**WARD Risk and Escalation Policy**

**Aim:**

To provide guidance on escalation of issues raised by junior doctors.

**Definitions:**

WARD Advisor – Any individual operating on behalf of WARD who is of ST3 grade or equivalent and above

WARD Facilitator – Any individual operation on behalf of WARD who is of a grade less than ST3

WARD Doctor – Any doctor operating on behalf of WARD

ADME – Associate Director of Medical Education

DME – Director of Medical Education

OH – Occupational Health

PGME – Post Graduate Medical Education

Ed Sup – Educational Supervisor

**Introduction**

This policy discusses what to do when meeting a junior doctor for support with respect to record keeping and escalation

**Policy details – Risk levels**

WARD tries to risk stratify each doctor that they meet into one of 3 levels and acts accordingly.

Level 1: Simple – not concerning

Level 2: More complex

Level 3: Threat to doctor/patient/public

Remember – our main goal is to give juniors a safe space to talk about something that is affecting them and to guide and empower them to where they can seek the best support.

**Level 1**

Level 1: those who need help with something quick and easy to sort out. Eg: where do I get study leave forms from? Who’s the best person to talk to about a career in medicine?

It’s not necessary to record anything about this encounter unless you feel you would like to.

**Level 2**

Most encounters will fall into this level.

Have a discussion with them using the skills you’ve learned today.

Try to agree on a course of action.

This may be for them to speak to their Ed Sup, FPD, DME, PGME, OH etc.

They may need to self-refer to the PSW.

If you’re ever unsure then your first port of call should be your trusts ADME for support (details on website)

All these encounters should be documented with an email from the team account to the junior involved. Keep this as a summary only – please see policy on record keeping.

**Level 3**

These are when a trainee gets in touch and you fear for their safety or the safety of others.

Common sense will need to prevail in this instance.

It may be prudent to call the police if there is immediate risk to life/public

Try to meet with them ASAP.

Encourage them to seek help either with their GP, ED or Occupational health

Encourage them to discuss this with their Ed Sup/FPD/ADME/DME before their next shift.

**Policy Details – Escalation**

Escalation plan:

• Offer immediate support:

– BMA Counselling and Doctors Advisor Service - 0330 123 1245

– Psychiatry Support Service (for psych trainees - 020 7245 0412)

– NHS Services (GP, 111, 999)

- Samaritans (116 123)

- Defence Union (especially if involved a patient complaint)

• Internal Escalation with consent:

– ADME for support or equivalent

– Trainee Educational Supervisor (via PGME department)

– Foundation Tutors

– DME

– If in doubt – A member of the WARD group can direct you

•External Escalation:

– Deanery Support - Tailte Breffni, Dr Adam Malin, Lynn Hodgson

– SevTraineeSupport.SW@hee.nhs.uk

Here you can find good guidance on how to priorities and whom to speak to

<http://severndeanery.nhs.uk/about-us/professional-support-unit/trainee-support/guidance-for-trainers/>

*It must be stressed that the role of the WARD Doctor is not to try to resolve issues beyond the scope of their own skills but to try to recognise when a doctor is in need and to refer the doctor appropriately for further support. It is well known that when a person needs support it can be difficult for that person to recognise this fact and to seek help appropriately. Therefore, this document serves as a guide to advisors regarding where to refer their trainee in need for further support.*

**Policy Details – Confidentiality**

Information will only be shared with external parties (eg Foundation Programme Director, Educational Supervisor) with permission from the junior doctor involved.

Rarely, if information received by WARD from a junior doctor puts the doctor at risk or presents a threat to patients, staff or the general public, this information may have to be shared with appropriate parties. This will however be kept to the minimum number of people who need to know.

Where information is shared amongst other WARD Doctors to aid in the care of a doctor who needs support from WARD or as part of the standard record keeping policy, this information will not be shared outside of the WARD group.

Those WARD doctors that have access to the WARD email system agree to adhere to these rules. WARD emails containing confidential information will not be forwarded outside of the WARD team and its contents will be subject to the rules outlined above.

This does not supersede standard GMC confidentiality rules.

**Useful Links**

<http://severndeanery.nhs.uk/about-us/professional-support-unit/trainee-support/guidance-for-trainers/>

<http://severndeanery.nhs.uk/about-us/professional-support-unit/>

<http://www.rcpsych.ac.uk/workinpsychiatry/psychiatristssupportservice.aspx>

<https://www.bma.org.uk/advice/work-life-support/your-wellbeing/bma-counselling-and-doctor-advisor-service>

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