

Employees' Use of BrisDoc Clinical Services

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Employees' Use of BrisDoc Clinical Services V6.0

Contents

<i>Contents</i>	2
<i>Introduction</i>	3
<i>Rationale</i>	3
<i>Sudden Illness Whilst at Work</i>	3
Minor Illness	3
Sickness Reporting	4
<i>Clinical Consultations</i>	4
Second Opinions	4
<i>BrisDoc is my Healthcare Provider</i>	4
BrisDoc Surgeries	4
Out of Hours	4
<i>Record Keeping</i>	5
<i>Change Register</i>	5

Employees' Use of BrisDoc Clinical Services V6.0

Introduction

It is generally accepted that the best place for a patient to receive medical care is with their registered GP. The registered GP has access to medical records and can provide follow up in a seamless way.

It is also accepted that it is difficult for staff to always access their registered GP when working shifts or full time. At the same time BrisDoc needs to ensure that its services are used for the purposes for which they are commissioned and funded.

Rationale

There are several reasons why BrisDoc considers it is better for staff to consult with their own GP surgery services unless by exception of sudden illness whilst at work. These include:

- Potential conflict of interest
- Difficulty for the consulting clinician of remaining completely impartial
- Risk of under/over diagnosing due to compensation/bias
- Staff personal details becoming available to other members of staff and therefore potentially open to indiscretion
- Confidentiality issues generally.

In the exceptional circumstance that staff do need to access care/advice whilst at work they may be assured their consultation will be afforded the usual patient/clinician confidentiality.

Sudden Illness Whilst at Work

If a member of staff is suddenly taken ill whilst working at one of BrisDoc's sites, it is acceptable for them to seek advice from a clinician on duty. This will enable them to decide how to get the most appropriate care, including self-care, and will enable them to be sent home if the illness is infectious or they are perceived to be too ill to continue working.

Members of staff who require medical attention when taken ill at work should be entered onto the relevant patient record system, either by going through NHS 111 or by the Host/Shift Manager or Receptionist as if they were a walk-in patient or temporary resident. All records must be updated in full to comply with normal Governance arrangements. This includes the issuing of any prescription or details of any medications issued from stock (when pharmacies are closed).

Staff use of Out of Hours stock medications outside of formal patient management processes is not permitted.

Minor Illness

Staff are expected to manage minor illness in the same way as any other member of the public. Information is available at each Out of Hours base and Practice on the location and opening times of local pharmacies and Minor Injury Units/Urgent Treatment Centres.

Pharmacies provide useful information on the self-management of minor illness, and appropriate over the counter medications that they can purchase.

Employees' Use of BrisDoc Clinical Services V6.0

Sickness Reporting

Staff need to report sickness absence to their line manager in line with HR policies and procedures if sudden or minor illness will prevent attendance at a shift. If staff members are still well enough to attend work but need simple medication to manage symptoms of minor illness, then such medications should be brought in for personal use.

In the case of Out of Hours a short notice absence should be reported to the shift manager via the shift manager mobile.

Clinical Consultations

It is not appropriate for staff members to seek an informal consultation or routine clinical advice from a BrisDoc clinician simply because they are colleagues or are working at a BrisDoc site. Clinical care should be accessed through the normal patient pathway, usually through the individual's own GP practice or through a BrisDoc service where the individual has legitimately been registered, referred or triaged.

BrisDoc can assist staff members who are not registered with a GP to find a local GP practice.

Second Opinions

It is not appropriate for staff members to seek an informal second opinion from a BrisDoc clinician outside a formal patient pathway.

If a staff member has concerns with their registered GP, they should be encouraged to discuss this with their care provider directly.

Where BrisDoc is my Healthcare Provider

BrisDoc Surgeries

It is not recommended that staff register with a BrisDoc service even if they live within the practice boundaries. It is advisable for staff to endeavour to register with another nearby surgery to ensure that that full privacy can be maintained. If staff have a specific reason for wishing to register with BrisDoc Practice please discuss this with a member of the leadership team prior to registering.

Out of Hours

If a staff member's normal healthcare provider is within the area provisioned for by BrisDoc's Integrated Urgent Care Service, then their registered surgery uses BrisDoc for its OOH cover. The individual is therefore free to use the service outside of working hours as a member of the public via NHS 111. BrisDoc will, in these instances, provide staff members with equivalent care to other patients. Staff can see the doctor within the remit of the OOH service. However, staff members are encouraged not to use these services as a substitute for their normal registered GP.

Staff members who believe they require Out of Hours care will need to phone NHS 111 and undergo a triage process. If staff members walk into an Out of Hours base whilst off duty, they

Employees' Use of BrisDoc Clinical Services V6.0

will be advised to phone NHS 111 unless they are so unwell they require emergency care, in which case 999 should be called.

Record Keeping

BrisDoc has key performance indicators to adhere to. This means that staff members may be asked sensitive information regarding their personal health. If staff receive care by BrisDoc they will be expected to complete this information in the same way as usual patients.

In the out of hours service, any record generated will be sent to the staff members own GP surgery via CLEO as per normal processes.

Change Register

Date	Version	Author	Change Details
01.03.10	DRAFT	DD	
10.06.10	1	CM	First Published
10.12.10	1.1	S BROWN	Review
31.01.14	2	H England	Reviewed in context of new OOH service
28.02.14	2.1	G white	Review
23.5.17	3	CL Nicholls	Inclusion of all BrisDoc practices and services, values slide, related policies and procedures, rationale, CQC standards, new reviewer.
27.07.2020	4	LG	Routine review
03.05.2023	5	LG	Review and removal of reference to WIC
28.07.2025	5.1	LG	Update from Adastra to CLEO
06.08.2026	6.0	Mike Duncan	Full review - New whole version to adjust policy to apply to whole organisation