



NATIONAL RETRIEVAL GROUP

July 2017

NORS TEAM HANDOVER

1. Executive Summary

There have been issues raised by part-time NORS teams regarding mobilisation in the hours preceding their handover time to another team.

Although this is technically a breach of contract, knowledge of these cases relies on incident reports being submitted and this does not always happen. When incident reports are submitted, these are investigated as breaches to the NORS Contract and if teams are found to be in breach, £10,000 is withheld from their contract values.

This is mainly a problem for the cardiothoracic teams, but one of the abdominal NORS teams has also highlighted this as an issue. Therefore, the Commissioning Team has been asked to consider recognition for those occasions when teams are still out retrieving beyond the end of their shift.

This paper outlines the issues associated with the part time NORS teams' handover, the recommendation to SMT and the outcome from the discussions at SMT.

2. Background

Since moving to the national handover time of 20:00 on Mondays there have been some issues with the cardiothoracic NORS teams refusing to mobilise in the hours prior to this time, as they are unwilling to be out beyond the end of their week on-call.

In addition, during contract negotiations, one of the part-time abdominal teams has also highlighted they expect to be reimbursed for the occasions when they are out beyond their handover time. This was not agreed for the contract year 2016/17, but it was agreed ODT Commissioning would review this as an option for all teams.

NRG had also asked ODT Commissioning to address this issue.

During the period 4 April to 31 December 2016, the abdominal teams were out beyond the handover time on 13 occasions, and the cardiothoracic teams were out on 14 occasions beyond the end of their shift.

The range of time periods for teams that were out beyond the 20:00 handover time are as follows (times shown is the length of time a team was out beyond their handover time):

	Min	Max	Average
Abdo	1 hr	7 hrs	3 hrs
CT	3 min	10 hrs	4 hrs

3. Proposal

Increasing the part-time NORS teams' contract values in acknowledgement of the occasions they are out beyond the end of their week on-call has been considered, but this is an expensive option to address an infrequent event.

However, doing nothing is not an option, as this has an impact on SNODs, the Duty Office and donor families when NORS teams refuse to mobilise in the hours preceeding handover.

Therefore, the proposal is to develop a new tariff and pay it just to teams on the occasions they are out beyond the handover time.

The tariff would reimburse the workforce costs for four hours at a cost of £707 (based on 2017/18 payscales for England, Inner London Weighting has been applied).

Based on the activity from April to December, teams would be out approximately 36 times beyond handover, making the annual cost around £25,452 if this were paid to all abdominal and CT teams.

However, as 20:00 on Mondays is a quieter time for retrieval, the proposal is that this tariff would ONLY be paid to teams that adhere to the 20:00 national handover time, making the annual cost around £18,400.

4. Outcome from ODT SMT

NRG is asked to note the outcome from SMT to:

- Pay the NORS teams in recognition of the occasions they work beyond the handover.
- Pay all part-time NORS teams, not just those who adhere to the 20:00 handover time (this will be reviewed).

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