

# A New Trust-wide Psychiatry ST On Call Rota: Managing Change and Evaluating Impact

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## Background

GMMH is one of the largest specialist mental health providers in the UK.



### Previous separate ST on call rotas:

Manchester area resident rota at 1:17 frequency  
Trafford, Salford and Bolton covered by 3 separate non-resident rotas at 1:5 to 1:8 frequency  
Old age covered by separate ST rota at 1:8 frequency  
Wigan on call cover provided by Mersey Care NHS Trust, with planned withdrawal from Feb 2022.



### Proposed Merger of all sites due to:

Newly acquired Wigan care area required ST cover  
Unequal distribution of OOH workload across the trust. Some areas were quiet but required high expenditure to cover rota gaps e.g. Trafford. Other areas much busier e.g. Central Manchester.  
Bolton and Salford STs were not always meeting contractual rest requirements on the non-resident rota.



### New Trust-wide ST on call rota introduced Feb 2022:

Full shift rota at 3:36 frequency.  
Combining GA and OA ST cover.  
3 STs covering at all times:  
1: Manchester  
2: Trafford and Salford  
3. Bolton  
Staff Grade support on separate non-resident rota currently covering Wigan.

## Aims

To evaluate the impact of the new rota on different stakeholders  
To assess the practicality and workload on the new rota.

## Methods

Focus groups were held for STs and HR, and Questionnaires sent to consultants

Logs of calls received OOH were analysed



## RESULTS

### Trainee Focus Group (6 attendees)

Trainees are now achieving contractual rest requirements  
Workload when on call has improved for those based in Manchester  
More varied training experience when on call at different sites

*"Prior to the rota change there was a significant problem with achieving our required rest"*

*"It has been a shock for those of us used to working non-resident on calls, full shifts are more tiring"*

The full shift pattern has reduced training time  
The increased frequency of the new rota is unpopular  
Workload when on call has increased for those covering Trafford, Salford and Bolton  
General "discontent" around changes perceived as being for service provision  
Concerns around travel times between sites

### Medical Workforce Focus Group

Overall the new rota has been a positive change  
Improved engagement between ST doctors and medical workforce  
Fewer rota gaps to fill with locums  
No reported increase in workload for the department

Initially a lot of queries were received but this has now reduced

*"We had concerns in the team regarding who would fill this less attractive rota, I don't think we have experienced the struggle which was anticipated"*

### Consultant Questionnaires (5 completed)

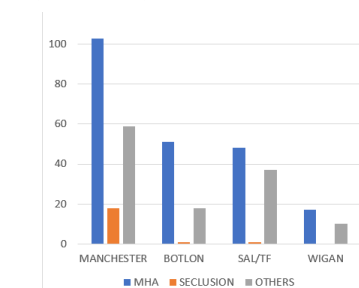
There seems to be the same or fewer ST rota gaps since the change  
STs are not breaching contractual rest requirements  
Improved middle grade cover for Wigan

*"It has put more pressure on my time as a trainer as it has reduced the amount of contact I have with my trainee"*

4/5 noticed reduced availability of ST doctors in their day job impacting on training time  
Consultant workload tended to be the same or slightly higher since the rota change  
Despite the full shift system, assessments are not always completed overnight due to a lack of S12 doctors available OOH.

*"The new system works well for Wigan"*

Graph indicating number of calls for each area



## Conclusions

The new rota has provided a solution to trainees achieving contractual rest requirements and middle grade cover in Wigan.

ST doctors have adapted well to the new rota changes however there are concerns from STs and their Trainers, particularly around loss of training time.

The Medical Workforce Team reported the new rota to be a positive change with fewer rota gaps.

The results will be fed back to Trust managers to seek ways to protect training time whilst optimising the utilisation of resources across the Trust

## Contact

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