



This manual is available for review at
www.mplocums.com

Agency Worker Handbook Declaration

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, benefits and expectations of MP Locums and its clients, as well as my responsibilities as an Agency Worker.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Agency Worker Handbook provided to me by MP Locums. I understand this handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide to the goals, policies, practices, benefits and expectations of MP Locums.

Updates to this manual will happen from time to time. Whenever this happens MP Locums will notify me of this by email. I agree to familiarize myself with these changes before undertaking any further shifts through MP Locums.

I understand that the Agency Worker Handbook is not a contract of employment and should not be deemed as such.

Print Name: _____

Profession: _____

Registration #: _____

Signature: _____

Date: _____

I hereby give permission for MP Locums to allow access, as a minimum, to my personnel files as part of any official audit, or client compliance purposes, carried out by, but not limited to, NHS Scotland and/or any person authorised by the NHS Authority. These personnel files will be viewed in accordance with the requirements of the Data Protection Act 1998.

Signed: _____

Date: _____

Please forward this signed page to:
MP Locums
Haypark Business Centre
Polmont. FK2 0NZ
or by fax to 01324 720320
or by email to: admin@mplocums.com



Welcome to MP Locums and the Staff Handbook.

We are very glad you have chosen to work for MP Locums. We are acutely aware that you have a choice of where you can work. We aim to make your experience of working for MP Locums as positive as we can.

We have designed this handbook to give you an idea of what to expect from your time with us. You should read it thoroughly and familiarise yourself with the information provided. It includes a number of guidelines and standards required under the Framework Agreements we have with NHS Scotland. It is important that you fully understand everything covered in it. If there are any points which you do not fully understand or if you have any feedback on how we can improve the handbook for the next edition, please direct these to us at the address below:

Parts of the Staff Handbook will be updated from time to time to reflect any changes. Whenever this happens we will send you an email notification. It is your responsibility to review the changes and seek advice if you do not understand any of the contents of this handbook.

As a member of MP Locums we sincerely hope you enjoy your time with us.

This Agency Worker Handbook was last reviewed in Jan, 2010

Date of next review: Jan, 2011

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Introduction

MP Locums is an agency that provides temporary assignments to doctors and allied health professionals. We have branches in England and Scotland, one in Billericay and one in Polmont.. We have one central number that you call once you are cleared for work with us, and your consultant will assist you to obtain temporary opportunities.

Our recruitment procedures are fairly long, but reflect the fact that we work within the UK healthcare arena. It is due to current legislation that it can take so long to clear you for work. We have to adhere to these guidelines at all times - we can assure you that your registration is important to us.

To track your progress please call 08456 434 404 or email admin@mplocums.com

Before you start Work

General Obligations

- 1) As an Agency Worker to be deployed in the provision of the Services you need to be aware that at all times whilst on the Client's premises you:
 - a) are under the direction and control of the Client at all times.
 - b) must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures and rules of the Client (including any racial discrimination and equal opportunities policies);
 - c) shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement;
 - d) shall not make unnecessary use of authority in connection with the discharge of the provision of the Services and engagement instructions;
 - e) shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements;
 - f) shall not act in a manner reasonably likely to bring discredit upon the Client;
 - g) shall not unlawfully discriminate for any reason;
 - h) shall not falsify records, timesheets, expenses or attempt to de-fraud the Client in any way;
 - i) shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of the Services on an engagement;
 - j) shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in an health service environment;
 - k) shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to patient identity, clinical conditions and treatment;
 - l) shall be competent in understanding and using both written and oral English;
 - m) shall be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers and the general public;
 - n) be helpful, pleasant and courteous;

- o) have good telephone skills;
 - p) shall have legible handwriting;
 - q) shall be confident and able to deal with Client's staff at all levels;
 - r) shall be able to work with minimum supervision, where appropriate;
 - s) shall be prompt and punctual;
 - t) shall maintain proper standards of appearance and deportment whilst at work;
 - u) shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties;
 - v) shall display your photo ID badge on your clothing at all times during an engagement when they are on the Client's premises.
 - w) shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the Client's premises unless fulfilling the terms of the agreed engagement;
 - x) shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work;
 - y) shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs;
 - z) shall not at any time be, or appear to be, in possession of firearms or other offensive weapons;
 - aa) shall report any injury or accident sustained and/or witnessed whilst on the Client's premises;
 - bb) shall on being charged or cautioned with any criminal offence, notify MP Locums immediately;
 - cc) shall not misuse or abuse the Client's property;
 - dd) shall not smoke while on the Client's premises except in those areas where smoking is expressly permitted; and
 - ee) shall adhere to all other relevant obligations that the Client shall reasonably require from time to time including, but not limited to, the obligations identified within this paragraph and paragraph 3) below.
- 2) You must obtain from the Client, upon arrival at the Client's premises, relevant information regarding the Client's fire procedures, on-site security, information security, crash call procedures, "hot spot mechanisms" and "violent episode" policies and before you are involved in the provision of the Services.
 - 3) You have an obligation to adhere to the Client's policies and procedures including, but not limited, those relating to fire, on-site security, information security, manual handling, cross infection and notifiable diseases and health and safety. Where the Client fails to provide such policies or after MP Locums has reasonably requested such information, it is acknowledged that MP Locums is unable to ensure that you are aware of such policies and procedures. You still have an obligation to adhere to the Client's policies and procedures.
 - 4) You must inform MP Locums if you are under investigation by your professional body (including, but not limited to, investigations by the GMC or GDC) or if you are suspended from your professional register (including, but not limited to, the GMC's List of Registered Medical Practitioners or GDC's professional register). You are required to participate in the investigation of any clinical complaints either during the provision of the Services or subsequently. If you fail to participate, MP Locums will not deploy you to any other Client until such time that the matter has been fully and satisfactorily resolved.

- 5) You are required to inform MP Locums if you have been (or are) subject to any kind of investigation or prosecution by the police after the Enhanced CRB check was undertaken by MP Locums.

Fitness to Practice

The Client may require you to declare before each occasion on which you are deployed in the provision of the Services that you are fit to practice at that time. Should you not be able to give this declaration truthfully then MP Locums will be required to provide an alternative Agency Worker.

You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhea or a rash.

You should inform the Client, and MP Locums, if you become injured or diagnosed with any medical condition.

You **MUST** also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The Client may request that you undergo a medical examination before any occasion on which you are involved in the provision of the Services. The Client shall instruct you of the circumstances and reasons for the medical examination. The Client shall be entitled to refuse to allow you to be involved in the provision of the Services unless the medical examination demonstrates that it is safe for you to work. The Client shall also be entitled to refuse to allow you to be involved in the provision of the Services if you decline to be examined.

Enhanced Criminal Record Disclosure (CRB)

All Agency Workers are required to obtain an Enhanced CRB preferably with POVA/POVG (Protection of Vulnerable Adults/Groups) and POCA (Protection of Children Act) checks. CRBs from previous employers are no longer acceptable. Please be aware that our clients do request to see a copy of your "Applicant's copy of your CRB from time to time. To assist us in this process we do request that you keep us updated with your CRB copy.

Our own response to criminal record information will depend upon its nature and seriousness and is dealt with in accordance with our "CRB Policy".

We also ask you to complete and sign a "Criminal Convictions" declaration as part of your application form.

You have a responsibility to report any cases of suspected child or abuse of vulnerable adults. We have a detailed policy outlining this procedure.

Identification

You are required to produce proof of identification in the form of your passport or UK photo card driving licence, before starting any assignments. You are also required to wear your MP Locums ID badge. Failure to comply with any of these requirements could result in you being refused permission to work by the Client.

Important General Information

Safeguarding Children

Information is available at the following web sites:

General Medical Council: http://www.gmc-uk.org/guidance/archive/GMC_0-18

Royal College of Paediatrics and Child Health: http://www.rcpch.ac.uk/doc.aspx?id_Resource=1929

Computer Use

The Client may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. You shall not attempt to gain access to data or programs to which authorisation has not been given.

Agency Workers deployed in the provision of the Services, must at all times when using such computer systems:

- 1) observe the Client's computer security instructions in respect of the proper use and protection of any password used in connection with such computer systems or any computer any floppy disk, CD ROM disk, removable hard drive or any other device for the storage and transfer of data or programs;
- 2) not load any program into any computer via disk, typing, electronic data transfer or any other means;
- 3) not access any other computer or bulletin board or information service (including, without limitation, the Internet) except with specific prior consent of the Client or as the case be from the Client's representative; and
- 4) not download any files or connect any piece of computer equipment to any network or other item of computer equipment except with the prior consent of the Client or the Client's representative.

The Client shall provide copies of its written computer security policy to MP Locums and if supplied, will be available to you on reasonable request.

Security

Whilst on the Client's premises, you must comply with all security measures of the Client. The Client shall provide copies of its written security procedures to MP Locums and these are available to you on request.

The Client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at the Client's premises. The Client or any person, firm or organisation who is responsible to the Client for security matters shall, when carrying out such searches, comply with the Human Rights Act 1998.

Professional Indemnity (PI) Cover

Whilst working within the NHS you are covered under the Clinical Negligence Scheme for Trusts (CNST). It is important to realise that the cover offered by the CNST is by no means sufficient to cover all the situations in which you may find yourself. MP Locums would therefore advise you to take out your own personal PI cover.

General Practitioners and other Medical Professionals working outside the NHS should have their own PI cover.

Who is not covered?

NHS Indemnity does not apply to family health service practitioners working under contracts for services, eg GPs (including fund holders), general dental practitioners, family dentists, pharmacists or optometrists; other self employed health care professionals eg independent midwives; employees of FHS practices; employees of private hospitals; local education authorities; voluntary agencies. Exceptions to the normal cover arrangements are set out in the main document.

Circumstances covered

NHS Indemnity covers negligent harm caused to patients or healthy volunteers in the following circumstances: whenever they are receiving an established treatment, whether or not in accordance with an agreed guideline or protocol; whenever they are receiving a novel or unusual treatment which, in the judgment of the health care professional, is appropriate for that particular patient; whenever they are subjects as patients or healthy volunteers of clinical research aimed at benefiting patients now or in the future.

The above is an extract from the following document on the NHS Litigation Authority web site. For all the details please go to this link.

<http://www.nhs.uk/NR/rdonlyres/1CFE5864-05C3-4770-982C-7003294B8161/0/NHSIndemnity.rtf>

The following is an extract from the GMC Guidance “After Registration”

8. Insurance and Professional Indemnity

In the performance of all your professional duties, you should abide by the principles set out in Good Medical Practice. Even so, you could become the subject of a complaint or an allegation of negligence during the course of your professional employment. The protection that comes from employment in the NHS is by no means sufficient to cover all situations in which you may find yourself.

There are professional organisations which undertake to protect, support and safeguard the character and interests of registered medical and dental practitioners in the United Kingdom, and elsewhere. Members receive advice and assistance on legal, ethical and other problems arising from the practice of their profession, including problems that may arise with the GMC itself as the result of allegations of failure to abide by the principles set out in Good Medical Practice. Members may also receive indemnity for damages and costs arising from judicial decisions or settlements out of court and in medico-legal cases undertaken on their behalf, notably accusations of professional negligence.

Further information about the benefits of membership can be obtained direct from the organisations concerned.

Their addresses are:

Medical Defense Union Limited
230 Blackfriars Road
London SE1 8PJ
Tel: 020 7202 1500
Web: www.the-mdu.com

Medical Protection Society
33 Cavendish Square
London W1N 0PS
Tel: 020 7637 0541
Web: www.mps.org.uk

Medical and Dental Defence Union of
Scotland www.mddus.com
Mackintosh House
120 Blythswood Street
Glasgow G2 4EA
Tel: 0141 221 5858

Fraud Awareness

In 2006 the Fraud Act came into effect, which recognises Fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:

1. Fraud by false representation
2. Fraud by failing to disclose information
3. Fraud by abuse of position

Types of Fraud within the NHS:

1. **Payroll Fraud** - payments made to fictitious employees or fraudulent manipulation of payment; false or inflated travel, expense claims, overtime or

unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets.

2. **Requisition and Ordering Fraud** - accepting inducements from suppliers; ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed.
3. **Overseas Patients Fraud** - People not resident in the UK who come to the NHS for treatment must pay for their treatment before they leave the UK.

What to DO?

If you suspect fraud, the following are some simple guidelines to help you in what you should do.

- **DO** make an immediate note of your concerns
- **DO** report your suspicions confidentially to someone with the appropriate authority and experience
- **DO** deal with the matter promptly if you feel your concerns are warranted
- **DON'T** do nothing
- **DON'T** be afraid to raise your concerns
- **DON'T** approach or accuse individuals directly
- **DON'T** try to investigate the matter yourself
- **DON'T** convey your suspicions to anyone other than those with the proper authority

For more information please see Policy # 95 – Anti-Fraud, Anti-Theft & Anti Corruption Policy which is available on our web site.

Complaints reporting, handling and management

From time to time it may be the case that you receive a complaint from a client, patient or other person. If you are on assignment, please report any complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to MP Locums. If you personally are the subject of a complaint you will be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from assignments whilst the investigation is in process. Any complaints of misconduct against you will be reported to the GMC, GDC, HPC, etc or other relevant Registration Body.

MP Locums complaint procedures are in accordance with the HSC 2003/012-Maintaining high professional standards in the modern NHS. This will enable the “Participating Authority” to make complaints quickly and the MP Locums shall be required to investigate and resolve a complaint within the prescribe timeframes. The Authority will, with due regard to the Data Protection Act 1998, provide to MP Locums the necessary information in order for the Supplier to thoroughly investigate the complaint.

The complaints procedure is as follows:

1. Within **three (3)** working days of receipt of a complaint, from the Authority, MP Locums will acknowledge receipt of the complaint;
2. All reasonable endeavours will be made by MP Locums to ensure that all complaints are resolved within **fifteen(15)** days of the complaint being notified to the Supplier; However, where the nature of the complaint requires additional investigation or action by a professional or government organization, all reasonable endeavours should be made to ensure that the complaint is resolved as soon as possible thereafter;

3. MP Locums shall ensure that each Agency Worker is fully informed of complaints relating to him;
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given **seven (7)** days to respond;
5. If appropriate, MP Locums will take demonstrable action to ensure there is no recurrence of the act or omission complained of;
6. The Authority may at any time request MP Locums to provide the Authority with an update as to the progress of the resolution of the complaint;
7. Details on how the complaint has been resolved should be notified to the Authority in writing, as soon as possible after finalisation;
8. Upon receipt of poor reports of an Agency Worker's performance (whether in a Confidential manner or not) in writing by, or on behalf of, the Authority, that Agency worker shall NOT again be supplied to the Authority until the Authority is satisfied that **a)** the issues identified have been resolved, **b)** will not recur and **c)** has confirmed this in writing, to the supplier.
9. Where there is evidence of malpractice, the Agency Worker shall be reported to their professional body, by MP Locums Operation Manager and/or Complaints Manager;
10. MP Locums will be responsible for monitoring and following up such complaints with the professional body until an outcome is reached; MP Locums will discuss with the Authority whether an **Alert Notice** needs to be issued and MP Locums will co-operate with any action required;
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept;
12. A system to analyse and identify any patterns of complaints (Quality Assurance System) is already in place.

Occupation Health Requirements

MP Locums is required to ensure that all our Agency Workers undergo comprehensive occupational health screening and have a current health clearance / immunisations and test results in accordance with the latest Department of Health guidelines, before we can send you out on any assignment. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before deploying you.

This process is very straight forward and is described below:-

- A four page Occupational Health Questionnaire is completed, and this form, together with your immunisations and test results is forwarded to MP Locums, and we then forward this information to our Occupational Health Service provider.
- This Occupational Health Service provider will evaluate your file, and if satisfied with the contents, will issue to MP Locums a "Certificate of Fitness to Work" valid for 1 year.
- If they are not satisfied with the contents, they will ask us to request from you additional proof of immunisations, and once they are happy with this they will issue a certificate.
- One month before your "Certificate of Fitness to Work" is due to expire; we will email to you a one page "Health Medical Questionnaire – Yearly Review". Please complete, sign and forward to us together with any *new* immunisation and test results.

- This will be forwarded to our Occupational Health Service Provider for evaluation, and they will either issue a new “Certificate of Fitness to Work” or request additional proof if required. This annual stage is expected to be routine.

The immunisation and test results required for Occupational Health Clearance are:-

Varicella

Tests showing a positive result (immunity). Negative or Equivocal results require re-vaccination and re-testing. Written confirmation of having had chicken pox or shingles is also acceptable. Self certification is acceptable.

Tuberculosis

Occupational Health or GP certificate of a positive scar or a positive skin test result.

Rubella

Certificate of vaccination, or a blood test result showing a positive result (immunity) or TWO doses of MMR.

= or > 15 UI/ml	: Immune
10 – 14 UI/ml	: Low Level Immunity
< 10 UI/ml	: Non- Immune

Measles & Mumps

Evidence of TWO doses of MMR, or a positive result (immunity) for measles, mumps & rubella. Negative or Equivocal requires re-vaccination and re-testing.

Note: This is a new requirement and is effective from the 1 July, 2008.

Hepatitis B

A recent pathology report showing titre levels of > 100IU/l. If the result is <100IU/l then a Hepatitis B Booster is required.

The following three are ONLY required if you need an Exposure Prone Procedure (EPP) Certificate:-

Hepatitis B Surface Antigen

Evidence of a negative result

Hepatitis C

Proof of non-infectivity (negative) with a recent UK pathology report.

HIV

Evidence showing antibody negative.

Agency Workers should be aware of and abide by the requirements of HSC 1998/ 226 “Guidance on the Management of AIDS/ HIV Infected Health Care Workers and Patient Notification”

- If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic HIV antibody testing.
- If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department
- If you are found to be HIV positive and perform or assist with invasive surgical procedures you must stop this immediately and seek advice from your GP or Occupational Health Department regarding what action, if any, should be taken
- Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV positive individuals who have not heeded advice to modify their working practice.

Please note the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures.

Pay and Benefits

Timesheets

Timesheets run from Monday to Sunday. Please submit your timesheet to us by Tuesday in order to be paid the following Friday. Deadlines may change around Bank Holidays- branches will have details and will inform all Members in advance. Payments are made directly into your bank/ building society/ Limited Company accounts by BACS (Please make sure we have the correct details). It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by your manager- payment may be delayed if this is not the case.

In particular, please ensure:

- You complete the correct week ending date timesheet
- The date and times you worked, excluding any breaks taken are correct
- The total hours and basic pay columns are correct
- There is the dated signature of the line manager at your assignment.
- You have signed the timesheet

If you have any problems with timesheets or payment, please contact us.

Roles & responsibilities of agency workers and payroll

Payment for your services is paid by us weekly in arrears on receipt of a signed timesheet. Timesheets must be received by us by no later than 4pm on Tuesday for payment that Friday. Deadlines may change around Bank Holidays.

Payments are made directly into your bank/ building society/ Limited Company accounts by BACS (Please make sure we have the correct details). It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by the line manager at your assignment. (Please use a black ballpoint pen.) Payment may be delayed if this is not the case.

In particular, please ensure:

- You complete the correct week ending date timesheet
- The date and times you worked, excluding any breaks taken are correct
- The total hours and basic pay columns are correct
- There is the dated signature of the line manager at your assignment.
- You have signed the timesheet

Please make sure that you complete your timesheet clearly with a black ballpoint pen and that you write your name and the name of the client that you have worked for on the timesheet. Timesheets must be faxed to:-

08456 434 404

or scanned and emailed to admin@mplocums.com

Timesheets are available to download from our website.

Holiday Pay

As an Agency Worker you start accruing holiday pay as soon as you begin work through us and can request this from us at any time. Holiday entitlement is 4 weeks per annum for full time workers (37 and a half hours per week), apportioned pro rata for part time workers. The holiday year ends 30 September – please be sure to arrange holiday in advance of this date.

We require 4 weeks notice in writing of your intention to take a holiday. You may not work whilst on holiday. It is simple – holiday is a necessary rest period for all of us.

Note: Holiday pay is not applicable to any Agency Worker registered as a Limited Company, or self employed.

Assignments

Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed time, confirmed in your booking letter. If, for any reason, you are unable to attend a booking you should contact us, and if possible your line manager, as soon as possible.

Requirements for Assignments

Please attend all bookings with your current MP Locums ID Badge. You may be requested, in addition to your Passport or UK Card Drivers licence, to produce a copy of your GMC/GDC/HPC/etc. Annual Registration and Enhanced CRB disclosure form. Mobile phones, unless working in the Community, should be switched off for the duration of your assignment.

The uniform requirements of some of our clients differ and will be stated prior to the assignment.

Patient Record Keeping

Record keeping is a professional requirement of all agency workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. allegations of negligence. Information is essential to the delivery of high quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and progress, and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly up-dated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this.

All patient attendance, non-attendance, and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. It is imperative that the agency worker dealing with a particular patient on a specific day can be identified; this means the patient's attendance is dated and signed either in the agency workers records or on a register, or both.

All patient records should be kept confidential in line with the Data Protection Act 1998.

MP Locums ID Badge

An MP Locums ID Badge will be issued to you once you have cleared our compliance process. This badge will be valid for a year. You will automatically be issued a new ID badge as your current one expires. Should you not receive an updated ID badge or lose your current badge, you can request a new badge by phone 08456 404 434 or email admin@mplocums.com

Badges must be returned to us on termination of your employment with MP Locums.

Completing an Assignment

Evaluations of Service (EOS)

At the end of every assignment MP Locums provide 2 sets of Evaluations of Service (EOS) to both Agency Worker and Client. Clients are asked to supply feedback on the service they have received from MP Locums and also to provide a reference on the Agency Worker.

Agency Workers are asked to give feedback on the service they have received from MP Locums and also feedback on the assignment. This information can then be used to advise future locums. Both positive and negative feedback is actively encouraged so MP Locums can act upon it to improve its quality of service.

Your Training & Development

Appraisals

For ongoing work in the NHS you are required to be annually appraised. The following are the requirements:-

- The appraisal must be carried out by a medical practitioner entered on the Specialist Register on the list of Registered Medical Practitioners ('Appraiser').
- The Appraiser is required to supply documentary evidence to demonstrate that he has been appropriately trained in the conduct of appraisals, and has been regularly re-trained as appropriate.
- We require evidence that you have undergone an annual appraisal within an 'approved NHS appraisal system', which includes 360 degree feedback as well as feedback from patients.

In addition to the above MP Locums will request feedback from our Clients. This feedback will cover the following areas:-

- General levels of service including punctuality, attitude and ability to carry out practical tasks.
- Clinical performance
- Training needs
- Any other issues, including progress since the last appraisal.

Copies of the completed feedback requests will be forwarded to you, giving you an opportunity to raise any concerns of issues you may have.

You should ensure that you maintain a written portfolio of your professional experience and attendance at professional development courses, which should also include a written and agreed 'Personal Development Plan' as agreed at the appraisal.

Mandatory Training for Work in the NHS

For all Agency Workers that work within the NHS the following training is mandatory. You must have completed the mandatory training during the past 12 months before we can clear you to work, and thereafter you are required to re-new all training on an annual basis (with the exception of Advanced Life Support). Written confirmation of training received at another employer, organisation or Framework Agency is also acceptable.

We regularly facilitate and provide subsidised courses, please contact us for details.

The require training is:-

Basic (Immediate) or Advanced Life Support

Adult or Paediatric, as appropriate, and dependant upon the type of assignments being offered to you. All training must be compliant with the Resuscitation Council UK guidelines and must be delivered by means of a practical course. The Basic Life Support training is valid for 1 year, and the Advanced Life Support is valid for 4 years. For details on courses available throughout the UK, please go to the Resuscitation Council UK web site at this [link. www.resus.org.uk](http://www.resus.org.uk)

Lone Worker Training

Lone workers are those workers who work by themselves without close or direct supervision.

The Goals and Outcomes of the annual training should be:

- To create an increased/renewed awareness of the personal safety issues concerning lone worker status.
- To create an awareness of the strategies you can choose to adopt in relation to personal safety and the lone worker.
- To create an awareness of the strategies that can be introduced by the organisation in relation to increasing the personal safety of alone workers.
- To be able to state that due to increased/renewed awareness of personal safety issues arising from being a lone worker you are and feel safer performing your work.

Handling of Violence & Aggression

It has been recognised for some time that workers in a hospital setting work within an environment where there is potential for threat, aggression or violence.

The Goals and Outcomes of the annual training should be:

- To create an increased/renewed awareness concerning how to handle violence and aggression.
- To create an awareness of the strategies you can choose to adopt in relation to handling violence and aggression.
- To be able to state that due to increased/renewed awareness of handling violence and aggression you are and feel safer performing your work.

The Caldicott Protocols

The Caldicott review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively.

The Goals and Outcomes of the annual training should be:

- To create an increased/renewed awareness of the Caldicott protocols and handling patient identifiable information.
- To create an awareness of your role and the role of others in relation to the Caldicott protocols and handling of patient identifiable information

- To create an awareness of the importance of working within the limits of any local policies and procedures.

Health & Safety, including COSHH & RIDDOR

The aim of this training would be to examine Health and Safety issues that are relevant to healthcare workers.

The Goals and Outcomes of the annual training should be:

- To create an increased/renewed awareness of the relevant Health and Safety legislation, COSHH and RIDDOR
- To create an awareness of your role and the role of others in relation to Health and Safety, COSHH and RIDDOR
- To create an increased/renewed awareness of the health and safety risks that you may face through the examination of statistics and surveys.
- To be able to state that you have an increased/renewed awareness of the risks of buying in new danger and an increased/renewed awareness of the risk assessment process.
- To be able to state that due to increased/renewed awareness of Health and Safety knowledge that you are a safer health worker.
- To be able to state that due to increased/renewed awareness of COSHH you can fulfill your role in the control of hazardous substances.
- To be able to state that due to increased/renewed awareness of RIDDOR you can play a role in the reporting of accidents.

Infection Prevention & Control, including MRSA & Clostridium Difficile

Effective prevention and control of Healthcare Associated Infections has to be embedded into everyday practice and applied consistently by everyone.

The Goals and Outcomes of the annual training should be:

- To create an increased/renewed awareness of Infection Control Principles and Practice.
- To create an awareness of your role and the role of others in relation to Infection Control Principles and Practice.
- To be able to state that due to your increased / renewed knowledge of Infection Control Principles and Practice you are a safer healthcare worker.

Complaints Handling

During the course of your work with MP Locums you will come across complaints from patients/clients.

The Goals and Outcomes of the annual training should be:

- To create an increased/renewed awareness of complaint handling.
- To create an awareness of your role and the role of others in relation to complaint handling within the Client you are working.
- To be able to state that you are aware of the importance of treating complaints positively.
- To be able to state that you are aware that the care provided by you and the Client, can improve where complaints are treated positively.

ON-Line Training

MP Locums is pleased to confirm that through a joint venture with Osmosis Training we are now able to offer you with cost effective and time effective on-line training for the following course:-

- Lone Worker Training
- Handling of Violence & Aggression
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection prevention & control, including MRSA & Clostridium Difficile
- Complaints Handling

All of these courses are available as On-line training. For more information on these courses please go to www.osmosisraing.co.uk

Professional Standards

Whilst this handbook outlines MP Locums own policies and standards, these do not supersede the national guidelines of the GMC/GDC and any other professional membership bodies such as the HPC, CSP, COT, UKRC, RCSLT, RPSGB and BDA.