

## Out of hours form

Please complete this form and add it to your **Appraisal and Revalidation portfolio**.

### Outline the system your practice uses for locums, co-operatives and deputising services

*Out of hours service  
Takes all calls from 18:30hrs to 08:30hrs.  
All weekday nights and from Friday night to Monday morning.*

### How do you publicise out of hours arrangements for patients?

*Practice leaflet.  
Answer phone message.  
Surgery poster.*

### How do you ensure that out of hours encounters are recorded in the patient record?

*Out of hours service – all encounters generate a hard copy which is filed in patient records.  
Staff member audits data entry in computerised system when out of hours service sends reports.  
Issues of clinical care in relation to specific cases followed up and acted on.*

### Are there any problems with the out-of-hours service?

*Patient complaints about delay in visits.  
Clinical problems left by out of hours service and present in morning surgery, resulting in disruption and reduced clinical care*

Name:

Signed:

Date: