

Case Study: Introduction of a Health and Care Staffing Act compliant Local Realtime staffing and escalation SOP.

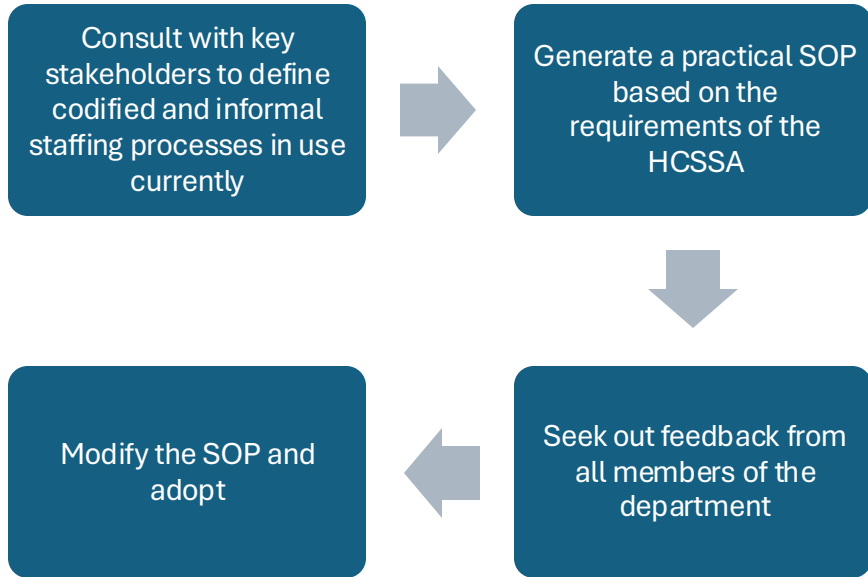
Purpose of an RTS SOP

To have a formal staffing escalation system within the team that aligns with the requirements of the Health and Care Staffing Act, namely the duties:

- 12IC: Duty to have real-time staffing assessment in place
- 12ID: Duty to have risk escalation process in place
- 12IE: Duty to have arrangements to address severe and recurrent risks
- 12IF: Duty to Seek Clinical Advice on Staffing

Example

The Department of Anaesthesia for the North Sector covering GRI, PRM and NSH was chosen as it was perceived to be well organised and staffed and thus potentially already well aligned to the requirements



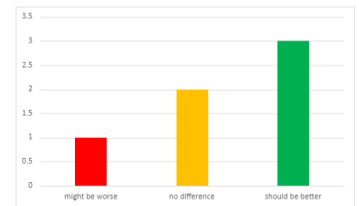
Links:

[NHSGCC Real Time Staffing and Risk Escalation SOP - NHSGCC](#)

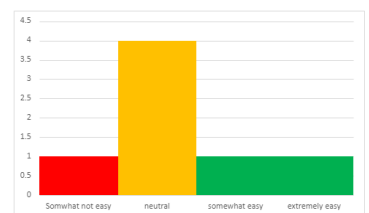
[staffing SOP GRI anaes v2](#)

Key Act requirement	Before	After
Awareness	Limited	SOP signposts to TURAS
Absence reporting	Yes	Enhanced
Daily staffing review	No	Handover huddle
mitigations	informal	Written into SOP
Escalation policy	informal	Written into SOP
Communication	informal	Written into SOP
Seeking clinical advice	Admin staff	Clinician oversight
Disagreement log	No	SOP signposts to Datix
Risk reporting	No	SOP signposts to Datix
Reviewing risk	No	Local Clinical Governance

Feedback: Perceived value



Feedback: Ease of use



Willingness to use the disagreement log was rated at **7.29/10**

Learning Points

Despite the North Sector Department of Anaesthesia being perceived as well organised and staffed, there was found to be only limited alignment with the HCSSA, Importantly few of the staffing policies were codified and mitigations were largely informal. The duties that were not accounted for were: daily staffing review, seeking clinical advice, having a disagreement log and having a staffing risk review process. Taking time to understand existing process, with stakeholder engagement allows a formal local RTS SOP to be developed and introduced.

Accompanying VLOG

[new RTS-20241212_151240-Meeting Recording.mp4](#)