

**General Practice**

**ST1 August 2024**

**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-centered 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](http://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 the “current” address you gave on your DBS application form. 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 – this would need to be requested directly from the DBS

<https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide>

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. Any increases to WTE including returning to full time can only be made during your rotation window.

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](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

The Royal Free London NHS Foundation Trust has been commissioned by NHS England to be the lead employer for GP trainees in North and South London. You will be employed by the Royal Free for the duration of your training.

You can contract Lead Employer Services via email at [rf.leademployerservice@nhs.net](mailto:rf.leademployerservice@nhs.net)

Lead Employer model (Who is responsible for what?)		
Lead Employer	NHSE (HET)	Host
Issue employment contracts and work schedules (provide GoSW and exception reporting system for trainees based at a Royal Free site or in a practice or hospice)	Personalised training programme design	Induction, mandatory training
Pre-Employment checks	Training Allocations	Inform LE of working patterns (update Work Schedule) including for LTFT trainees
Occupational Health (new starter checks, sickness absence management, referrals, counselling)	Professional Indemnity & National Performer's List	Manage annual leave (including accrued leave if trainees return from maternity leave or sickness absence)
Payroll (including expenses). Administer the new starter process, changes and leavers	Adjustments to training pattern/Out of Programme	Manage absence issues (including short and long term sickness absence – LE ER will support with long term absence)
Advise on terms and conditions, provide Employee Relations (ER) support if necessary	Study leave queries	Report any absence monthly to LE Absence team
Employment policies and procedures, staff benefits, etc.	SupportTT for returning trainees	Make OH referral(s) if necessary
NB: dependent on information and instruction from NHSE	Designated communication link: <a href="https://lasepgmdsupport.hee.nhs.uk/support/home">https://lasepgmdsupport.hee.nhs.uk/support/home</a>	Practices: respond to exception reports Trusts: provide GoSW and exception reporting system

## Role of GP Lead Employer Service

More information on the support LES provide can be found on the Freenet2 Intranet page:

<https://freenet2.royalfree.nhs.uk/sites/group-services/people-microsite/SitePage/98813/lead-employer-services>.

Username and password to access the site will be sent to you once you commence employment.

LES also provide a bi-monthly newsletter for trainees and practice managers containing updates and key information.

### Contract and Work Schedule

At least 8 weeks prior to your start date you should receive your generic work schedule and contract of employment. Your generic work schedule will provide information relating to:

- Placement Information
- Points of contact
- Rota name for exception reporting
- Range and pattern of duties/ service commitments
- Pay
- Training curriculum and Intended learning outcomes

Doctors and dentists in training are on the junior doctor 2016 terms and conditions (England):

<https://www.nhsemployers.org/system/files/2023-02/NHS-Doctors-and-Dentists-in-Training-England-TCS-2016-VERSION-11.pdf>

Pay circular can be found on the NHS employers website:

[https://www.nhsemployers.org/system/files/2024-04/Pay-and-Conditions-Circular-%28MD%29-1-2024\\_2.pdf](https://www.nhsemployers.org/system/files/2024-04/Pay-and-Conditions-Circular-%28MD%29-1-2024_2.pdf)

### Employment Checks & New Starter Paperwork

(for trainees new to the Lead Employer programme)

There are five standards to be checked for doctors in training, which need to be cleared in order to start your placement – following receipt of your contract and work schedule you will be contacted by the recruitment department to initiate these checks, which are:

- Verification of identity – in most cases this can be done remotely by the certified IDSP Trust ID, however a face-to-face check may be required.
- Right to work.
- Professional registration (GMC).
- Criminal record and barring –Police check from your country you are arriving from.
- Occupational health.

New Starter Paperwork must be also completed and returned with the bank account details in order to get paid.

## Role of GP Lead Employer Service

### Pay/Payslips

Payday is the 24<sup>th</sup> of each month, if the 24<sup>th</sup> falls on a weekend you will be paid on the Friday before. Payslips can be accessed via ESR self-service portal or the MYSBSPay mobile app. It is recommended that you export each payslip and save for your own record as access will expire after your last day of service. It is also important that you keep your home address on ESR up to date as your last payslip and p45 will be posted to this address.

More information on how to access your payslip and update your recorded home address is available on the trust freenet page and on the regular newsletter.

It is your responsibility to check your payslip on a monthly basis and raise concerns as soon as possible.

### Annual Leave

You are entitled to 27 days per year and 32 days after 5 years pro-rata to the length of your rotation. You are also entitled to 8 Bank Holidays per year pro rata - for LTFT trainees these should 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 your 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.

### Parental Leave

The required paperwork is available online via freenet or can be requested from the LES. Once complete your host manager will need to sign the form and return it to LES management advice services (MAS) via email: [rf-tr.managementadvice@nhs.net](mailto:rf-tr.managementadvice@nhs.net)

## 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 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.

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

### Expenses

Trainees based in General Practice should complete the study leave expenses form, ensuring they complete the relevant section, input approval codes and that it has been approved as above.

Trainees based in hospital placements should contact the post graduate department at the host trust who will authorise study leave and provide the appropriate paperwork.

Claims should be submitted online via the Assure Expense website – <https://sel-expenses.com/>

Claims received more than two months after the date the course was attended will not be reimbursed. You

can upload more than one expense a month, but you can only submit one claim per month. All submissions should be received by 1st of the month to ensure payment within the same month.

Information on how to submit a claim is available on the trust freenet page and on the regular newsletter.



## Guardians of Safe Working

### Guardians of Safe Working

Dr Sarah Jane Wong – [rf.gpguardiansw@nhs.net](mailto:rf.gpguardiansw@nhs.net) for trainees working in the community/GP.

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

### 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.

### Exception Reporting

Exception reporting is a system whereby trainees can inform senior colleagues of occasions when they work outside of their contracted hours and receive TOIL/compensation.

This is not a system to make more money/work overtime. It's strictly to make sure that you are working safe and contracted hours.

If you are based at Royal Free Hospital, Barnet Hospital, GP Practices or Hospice: ER accounts will be created by LES and sent within your first week. If after this time you have not received an email or require account resetting please contact: [rf.mwpt@nhs.net](mailto:rf.mwpt@nhs.net)

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

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

## Guardians of Safe Working

### 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

You should submit your exception report within 14 days of the breach (7 days if payment is 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'

The screenshot shows the Allocate EROTA web interface. At the top, there is a teal header with the EROTA logo and the text 'Royal Free London NHS Foundation Trust'. On the right side of the header, there is a 'Logout - Dr Buzz Lightyear' link and a user profile icon. Below the header, there are two navigation links: 'My Exceptions' and 'User Profile'. The main content area is titled 'My exception reports'. It features two summary cards: 'Exceptions in total' with a value of 0 and 'In Draft' with a value of 0. To the right of these cards is a 'Create New Exception' button. Below the summary cards is a table with a header row containing the following columns: 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, and Close Reason. The table body contains the text '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

Specialty\*  
General practice

Grade\*  
ST1

Supervisor\*  
Miss Victoria Allan

Exception Type\*  
Difference in educational opportunities or available support

Exception date*	Occurrence time
26 Jun 2019	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 (1.5hours 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

## 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 [england.srtt.lase@nhs.net](mailto:england.srtt.lase@nhs.net)

## 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

## 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](#)

## 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 and or apply within the application window, please refer to LTFT guidance on the portal for full details.

**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 may affect your CCT and ARCP
- 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, ARCP and pay. Reach us through the PGMDE [portal](#) where all trainee correspondence are managed and monitored daily by our team.

### 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 the Fourteen fish team via the help page:

<https://support.fourteenfish.com/hc/en-gb>

## ARCP – the role of HET

HET are responsible for the administration of the ARCP process.

All trainees including those on LTFT, maternity and OOP, have an Annual Review of Competence Progression (ARCP) panel once a year. ARCP are also scheduled prior to trainees commencing long term absence (OOP, maternity leave) and also within a few months from returning.

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 (RO) during training is the Postgraduate Dean.

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

All OOP applicants should discuss their application with their TPDs in the first instance, full 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://lasepgmdesupport.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.

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**

All communication with HET should be via [PGMDE Support Portal](#).

The portal is resourced and monitored daily and query will be answered promptly. Please search the FAQs as you may find the answer to your query. 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.