

Peninsula Medical Practice

Staffing policy

The Health Centre

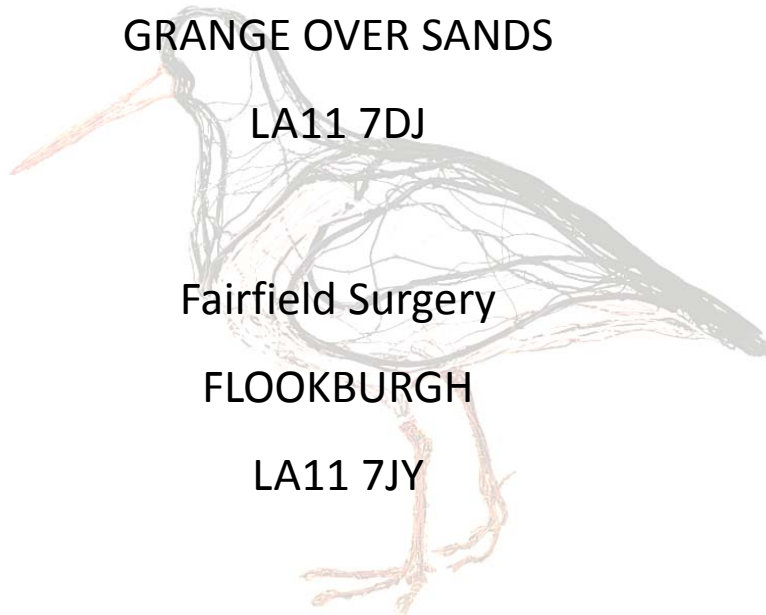
GRANGE OVER SANDS

LA11 7DJ

Fairfield Surgery

FLOOKBURGH

LA11 7JY



Practice Policy Document No. 9

v1.1

Adapted from BMA specimen policy of May 2012

March 2014

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Purpose

The purpose of the policy is to set out the necessary staffing for [insert name of practice]. This policy applies to all staff working at the practice.

Importance of having adequate staffing levels at all times

To maintain the quality of care and safety for patients there must be an appropriate skill mix of staff available to the practice at all times.

Responsible individual(s)

The practice manager and the partners are responsible for assessing and maintaining adequate staffing in the practice.

The responsible individual(s) should be contacted when advice is needed or there are inadequate.

Minimum required staffing in normal circumstances

There should be as a minimum the following number of each type of staff available to the practice when it is providing its services to patients. These are:

| | |
|---|---|
| Times when a surgery premises is open for contact with clerical and administrative staff only | 1 receptionist |
| Times when a surgery premises is open for clinical consultation | 1 receptionist 1 or more doctor(s), nurse(s), or phlebotomist(s) |

This minimum staffing is based on a risk assessment and an assessment of the needs of patients that has been conducted by the responsible individual.

Procedure for ensuring the maintenance of adequate staffing levels in normal circumstances

- 1) All staff will attend work punctually and inform the responsible individual if they will be unexpectedly absent from work;
- 2) All staff will inform the responsible individual if they wish to take leave for training, holiday, compassionate reasons etc.
- 3) The responsible individual will respond promptly to requests for planned leave from staff;
- 4) The responsible individual will manage the staff rota to ensure that there are adequate staffing levels at all times.

Procedure in long term unpredictable events e.g. pandemics

- 1) An assessment will be made on the staffing requirements of the practice by the responsible individual;
- 2) The responsible individual will either:
 - adjust the rota for the practice to ensure that the minimum staffing is in place;
 - arrange for temporary staff;
 - activate the arrangements for escalation.

The escalation arrangements are to be agreed with other local practices and primary care organisations as and when needed.

Procedure in the case of short term unexpected absence (e.g. sickness)

- 1) The staff member who is absent will contact the responsible individual. The responsible individual will assess whether the practice is below the minimum required staffing level;
- 2) If the staffing levels are below the minimum requirements the responsible individual will either:
 - adjust the rota for the practice to ensure that the minimum staffing is in place;
 - arrange for temporary staff.

Procedure in the case of long term absence (e.g. maternity leave)

- 1) The responsible individual will assess whether the practice is below the minimum required staffing level;
- 2) If the staffing is below the minimum requirements the responsible individual will either:
 - adjust the rota for the practice to ensure that the minimum staffing is in place;
 - arrange for temporary staff.

Procedure in the case of vacancies

- 1) The responsible individual will assess whether the practice is below the minimum required staffing;
- 2) If the staffing is below the minimum requirements the responsible individual will either:
 - adjust the rota for the practice to ensure that the minimum staffing is in place;
 - arrange for temporary staff
- 3) The responsible individual will start the recruitment process in accordance with the recruitment policy for the practice.

Changes in service provision

When there is a significant expansion or reduction in the services provided to patients then the responsible individual will review the minimum staffing levels of the practice by conducting a new risk assessment.

Arranging for temporary staff

The responsible individual will arrange for locum health care professionals by contacting:

- The list of approved locums held by the partners;
- The Primary Care Organisations list of approved locums;
- Such Agencies as the partners have agreed as being appropriate.

Review

This policy will be reviewed within three (3) years of its implementation, or sooner if any significant changes in best practice are advised by the Department of Health.

Declaration

This policy will be binding upon all employees of the Peninsula Medical Practice from the 1st October 2012.

We, the partners, have reviewed and accepted this policy.

Dr Diane Ruell
Dr Michael Bunter
Dr Nick Gent

1st October 2012

Reviewed and amended

1st March 2014

NG

