



McLaren Perry Locums

HANDBOOK

Terms and Conditions

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Welcome

Welcome to McLaren Perry Locums. Thank you for making the decision to join us in which we hope will be a long term partnership.

Success, we believe, is directly linked to excellent recruitment and retention. Our approach is simple. We work closely with our clients to understand their business and their requirements. We then match up your skills, experience and location to ensure you are placed in a job that suits you best.

We will always work to develop long-term mutually beneficial partnerships with our doctors and clients.

To ensure we keep the best doctors we offer some of the most competitive rates in this field and can assure you that we negotiate hard for the benefit of EVERY doctor who works for us. We have learnt from experience that our Doctors prefer to receive their pay on a weekly basis (not a policy employed by all agencies) we therefore pay all earnings directly into the Doctors' account punctually.

Our attention to detail means everything operates smoothly. From your initial registration to getting paid - it's all hassle free. We provide the individual assistance and the time needed to make sure you get what you want. We welcome your feedback if there is any way in which you think we can improve.

What makes us unique?

We have many years of experience in primary care and understand the needs of our clients and general practitioners. We can offer you opportunities in general practice, prison health, out of hours and forensic medical services.

We support our doctors with relevant training and development and can help you maintain your personal development portfolio and provide free statutory

training e.g. health and safety, basic life support for those doctors that work with us for the majority of their time.

Each doctor is appointed a dedicated support manager accessed through a single point of contact. Your manager is responsible for ensuring that individual requirements are correctly established and operational procedures are strictly adhered to.

Our dedicated Operations Centre operates a fully manned service, 24hours, 365 days per year, meaning you have advice on hand at all times.

Your support manager is.....

You can contact him/her on

Medical Information

Because of the importance of your fitness to practice, McLaren Perry Locums reserves the right to request a certificate of fitness to practice from your GP or an occupational health service. Our clients may also ask that you undergo a medical examination before commencing work for them. In these cases, future placements may be dependent upon your compliance with this request and its outcome, providing it was made with good reason.

Immunisation

Please keep the following up to date at all times:

- Hepatitis B
- Hepatitis C
- Rubella
- Varicella
- Tuberculosis
- Tetanus – good practice

Without proof of immunisation we will be unable to offer you assignments within the NHS

AIDS/HIV

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, diagnostic HIV antibody testing.

If you are found to be infected, you must again seek guidance from your GP or occupational health department.

Please be aware that it is the obligation of all medical practitioners to notify their employer and, where appropriate, the relevant professional body, if they

are aware of HIV individuals who have not heeded advice to modify their working practice.

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

YOUR ASSIGNMENTS

At McLaren Perry Locums we are dedicated to making things easy for you. Before your assignment, you'll be given the following:

- Directions to your place of work
- The name of the person to meet (usually your Practice Manager)
- A precise meeting place and time
- Details of accommodation if applicable.

McLaren Perry Locums will supply you with an ID badge. Please attend all bookings with your current ID badge clearly displayed. ID badges are renewed annually and must be handed back to McLaren Perry Locums if you leave.

On arrival you will be given a brief induction that should include the following, where relevant:

- Orientation – how to find your way around.
- Explanation and clarification of times (e.g. Tea or lunch breaks etc)
- Introduction to new colleagues
- Health and Safety overview
- Fire policy and procedure
- Any relevant policies and procedures
- Crash call procedures
- Hot spot mechanisms
- Violent episode policy
- Policy for Administration and assistance with drugs
- Policy for alerting security

Please make every effort to arrive and leave your bookings at the agreed times. If for any reason you are unable to attend or delayed you should contact McLaren Perry Locums immediately.

Smoking is not permitted whilst on assignment.

Use of computers

McLaren Perry Locums fully complies with the Data Protection Act 1984

Only use a client's computer systems if authorized to do so, never access data or programs to which prior authorisation has not been given.

Understand and observe the client's computer security instructions and the proper use and protection of any passwords used.

Do not load any program onto any computer via disk, typing, electronic data transfer or any other means.

Do not access any other computer, bulletin board or information service (e.g. the Internet) without permission from the client.

Do not download any files or connect any piece of computer equipment to any network or other item of computer equipment except with the prior authorization of the Client's representative.

Confidentiality

All agency staff is expected to protect confidential information regarding patients and their colleagues, and to protect the interests of this company.

You are required to protect all confidential information concerning patients and clients obtained in the course of professional practice and make disclosures only with consent, where required by the order of a court or where you can justify disclosure in the wider public interest.

PAYMENT INFORMATION

How you are paid

McLaren Perry Locums is dedicated to giving you the best possible service. This includes prompt payment. To ensure prompt payment you will need to complete a timesheet each week. The timesheet can be completed electronically in your secure area on our website or manually; you will find your timesheet enclosed with your booking confirmation.

Timesheets

Write or input the total number of hours completed for AM and PM sessions in the appropriate box. Do this every day you worked in that week. Total up the daily number of hours to give you the week's total.

Once you have completed the timesheet, you must get it signed by an authorised member of staff e.g. Practice Manager or a senior member of staff who can confirm the hours worked.

If completing your timesheet details for the week electronically you must request the authorised member of staff to log-on to their secure area and authorise payment.

We strongly advise that timesheets are faxed rather than posted in order to ensure prompt delivery and then payments.

You must remember that each timesheet can only be used once and must NOT be photocopied.

When you accept your first assignment you will receive two timesheets which will be dated, you must use them on the relevant corresponding weeks.

Thereafter you will receive a dated timesheet each week with your payslip or remittance advice, it is very important not to photocopy these timesheets as they have a code which relates to the assignment for that week.

Failure to use the correct timesheet could result in being paid incorrectly or not at all

Fax your timesheet to the number found at the top of the page, by 1600hrs Tuesday for the previous working week in order for you to be paid on the Friday.

Failure to do so by the deadline could also result in late payments.

Fax Number: 01324 720320

Payment

The process starts on a Friday, by the Payroll Department. You will be paid by BACS directly into your Bank or Building Society.

Payments by BACS will arrive in bank accounts on the Friday of the week it is processed.

STANDARDS

We would like you to work with us in maintaining our excellent reputation so that clients think of us first when they need locums in the future. We ask that you help us maintain the high standards by:

Always:

- Ensure that the care you give is of the highest standard
- You comply with professional, legal and ethical requirements
- Act as an advocate for all patients and clients in managing their care
- Be on time

- Wear the appropriate dress
- Wear your Locum ID Badge
- Fully complete and return your timesheet on time
- Inform your Recruitment Consultant immediately if you are unable to attend a placement or interview
- Ensure you have read and understood the Health and Safety, Crash Call, Violent Episode and Security Procedure for each placement
- Let us know if a client offers you a permanent role
- Where possible, give at least one week's notice if you will be leaving a placement early
- Give your Recruitment Consultant as much notice as possible of your holiday
- Inform us of any training you have undertaken and update your training portfolio and CV
- Inform us of any disciplinary proceedings/suspensions immediately
- Tell us if you: fall ill, get injured or become pregnant
- Understand and comply with the relevant security measures
- Keep your professional registrations up to date
- Enjoy your placement

Never

- Be late
- Arrange or provide a substitute worker yourself if you cannot attend
- Report for an assignment unless you are medically fit to do so
- Be afraid to let us know if something is unsatisfactory
- Take unauthorized breaks

- Attend work under the influence of alcohol or any illicit substance

These standards do not supersede the General Medical Council's Good Medical Practice guidance which can be found on the website of the General Medical Council www.gmc-uk.org. A copy is also held at the McLaren Perry Locums office for reference if required.

The General Medical Council states:

'Patients must be able to trust doctors with their lives and well-being. To justify that trust, we as a profession have a duty to maintain a good standard of practice and care and to show respect for human life.'

You are required to maintain your registration with the GMC and you are also required to inform McLaren Perry Locums should you be subject to investigation or suspension from the GMC register at any time.

CLINICAL GOVERNANCE

Clinical governance was defined in the 1998 **Scally and Donaldson** article in the BMJ as:

'A framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.'

The majority of people know and practise clinical governance because it is based on their professional values and their concern for others. They perhaps don't realise that they're doing it as part of their daily engagement with patients and others, as they deliver the best standard of care they can, while continually seeking improvement. McLaren Perry Locums believe our doctors want to provide the best possible care for their patients and we therefore support the principles of clinical governance through everything we do.

Clinical Governance IS...

- patient safety
- about involving carers too
- providing the highest quality patient care at all times
- lifelong learning
- collective responsibility
- being inclusive of everyone
- recognising staff achievements
- common sense
- access to quality care, anywhere, anytime

Clinical Governance is NOT...

- 'just for clinicians'
- one person's responsibility

- a stand alone function
- a box ticking exercise
- a 'waste of time'
- just improving cost efficiency

What does this mean for you?

To comply with the concept and principles of clinical governance as a company we ask you to:

- Maintain your personal portfolio to demonstrate learning (we can provide you with a portfolio and help you with reflective practice if required)
- Maintain your statutory training requirements:
 - Basic life support
 - Health and safety
 - Fire safety
 - Manual handling
 - COSHH
 - Child Protection

(For doctors who work with us for the majority of their time we can offer these courses free)

- Take part in audit if asked
- Comply with practice policies, procedures and prescribing formulary
- Ensure you enter all data on the computer e.g. QOF
- Inform us of any potential or actual complaints
- Inform us of any serious untoward incidents
- Help us spread knowledge and learning through communicating on the website

Appraisal

You are required to make formal arrangements to be appraised regularly by a medical practitioner who is entered on the Specialist Register (if you are a GP locum your arrangements for appraisal must be with a medical practitioner who is, or is qualified to be, a GP Principal).

For our records you are required to inform us of the date of your appraisals and when the next one is due.

ACCIDENTS AT WORK

Factors which predispose health and care professionals to back injury:

- Working in an awkward, unstable or crouching position
- Working with the trunk bent forwards or sideways, or twisted
- Lifting loads at arm's length
- Lifting with a starting or finishing position near the floor or overhead, or at arm's length
- Lifting asymmetrically, with the weight predominantly on one side
- Lifting excessive weights, lifting a patient
- Handling an uncooperative or failing patient (careful assessment must

(Source: Royal College of Nursing Definition of a Safer Handling Policy, December 1996)

Accidents at work

Accidents at work are everyone's business and you have a responsibility to ensure that you do everything that you reasonably can to prevent injury to yourself and others. You are required to adhere to all policies and procedures relating to Health and Safety.

If you are involved in an accident or dangerous occurrence follow the policy and procedures of the workplace and you must notify McLaren Perry Locums within 24 hours of any incidents which have occurred.

Action to be taken by you:

Follow the procedure of the workplace.

Obtain any treatment required from your GP or Accident & Emergency Department.

Notify McLaren Perry Locums within 24 hours.

Accurately complete your part of the HCL Accident Form.

Action to be taken by McLaren Perry Locums:

Your Support Manager will complete the rest of the Accident Form. A record will be kept. A copy of the completed form must be sent to a senior member of the workplace for their information. Notification, if appropriate will be made to the Health and Safety Executive (HSE).

Notification to the HSE occurs when accidents involve:

- A fatality
- A specified serious injury (see “Notifiable injuries” below)
- An absence from work for more than 3 days
- A dangerous occurrence
- Notifiable injuries
- Fracture of skull, spine or pelvis
- Fracture of any bone in arm, wrist or leg etc
- Amputation of hand, foot, finger, thumb, ankle or toe
- An eye injury, including the loss of sight in one or both eyes
- Injury, including burns arising from electric shock
- Loss of consciousness arising from lack of oxygen
- Decompression sickness
- Acute illness, etc, arising from exposure to a pathogen or infected material
- Any injury which results in the injured person being admitted immediately into hospital for more than 24 hours

For information on your nearest HSE office, contact:

08702 545 500

hseinformationservices@natbrit.com

www.hse.gov.uk

LEGISLATION AND HOW IT AFFECTS YOU

Data Protection Act 1984

The Data Protection Act is concerned with information about individuals (personal data) which is processed automatically (i.e. computer systems), with those that undertake the processing (data users) and with those individuals to whom the data relates. McLaren Perry Locums complies with the requirements.

The Working Time Directive

The European Working Time Directive was implemented in October 1998. The regulations give you certain entitlements:

Subject to limited expectations, the UK Working Time Regulations require that a worker's average working time must not exceed 48 hours per week. You may accept as few or as many hours per week as you wish, subject to statutory limitations. McLaren Perry Locums require a copy of a signed waiver for working time regulations from you.

Complaints Procedure

If you have a complaint about the way you have been treated on assignment or by McLaren Perry Locums please detail this in the first instance in your secure log-in area of our website