

General Practice

ST1 August 2023

London Central Induction Booklet

Welcome to GP training in London

Congratulations on your appointment to GP training in London. Congratulations also on choosing to become a generalist. During your GP training you will become an expert generalist.

You will become an expert in managing the boundary between health and disease; between primary and secondary care; and between healthcare and social care. You will become an expert in inter-professional care. You will become an expert in managing multi-morbidity. You will become an expert in patient-centred care. Above all, you will become an expert in the management of uncertainty and complexity.

This complexity and uncertainty mean that you need to know guidelines, but equally when to adapt or overrule guidelines and improvise knowledge as you work. For this reason, you will never stop learning throughout your career. As a GP the opportunities for self-improvement are limitless.

The acceleration of remote working forced upon us by covid- 19 has created yet more opportunities and offers new directions for general practice. During your time the curriculum will adapt to new ways of working, enhancing the skills of collaboration, critical thought and creativity that your patients will need from you.

We hope you will enjoy your time with us.

Dr Andy Tate
Head of School for GP NHS England North London

Preparation to become a GP trainee

Congratulations on starting your GP training.

Before you attend your inductions there are a few things you need to do to ensure you are ready to go:

Register with the RCGP as an associate in training (AIT)

This is an online process (with a fee) that allows access to your training portfolio

<https://www.rcgp.org.uk/membership/gp-trainee-ait>

There is also information on the college website www.rcgp.org.uk/ait

Contact your scheme Programme Directors and make sure you know when their scheme induction takes place and make sure you have arranged the time to attend [\(here is a link](#) to the scheme contacts)

Contact your Educational Supervisor

Ensure that you attend the scheme workshops on Workplace Based Assessments [\(click here](#) for more information on WPBA)

Complete your mandatory level 3 safeguarding online <https://portal.e-lfh.org.uk/Component/Details/390901>

This link may be helpful in giving you an overview of the NHS

<https://www.kingsfund.org.uk/health-care-explained>

Here is the [RCGP guide for overseas doctors](#)

Disclosure and Barring Service (DBS) Update Service

The lead employer will cover the cost of your initial DBS check. Your paper certificate will be sent to your home address. You will need to keep hold of this original certificate for future reference. Should you not receive it within 14 days of the issue date, you are able to request a reprint within 3 months of the issue date.

Trainees are encouraged to join the DBS update service. This costs £13 a year and means you keep your DBS certificate up to date, which is valuable if you wish to do Bank work for other employers, and for when you complete your training and need to join the Performers List. You must join within 30 days of your DBS certificate issue date.

Should you not join the DBS update service and subsequently request a repeat DBS check, the lead employer can arrange the repeat check but will require a fee.

Less Than Full Time (LTFT) Process

Before applying for LTFT training you will need to discuss your intention with your Training Programme Director.

Trainees applying for LTFT under childcare/health/disability/caring responsibilities can make an application at any point throughout the training year but will be required to give a minimum of 16 week notice of any change and attach relevant supporting evidence to their application. The HET will then assess your eligibility and inform you about their decision.

All other criteria applications must be submitted during the windows, which are set according to rotation months. The window dates can be found in the application link below:

https://lasepgmdesupport.hee.nhs.uk/support/tickets/new?form_39

You must inform HET if you wish to increase, decrease, or return to full time work and follow the application process.

LTFT Trainees must complete a personalised rota with their department. Personalised rota must be signed

off by supervising consultant and sent to the LES.

We cannot pay you correctly unless we know what you are working.

List of LTFT Champions can be found on GP Lead Employer Service portals and in the GP newsletter

There is more information about LTFT FAQ here

Application and FAQ available from:

<https://lasepgmdesupport.hee.nhs.uk/support/solutions/folders/7000009142>

Role of GP Lead Employer Service

Study Leave

You are entitled to 30 days per year (inclusive of VTS) study leave days.
The types of study leave are: curriculum mandated, optional and aspirational. All courses need to be approved by educational supervisor and applied for via Trust local process.
Aspirational courses need further approval from TPD and the Head of School
Approval forms, receipts and evidence to be submitted via LES E-expenses system.
Reimbursement can only be claimed once the course has been attended.

Further information available on trust intranet (Freenet2) and HET support pages
<https://lasepgmdsupport.hee.nhs.uk/support/solutions/7000016490>

Annual Leave

You are also entitled to 8 Bank Holidays per year pro rata
You are entitled to 27 days per year and 32 days after 5 years pro-rata to the length of your rotation
Bank Holidays for LTFT trainees will be added to annual leave entitlement
Annual leave and any other special leave must be agreed with your line manager at your host site

Sick Leave

It is your responsibility to adhere to the Sickness Absence Policy and local absence reporting rules
Reporting sickness absence to line manager prior to the start of the shift and maintaining a regular contact when you are absent. Please ensure you submit your self-certificates or medical certificates promptly **If you are on long term sickness you must also inform GP Lead Employer service and HET as this may impact on your pay and CCT date.**

Pay/Payslips

Payday is on the 24th of each month.
Payslips are accessed via ESR self-service portal – you will need your employee number.
It is recommended that you export each payslip and save for your own record as the access will expire after your last day of service.
It is your responsibility to check your payslip on a monthly basis and raise concerns as soon as possible.

Role of GP Lead Employer Service

Expenses

For trainees based in General Practice you should complete the study leave form. Please ensure you complete the relevant sections and input the approval codes dependent upon what you are claiming and ensure it is authorised by your programme director or trainer prior to submission.

For trainees based in hospital placement you should contact post graduate at host trust who authorise study leave and raise relevant paperwork to ensure reimbursement.

All submissions should be received by 1st of the month to ensure payment within the same month.

Guardians of Safe Working

Guardians of Safe Working

Dr Sarah Jane Wong – rf.gppguardiansw@nhs.net for trainees working in the community/GP

Dr Parag Jaiswal - parag.jaiswal@nhs.net for GP trainees at Royal Free Hospital

Dr Ramneek Singh Gosal – ramneek.gosal@nhs.net for GP trainees at Barnet Hospital

UCLH.guardianofsafeworkinghours@nhs.net for GP trainees at UCLH

Trainees in host trusts will be notified of their Guardian via their work schedule.

Exception Reporting

GP trainees working at hospital sites should use the Host Trust's reporting mechanisms.

GP trainees working in practice settings should exception report to the LES

Fines that are levied will be sent through to LES and paid into your monthly salary.

Royal Free use the Allocate system.

Contact Us: Lead Employer Service

Email: rf.leademployerservice@nhs.net

Freenet2 Intranet

<https://freenet2.royalfree.nhs.uk/sites/group-services/people-microsite/SitePage/37953/lead-employer-services>

Guardians of Safe Working

The Junior doctors contract 2016 Terms and conditions introduced Guardians of Safe Working.

Safe working hours are paramount for both patients and staff.

There is a need to safeguard trainees as you are vital and play important role in the NHS.

Why do you need a Guardian of Safe Working?

The Guardian of Safe Working's role is to oversee the safe working hours of trainees.

They are someone trainees can confide in to act as their advocate and in their best interests.

They can review exception reports (ERs), as well as liaise with ES/CS where necessary.

They provide quality assurance through the ER system and provide a quarterly report to the Trust Board.

New Contract T&C 2016

Trainees are provided with work schedules which are checked by HR to ensure that:

- They are compliant and safe
- Provide a named guardian of safe working and Named supervisor

The work schedules should include:

- Appropriate rest breaks and hours worked
- Opportunity to attend educational activities

When to submit an Exception Report

Trainees are encouraged to submit an exception report when their work varies from their work schedule. Examples include:

Additional hours

Missed scheduled teaching/educational activities

Lack of breaks

Inadequate support during service commitments

Allocate is the exception reporting system for submitting ERs.

The GP Lead Employer Service has organised login information to be sent directly from Allocate to your email (registered with NHS England) to all GPVTS trainees working in GP practices or other out hosted posts such as hospices.

Role of GP Lead Employer Service

If you have not received an email or require account resetting please contact: rf.mwpt@nhs.net

Exception Reporting Process

Trainees submit an ER through Allocate electronically within 14 days of the breach (7 days if payment requested). Please see below diagram explaining how to complete ER through Allocate.

The CS/ES is notified of the ER and overseen by the guardian of safe working.

There is then a discussion between CS/ES and trainee and entered into Allocate.

Once an exception has been agreed by CS/ES, the outcome can either be: recompensed with time in lieu (TOIL) or payment.

ERs can also be closed with “no action” e.g. one off a minor variation.

Where ERs are repetitive within a post, a work schedule review will be requested to identify rota gaps/enact changes.

Allocate

**First page when you log into Allocate Click on 'Create
New Exception'**


My exception reports

0 Exceptions in total 0 In Draft [Create New Exception](#)

Submitted	Remaining days	Occurrence time	Doctor	Trust	Reference	ISC	Rota	Specialty	Grade	Tier	Supervisor	Type	Breach type	Normal hours	Premium hours	Stage	State	Outcome	Comments	Days open	Closed	Close Reason
No Records Found																						

Allocate

Choose from drop down lists:

 eROTA | Royal Free London NHS Foundation Trust
 Logout | Dr Buzz Lightyear

[My Exceptions](#)
[User Profile](#)

[Back To Exceptions](#)

New Exception Report

Site Name *
General Practice

rota Name *
GP_Abbey Road MP Dr Sen

Speciality *
General practice

Grade *
ST1

Supervisor *
Miss Victoria Allen

Exception Type *
Difference in educational opportunities or available support

Exception date *
26 Jun 2019

Occurrence time
12:00

☐ Immediate safety concern

Variance from work schedule *
Shortage of staff on this day, so unfortunately had to miss teaching that was scheduled from from 12:00 - 14:00

Steps taken to resolve matters *
Contacted my supervisor to see if any cover could be arranged

* Indicates mandatory fields

[SUBMIT](#)
[SAVE](#)
[CANCEL](#)
[DELETE](#)

Allocate

Choose the type of Exception Report:
pm and finishes at 1830 (1.5 hours overtime)

- Difference in the hours of work
- Difference in the pattern of hours worked**
- Difference in educational opportunities or available support
- Difference in the support available during service commitments
- ☐ Immediate safety concern

Exception Type *

Difference in the hours of work

Exception date*	Occurrence time
26 Jun 2019	12:00

☒ Overtime

Start*	Finish*
17:00	18:30

Normal time hours: 01:30
Night premium hours: 00:00

- ☐ Natural Breaks
- ☐ Rest
- ☐ None
- ☐ Immediate safety concern

GP Guardian of Safe Working Summary

The work schedule will provide the contact details of your Guardian of Safe Working and will be different for each Trust site.

My specific role is to support and oversee ES/CS's management of Exception Reports received from GPs working in: GP practice and out-hosted posts such as palliative care and public health posts.

Please submit ERs through Allocate (or through your Trusts electronically reporting system) within 14 days of the breach (7 days if payment requested).

Please do not hesitate to contact us with any concerns in confidence and we will aim to respond to you as quickly as possible.

Dr Sarah Jane Wong Rf.gpguardiansw@nhs.net

Supported Return to Training (SRTT)

Supported Return to Training (SuppoRTT) aims to support all trainees to safely and confidently return to training after a sustained period of absence. Trainees are eligible if absent for 3 months or more, regardless of the reason. Those absent for a shorter period may also opt in.

SuppoRTT aims to provide a bespoke, individualised package for each returning trainee, rather than a single “one size fits all” approach. This consists of:

A structured and systematic process for planning absence and return to training, and maintaining contact while on leave.

A menu of options that can be built into an individualised return-to-training package, agreed between a trainee and their educational supervisor, including supervised clinical sessions, refresher courses and coaching.

For more information on the support available and how to access it, please visit our

website: <https://london.hee.nhs.uk/professional-development/supported-return-training>.

For peer-to peer advice and support, please join the NHS England Online Support Community

(HOSC): <https://www.facebook.com/groups/HEEOnlineSupportCommunity/>.

This community has been set up by GP trainees, for GP trainees across London to support any LTFT, OOPE trainees, those on leave or due to return.

Please forward any questions you may have to srtt.lase@hee.nhs.uk

Professional Support Unit (PSU)

The PSU provides free support for doctors & dentists in London & Kent, Surrey, Sussex. It works through self-referral and is somewhere trainees can come to discuss issues confidentially away from the workplace.

Information about all our services at [PSU website](#)

Challenges during training

Common reasons why learners come to the PSU:

- Examinations – recurrent difficulty passing
- Relationships – patients and colleagues
- Psychological problems – stress, burnout, anxiety, depression
- Life events & pressures outside medicine
- Career doubts
- Returning to training after a break
- Often a combination of these reasons*

The challenge of examinations

- Lack of time to prepare – pressures within and outside work
- Not using the most productive revision approach
- Unfamiliarity with exam technique
- Performance anxiety
- Recurrent lack of success can have an adverse effect on confidence and create a vicious circle
- Unrecognised dyslexia

How we can help

[Examination support](#) eLearning [Examination preparation](#) workshop To [consider dyslexia](#)

Support for examinations

[Individual Support Team](#)

Performance anxiety - [Stress & examinations workshop](#)

Oral presentation and simulation practice - [course information](#)

Relationships

- Stressful environment with resource pressures, emotional pressures, risk & uncertainty
- Relationships with colleagues – giving and receiving feedback – are common problems
- Linguistic and cultural challenges
- Competitiveness, system changes affecting team cohesion
- We can support each other through informal supervision

How we can help

Useful eLearning on:

[Undermining & conflict in the workplace](#)

[Personal & professional effectiveness](#)

[Professionalism](#)

Further useful eLearning on:

[One-to-one specialist clinical communications & linguistics support](#)

[PSU coaching service](#)

[Assertiveness for clinical practice workshop](#)

[Resilience & assertiveness course](#)

Psychological problems

Doctors are not always good at recognising when they are unwell & seeking help and there is often a fear of stigma and reluctance to consult colleagues.

High levels of stress, burnout, anxiety, depression and addictions are prevalent in doctors.

There are ways to build resilience and prevent problems developing

Psychological support

Useful eLearning modules:

[Stress, mental health & wellbeing in the workplace](#)

[Resilience](#)

[Feeling good app](#)

[Practitioner Health](#)

Feeling overwhelmed? Feeling Distressed? You're not alone. [Sources of help & support](#)

Career doubts

It is common to have doubts about career pathways, including speciality choice. Sometimes career doubts reflect underlying problems.

It is important to reflect very carefully before making a career change – decisions made in haste may be regretted.

Careers Support

[PSU careers service](#)

Career Planning for Healthcare Professionals [\(how to access\)](#)

SuppoRTT overview

Trainees OOP for 3 months or longer

Individualised training package from menu of options

Structured and systematic process

[SuppoRTT Animation](#)

Differential Attainment

This is the gap between the attainment levels of different groups of doctors in recruitment, exam pass rates, and ARCP outcomes.

The PSU has created a “Differential Attainment Toolkit” for educators. This includes: Understanding DA, Difficult Conversations, Exam Support, Language & Culture, Careers Coaching.

Lesson plans & PowerPoints on the PSU [DA Page](#)

Covid-19 Pandemic Support

[Online Wellbeing Resources](#)

[One-to-one Support](#) including [SPOC](#) rapid access confidential conversations with senior leads

[Virtual Group Support](#) including "Drop-in" groups & "V- space " groups

[Online Courses](#) - PSU courses and workshops moved to virtual space

Role of Healthcare Education Team (HET)

What do the HET team do?

HET is your overall training provider, to oversee your training.

We are not your employer – The GP lead employing organisation (GP Lead Employer Service) will be your employer for the duration of our training

Training Placement Coordination – We support your Training Programme Directors with allocation of your placements, in coordination with the GP Lead Employer Service. We update these placements on your ePortfolio.

Academic training – Advise trainees and track academic training including administering the academic ARCPs.

Less than full time training (LTFT) – Advise trainees and administer the LTFT process by liaising with our LTFT Clinical Advisor, LTFT team and PDs. Trainees to give 16 weeks' notice as per guidance on the portal.

Transfers – Administering national and local processes for transfers

ARCP – Ensure trainees are assessed annually

Revalidation – Work with the RO to make recommendations and deferrals

What you need to tell us...

Please inform HET and the GP Lead Employer Service of the following:

- Changes to personal detail
- Changes to immigration status or documentation
- Changes to your posts or work schedule (including LTFT)
- Changes to trainer or Educational Supervisor
- Time out of training i.e. sick leave, maternity leave or jury service
- Transfer of schemes
- Out of programme experience
- Resignation from training

Informing us of these changes in the timely manner will ensure your profile is kept up to date and accurate in relation to your training, CCT and pay. Please reach us through the [portal](#).

RCGP Portfolio – the role of HET

Portfolio is an integral part of your progression through training

Trainees must register with the [RCGP](#) in order to access their Portfolio

The GMC are currently updating the NTN process, you will be issued your NTN shortly after commencing your training

Trainees do not need their NTN to register for the portfolio

HET maintains your placement data on Portfolio

Portfolio technical issues contact: support@fourteenfish.zendesk.com

ARCP – the role of HET

HET are responsible for the administration of the ARCP process.

Each trainee including trainees on LTFT, has an Annual Review of Competence Progression (ARCP) panel once a year.

Most trainees do not need to attend the ARCP in person unless they have been informed that there are specific educational reasons for you to attend.

Revalidation and Form R

GMC requires all doctors to be revalidated every 5 years

For most trainees this is at the point of CCT, though may be earlier, depending on how many years you have worked.

Revalidation decisions are made on the basis of information in your annual Form R and ARCP Outcomes.

Your responsible officer during training is the Postgraduate Dean

All trainees are expected to complete an opening form R and then annulay whilst in training or otherwise(OOP, Maternity leave, long term sick). Generally Form R is submitted 8 weeks prior to your annual ARCP.

Trainees must declare involvement in SUIs, complaints and compliments on their Form R

The Form R should be uploaded to the Compliance Passport section on Fourteen Fish

Failure to submit, share or fully complete/declare Significant Incidents on the Form R may lead to an unsatisfactory outcome and a delay to your revalidation and CCT.

Step on step off training (SST)

The types of out of programme (OOP) opportunities open to trainees are:

- OOPT: Out of Programme Training
- OOPR: Out of Programme Research
- OOPE: Out of Programme Experience
- OOPC: Out of Programme Career Break .

The OOP guidance can be found [here](#)

[General Practice OOP/Global Health Fellowships.](#)

Transfers

Trainees can transfer via the following routes:

Interdeanery Transfer (IDT) – For transfers from one region in London to another Region nationally or between regions within London (NWL,NCEL,South). This is a national process.

Intra London Programme Transfer – For transfers between schemes within a region is currently being finalised, in the interim please contact NHS England via <https://lasepgmdsupport.hee.nhs.uk/support/home>

All other requests for transfers or swaps must be discussed locally with your PD who will seek approval from the Heads of Primary Care if appropriate.

Transfers will not normally be considered within the first year of training.

Transfers are not an entitlement, and not all applications will be successful. This is dependent on eligibility, training opportunities and funding.

Certification of Completion of Training (CCT)

You have been recruited to either a 3 or a 4 year (academic) programme with the expectation of the RCGP / GMC that you complete this programme in its entirety.

Your Certificate can only be granted if you have completed the minimum time requirements.

Any time out of your programme is required to be 'made up', and this includes periods of statutory leave such as ill health, maternity, paternity and parental leave. Discretionary absence policy(DAP) allows up to a maximum of 14 days per ST year out of training (not including annual leave), any absence over and above this is likely to require an extension to training.

Please find the link: <https://support.fourteenfish.com/hc/en-gb/articles/360016666417-Time-out-of-training> on how to update TOOT on your Eportfolio, please also contact the HET team via the portal if you have had a substantial period of absence.

If you have a period of over 12 months out of training, you may be required to complete an additional 3-month extension to your training, to meet the RCGP requirements.

Support for trainees

There are times during training when you may require extra support due to performance, sickness or family circumstances usually identified following ARCP. Support is offered through the network of local educationalists, GP Operations, [PSU](#) and GPLES.

Trainees who feel they need extra support are encouraged to speak with both their educational network, PSU and GP operations.

Contacting us

The [PGMDE Support Portal](#) is the main route of contact for all trainees.

The portal allows us to take key information at the point of submitting so that we can answer your query promptly. FAQs are available before you submit any query so please read through these to see if the answer is there. If you have any suggestions for FAQs that you would like to see then please let us know and we will ensure that they are added to the site.