

NHS GGC Orthotic Service Real Time Staffing SOP – A Case Study as part of compliance of Health and Care Staffing (Scotland) Act

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Introduction

In 2024 NHS GGC Orthotic Service, one of the Allied Health Professional (AHP) job families, applied the NHSGGC Real Time Staffing and Risk Escalation SOP to their own service across the 8 Acute sites in Greater Glasgow and Clyde.

Duties of the Act covered by the Standard Operating Procedure

12IC – Duty to have Real Time Staffing Assessment in Place

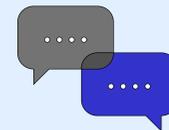
12ID – Duty to have Risk Escalation in place

12IE – Address Severe and Recurrent risk

12IF – Duty to seek Clinical Advice

Method

The Orthotic Management Team which consists of the Orthotic Service Manager (OSM), the Clinical Team Leads (CTL) and the Administration Team Lead analysed and discussed how the board SOP could be applied to the Orthotic service



Results

1. Identified who has Clinical Leadership responsibilities for real time staffing
2. Identify when those responsibilities are delegated and who to
3. Identified existing SOPs within the service and included these to support the duties of the Act
4. How severe and recurrent risks are reported and recorded
5. Process created to advise staff how to raise concerns – this would promote staff wellbeing
6. Discussions on staffing are embedded within Team Meetings

Key Points

1. The SOP allowed the Orthotic Department to build on processes already in place
2. Identified that the service had most of the duties in place but not necessarily under the one banner
3. Promotes openness and transparency of staffing decisions
4. GGC SOP can be applied to small service of 30 in scope staff spread across 8 sites

Next steps



Implementation of real time staffing tools eg. Safecare

Acknowledgements

The Orthotic Management Team