BrisDoc Patient care by people who care

NHS

SevernSide

Integrated Urgent Care

Flexi Lead Clinician

Version:	Owner:	Created:
1.1	Lucy Grinnell/Renuka Suriyaarachchi/Becky Cooke	04.06.2026
Published:	**Approving Director:**	**Next Review**
03.11.2026	Anne Whitehouse	09.07.2029

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Purpose

The flexi rota is a key component of how BrisDoc maintains **safe, responsive clinical services**, particularly during weekends and bank holidays.

It ensures that:

- Emerging rota gaps or service pressures can be addressed quickly
- Patient safety is maintained during high-risk periods
- There is a fair and shared approach across all clinical leads

The flexi rota is not designed to provide routine additional clinical capacity. It is a planned safety mechanism, supporting the service when demand, absence, or complexity creates risk.

It reflects the expectation that clinical leadership includes shared responsibility for workforce resilience and safe service delivery.

Scope

This SOP applies to all clinical leads within Severnside including the Head of Nursing & AHPs, Urgent Care Deputy Medical Director.

Participation in the flexi rota is a core part of the clinical leadership role. All clinical leads are expected to contribute in a fair and proportionate way.

Why the Flexi Rota is Important

Severnside holds the highest level of clinical risk in the Out of Hours service during weekends and bank holidays.

These periods are associated with:

- Increased patient demand
- Reduced availability of routine services
- Greater likelihood of short-notice rota gaps

The flexi rota exists to:

- Provide a planned and equitable response to these risks
- Enable timely intervention where patient safety may be impacted
- Avoid relying on last-minute or unstructured escalation

It supports a culture where clinical leaders actively contribute to maintaining safe services, rather than responding reactively to issues.

Key Definitions

- **Flexi Shift:**
  A 24-hour period where a clinical lead is available to provide support if required
- **Flexi Clinician:**
  The clinical lead allocated to that shift
- **Rota Gap:**
  A staffing shortfall that may impact service delivery or patient safety

Flexi Rota Overview

There will be a flexi clinician allocated to every weekend and bank holiday day throughout the year.

Frequency

- Approximately **8 shifts per year (pro rata)**
- Reduced allocation for clinicians with fewer than 9 lead hours per week

Payment

- £100 per day
- Any clinical hours worked are paid at the OOH rate for that day

Availability and Planning

The Clinical Admin Team is responsible for organising the flexi rota. The rota runs from February to January, and planning for the following year begins in September to give clinical leads plenty of notice. We use a collaborative approach, asking clinical leads to indicate their preferences for how they would like to undertake the flexi rota (for example, full weekends or individual days) and to highlight any dates they are unable to cover before shifts are allocated.

Clinical leads are expected to:

- Complete the flexi rota availability spreadsheet within the requested timeframe taking into account existing clinical and lead hours so that a requisite 11 hour break is planned when selecting flexi dates
- Do not indicate availability for days you are already contracted to work
- Indicate preferences:
  - Individual flexi days
  - Full weekends
  - Combination of both

The Clinical Admin Team will:

- Allocate shifts fairly across the clinical leadership group

- Take preferences into account where possible
- Confirm shifts and upload to Rotamaster

Changes to Contracted Hours and Flexi Shifts

If your contracted hours change during the year, you are responsible for checking whether any new shifts clash with your allocated flexi shifts.

If there is a clash, you should:

- arrange a swap and ensuring there is an 11 hour break between your new shifts and the allocated flexi shifts
- inform the Clinical Admin Team so the rota can be updated
- speak to the Clinical Admin Team if you need support finding an alternative date

What Is Expected During a Flexi Shift

Core Expectations

During your flexi period, you are expected to:

- Be available to support the service if required
- Be prepared to work:
    - Up to 10 hours
    - Attend any Severnside base
    - Undertake overnight work

Rostering Rules

During your flexi period, Clinical Leads must not:

- Be scheduled for contracted shifts
- Book additional clinical shifts
- Work for other organisations

If you would like to work clinical hours on your flexi days, please let the Rota Team know. They will add these hours to the rota within your flexi shift so that other shifts can still be allocated where needed and your flexibility is maintained.

Weekend Working and Consecutive Days

If choosing to cover flexi both Saturday and Sunday:

- Payment applies per 24-hour period

- You may be required to work up to 10 hours per day

You must consider:

- Fatigue and safe working limits
- Likelihood of overnight work
- Impact on subsequent days

Clinicians must ensure their working pattern allows for the minimum 11-hour rest period between work.

How Flexi Is Activated

Flexi support is not intended to operate as a traditional on-call system.

- Risks and rota gaps are reviewed at the Friday 12:30 rota and escalation meeting
- Requirements are agreed wherever possible during or after this meeting

Communication of Flexi Requirement

To ensure clarity and enable appropriate planning:

- The rota team will confirm the flexi requirement by 18:00 (6pm) on Friday, unless already agreed earlier in the day

This will include:

- Confirmation of a requirement for support,
- Or confirmation that no support is required

This ensures clinicians are not left in a position of uncertainty.

Clinical Lead Responsibility

It remains the responsibility of the allocated flexi clinician to ensure they are clear on the requirement.

- If confirmation has not been received by 18:00:
    - You must proactively contact the rota team

This shared responsibility ensures:

- No assumptions are made
- Risks are actively managed
- There is clear accountability for safe service delivery

Expectations Following Confirmation

Once confirmed:

- You are expected to:
    - Be available in line with the agreed requirement
    - Respond proportionately to service need
- There is no expectation of ongoing on-call availability beyond the confirmed ask, unless exceptional patient safety concerns arise

Friday Rota & Escalation Meeting

Time: 12:30 each Friday (or the day before a bank holiday if it lands on another day than a Monday)

Purpose:

- Identify risks
- Review critical gaps
- Plan flexi deployment

Flexi clinicians should:

- Attend where possible
- Engage in planning

If not attending:

- Updates will be provided

Wellbeing, Fatigue and Safe Working

BrisDoc recognises that flexi working can involve unpredictable hours, overnight activity, and increased pressure.

Clinicians are expected to actively manage fatigue and work safely.

Minimum Rest Requirements

There is a risk that insufficient rest may impact clinician performance and patient safety.

To mitigate this:

- Clinicians must ensure a minimum 11-hour rest period between working shifts
- This must be considered when:
    - Working overnight
    - Covering consecutive flexi days
    - Planning subsequent working days

Planning Around Sunday Flexi

If you are allocated a Sunday flexi shift, you should plan on the basis that overnight work into Monday may be required.

- Monday working should be planned with sufficient flexibility to:
  - delay start times
  - adjust commitments
  - step back if required

If your Monday working hours are not flexible—for example, if you are scheduled for a clinical shift—you should indicate that you are unavailable for the preceding Sunday flexi shift.

Organisational Responsibility

The organisation will:

- Support clinicians to make safe and proportionate decisions
- Promote adherence to safe working practices
- Take a supportive and reasonable approach to adjustments

Tables

Version	Date	Name	Comment
DRAFT	04.06.2026	Lucy Grinnell	Document created
1	09.07.2026	Lucy Grinnell	Document published
1.1	02.11.2026	Lucy Grinnell	Removal of Director of Nursing, AHPs and Governance from the 'Scope' section.