

## **Mapping of Out of Hours competencies to the GP curriculum and WPBA**

### **There are six key competences for OOH care**

1. Ability to manage common medical, surgical and psychiatric emergencies
2. Understanding the organisational aspects of NHS out of hours care, nationally and at local level
3. The ability to make appropriate referral to hospitals and other professionals
4. The demonstration of communication and consultation skills required for out of hours care
5. Individual personal time and stress management
6. Maintenance of personal security, and awareness and management of security risks to others

### **13 Competency areas for ETR & WPBA**

1. Communication and consultation skills
2. Practising holistically
3. Data gathering and interpretation
4. Making a diagnosis / making decisions
5. Clinical management
6. Managing complexity and promoting health
7. Organisational management and leadership
8. Working with colleagues and in teams
9. Community orientation
10. Maintaining performance, learning and teaching
11. Maintaining an ethical approach to practice
12. Fitness to practise
13. Clinical examination and procedural skills

OOH competency area	Mapped to WPBA competency
<p><b>1. Ability to manage common medical, surgical and psychiatric emergencies</b></p> <p>GP registrars should be able to manage common medical, psychiatric and social emergencies they are likely to encounter during OOH experience. They should be able to recognise and manage critical situations using available resources and facilities. Examples are listed.</p> <p>GP registrars should be able to recognise the ill child and manage common paediatric emergencies such as meningitis; croup/asthma; febrile convulsion; gastro-enteritis and dehydration; and non-accidental injury.</p> <p>GP registrars should be able to manage such mental health problems as often present as a crisis during OOH. They should be competent to perform a suicide risk assessment and be aware of the procedures for assessment and implementation of detaining /admitting patients under the Mental Health Act.</p>	<p>3. Data gathering and interpretation  4. Making a diagnosis / making decisions  5. Clinical management  13. Clinical examination and procedural skills</p> <p>11. Maintaining an ethical approach to practice</p>
<p><b>2. Understanding the organisational aspects of NHS out of hours care, nationally and at local level.</b></p> <p>GP registrars should be aware of the processes that are in place both locally and nationally and understand the context of the provision of OOH care in the Primary Care setting. They should understand the relationship between GP practices, OOH providers and PCTs, their roles and responsibilities.</p> <p>GP registrars should have an understanding of how emergencies and health initiatives can impact on OOH care providers and be aware of procedures and policies in place to deal with them, for example, the CMO cascade system for national drug/infection alerts, how to deal with a local outbreak of an infectious disease, flu epidemics and managing a winter bed crisis.</p> <p>They should be aware of the communication channels required for OOH care and the IT systems to support them.</p>	<p>7. Organisational management and leadership  8. Working with colleagues and in teams</p> <p>6. Managing complexity and promoting health</p>

<p><b>3. The ability to make appropriate referral to hospitals and other professionals.</b></p> <p>The GP registrar should be aware of the range of and referral facilities and professionals available to patients out of hours. They should be able to communicate effectively and with courtesy to all other professionals involved with the care of the patient making prompt and appropriate referrals with clear documentation and arrangements for follow up.</p> <p>The GP registrar should respect the roles and skills of others, and can engage effectively and refer to other sources of care, such as ambulance and paramedic services, and those in secondary care (hospital where appropriate).</p>	<p>8. Working with colleagues and in teams</p> <p>9. Community orientation</p>
<p><b>4. The demonstration of communication and consultation skills required for out of hours care.</b></p> <p>The GP registrar should be competent in communication and consultation skills for the different types of consultations required in the context of out of hours care e.g. telephone consultations and triage skills. They should be patient centred and should demonstrate understanding of consultation models and their relevance to OOH care, such as breaking bad news, the limitations of telephone consultations and the absence of non verbal communication.</p> <p>The GP registrar should have some understanding of teamwork, be aware of the roles and responsibilities of the OOH team and be able to work and communicate with them effectively.</p>	<p>1. Communication and consultation skills</p> <p>(2. Practising holistically)</p> <p>8. Working with colleagues and in teams</p>
<p><b>5. Individual personal time and stress management.</b></p> <p>The GP registrar should be able to manage their time and workload effectively; demonstrating good timekeeping, problem solving and the ability to prioritise cases appropriately.</p> <p>GP registrars should be aware of the difficulties working OOH, working antisocial and long hours and sometimes with overnight shifts. They should recognise when they are not fit to work because of tiredness, physical or mental ill health and take appropriate action. They should be aware of their personal needs and abilities and learn to develop the necessary strategies to avoid stress and burnout and maintain good health.</p> <p>GP registrars should be aware of their duties and responsibilities regarding the health, safety and performance of their colleagues.</p>	<p>Problem solving – 4. Making a diagnosis / making decisions</p> <p>10. Maintaining performance, (learning and teaching)</p> <p>12. Fitness to practise</p> <p>10. Maintaining performance, (learning and teaching)</p> <p>12. Fitness to practise</p>

<p><b>6. Maintenance of personal security, and awareness and management of security risks to others</b></p> <p>GP registrars must consider the implications of taking controlled drugs on home visits and recognise the risk that this may place on them and colleagues.</p> <p>GP registrars should be able to deal with emergency situations ensuring that they are aware of resuscitation guidelines relating to personal and colleague safety when engaging with patients in dangerous situations including defibrillation.</p> <p>GP registrars should seek additional advice or specific security advice when considering a home visit in areas that have been identified by the OOH service as potentially dangerous. This may include, but is not limited to a chaperone and a driver.</p>	<p>2. Practising holistically</p> <p>5. Clinical management</p> <p>8. Working with colleagues and in teams</p>
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All 13 competency areas are covered in the context of the OOH competencies.

### Competency checklist

↓ ETR/WPBA Competency	OOH competency areas						Competency covered overall
	1	2	3	4	5	6	
1. Communication and consultation skills				✓			✓
2. Practising holistically				✓		✓	✓
3. Data gathering and interpretation	✓						✓
4. Making a diagnosis / making decisions	✓						✓
5. Clinical management	✓					✓	✓
6. Managing complexity and promoting health		✓					✓
7. Organisational management and leadership		✓					✓
8. Working with colleagues and in teams		✓	✓	✓			✓
9. Community orientation			✓			✓	✓
10. Maintaining performance, learning and teaching					✓		✓
11. Maintaining an ethical approach to practice	✓						✓
12. Fitness to practise					✓		✓
13. Clinical examination and procedural skills	✓						✓