible for making decisions regarding the normal operational functions of their hospital site including bed management issues.

* see NHSCT policy on Unscheduled/Scheduled demand/capacity escalation plan
The Patient Flow Officer on duty is also required to provide leadership and managerial support for non-clinical issues which may occur during their shift. In the event of an emergency situation or unusual event, the Patient Flow Officer on duty may require advice and support from the On Call Manager via Telephony.

On Call Managers are required to be contactable at all times during their time on call. Generally On Call Managers will be able to respond to calls verbally over the telephone however on occasion e.g., in the event of amber or red bed status*, a major incident or serious adverse incident, On Call Managers may be required to physically attend the site to support and assist staff on the ground.

For governance purposes and shared learning all calls received by an On Call Manager must be recorded. An electronic form has been drawn up for this purpose (see appendix 1) and completed forms should be submitted to the General Manager Operational Supports’ Office the next working day after the event so that it can be recorded onto the database referred to below.

Responsibility for overseeing the administration of the rota will lie with the General Manager Acute Operational Support who is based in Fern House. Her responsibilities include:

- Ensuring the rota is drawn up and issued on a timely basis to participants and telephony staff
- Updating rotas to reflect changes in staff (i.e., those entering or exiting the service)
- Ensuring telephony have up to date versions at all times
- The establishment and maintenance of a database of calls and sharing of learning
- Carrying out twice yearly checks to ensure all numbers held for On Call Managers are up to date
- Setting up quarterly meetings with On Call managers to discuss operational issues

When an On Call Manager is unable to commit to their week of duty, it will be their responsibility to ensure that cover is organised and the change is notified to the General Manager Operational Supports’ office so that the rota can be revised. In the event of an On Call Manager being off unexpectedly the relevant Assistant Director should notify the General Manager Operational Support who will arrange for cover to be identified on their behalf. Managers participating in the On Call rota are asked to be as flexible and accommodating as possible when changes are required.

A reference file for On Call Managers containing policies and other information which may be useful to the manager has been prepared and at least one copy will be held on each acute site. On Call Managers must ensure that they are in possession of a file ready for their week on call.

* see NHSCT policy on Unscheduled/Scheduled demand/capacity escalation plan
Criteria for Contacting On Call Managers

The Patient Flow Officer on duty on duty should ensure that they have exhausted all other options prior to asking Telephony to put them through to the On Call Manager. This includes reviewing all available hospital policies, procedures and guidelines as well as drawing on past experience.

The types of situations that are likely to require On Call Manager input are listed below for guidance:

- Amber or red bed status*
- Major Incident/Implementation of Emergency Plan
- Maternal or other unusual death
- Press enquiries
- Staff suspension
- Other untoward incidents which are so unusual or serious that Patient Flow/Duty Manager feels they should be brought to the attention of the On Call manager in real time.

This protocol will be issued to each Patient Flow Officer on duty so that they are clear of criteria for contacting On Call Managers.

It is the responsibility of the Patient Flow Officer on duty to ensure that a written report is provided for their Line Manager, in relation to any relevant professional, clinical and site management issues that may occur out of hours, and which have not fallen into the criteria for contacting the On Call manager. The Patient Services Co-ordinators/Night Services managers will also be responsible for approving the use of Bank/Agency staff nursing in emergency situations and will be responsible for reporting to rationale to their Line Manager.

Equality, Human Rights and DDA

This policy has been drawn up and reviewed in the light of Section 75 of the Northern Ireland Act (1998) which requires the Trust to have due regard to the need to promote equality of opportunity. It has been screened to identify any adverse impact on the 9 equality categories and no significant differential impacts were identified, therefore, an Equality Impact Assessment is not required.

Alternative formats

This document can be made available on request on disc, larger font, Braille, audio-cassette and in other minority languages to meet the needs of those who are not fluent in English.

* see NHSCT policy on Unscheduled/Scheduled demand/capacity escalation plan
Sources of Advice in relation to this document

The Policy Author, responsible Assistant Director or Director as detailed on the policy title page should be contacted with regard to any queries on the content of this policy.

* see NHSCT policy on Unscheduled/Scheduled demand/capacity escalation plan
Appendix 1

ACUTE SERVICES
ON CALL MANAGERS CALL LOG

Name Of On Call Manager: _________________________________

On Call Week Commencing: _________________________________

Log of Calls received:

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<tr>
<th>Date</th>
<th>Time</th>
<th>Caller</th>
<th>Site</th>
<th>Content of Call</th>
<th>Action Taken (if any)</th>
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Please ensure this form is submitted to the General Manager Operational Services Office, Fern House, Antrim at the end of your time on call

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