Primary Care Out of Hours Workforce Survey 2019
A survey of Scottish Primary Care Out of Hours (OoH) Services

Guidance on completing the Primary Care OoH Survey

General Guidance
This document should be used when completing the Primary Care Out of Hours Workforce Survey 2019. You might find it helpful to print off a copy so that you can more easily refer to it whilst you are entering information into the survey form.

Please note that the survey should be completed and submitted electronically.

Background
The Primary Care OoH Workforce Survey 2019 is designed to capture data on the workforce associated with Primary Care OoH Services in Scotland. The survey has been developed in partnership with a range of stakeholders.

The 2019 survey is based on the Out of hours strand of the previous 2017 Primary Care Workforce Survey with an additional section on multidisciplinary teams. It is focused on providing the key data required for workforce planning in as pragmatic and efficient a manner as possible.

The previous 2017 results can be accessed at:

The data gathered in 2017 has proved invaluable over the last two years in the support of national, regional and local workforce planning in primary care and we hope to build on that strong foundation with the 2019 Survey. It would be very helpful, therefore, if the survey was completed in respect of your Primary Care Out of Hours Service in 2019.

Scope of the Survey
For the Primary Care OoH Workforce survey, we are asking NHS Boards to provide data at service / treatment centre level, either by disseminating the form to each service within their NHS Board or by completing it on behalf of each service.

Please complete the survey for staff who are directly employed, managed or contracted to work in normal General Medical Services during the OoH period.

We understand that there are differences in the way that NHS Boards configure their Primary Care OoH Services. Examples of what we would consider to be “service level” for the purposes of this survey are available in the Start of Survey Section – Q3. This includes GP Practices who have “opted in” to provide OoH cover.

Information at service/treatment centre level has been requested to assist in improving data quality and to make completion easier for NHS Boards with multiple services. NHS Boards may provide a single, aggregated NHS Board return if they prefer.
The Service level data that you submit will be aggregated to NHS Board level by ISD Scotland and results will not be published below NHS Board level.

**Before You Start Completing the Survey:**
Before entering responses please save a copy of the survey form with a new name to a relevant folder available to you – for example *Nov2019_OoH_Return.xlsx*. This form is designed for versions of Excel from 2007 onwards. If you do not have access to a compatible version of Excel or are having any issues with the form, please contact ISD for assistance.

The survey form can be completed in stages; the survey does not need to be completed in one sitting. Please ensure that you complete both the ‘Start the Survey’ set of questions and “Section 1” before moving onto the subsequent sections of the survey. Remember to save your copy of the survey form in a relevant network folder before exiting Excel each time.

**Survey Structure:**
The survey form consists of five sections plus an administrative section at the start of the survey entitled ‘Start the Survey’. Each section is contained within individual sheets-tabs and can be accessed by clicking on the “move to next section” box at the end of each section or by clicking on the section headings at the bottom of the page.

All boxes which are coloured **YELLOW** should be completed. If a box is coloured **BLUE**, no further response is required.

In addition, to this guidance document you can find help on how to complete each question within the survey form by clicking on the 📦 icons.

Once each section has been fully completed the progress bar at the top of the questionnaire will show a tick for each of the sections. Please make sure that all five sections have been completed before submitting the questionnaire.

**Returning Your Completed Survey:**
Please send your completed survey via an NHS.net e-mail address to the following address by **16th December 2019**: **NSS.isdPCWS@nhs.net**

If you do not have an NHS.net account, please send the survey via an e-mail account which ends with scot.nhs.uk

If you have any difficulties or queries that are not covered in this guidance document, please contact the Project Team at ISD:

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Guidance on specific survey sections

**Introduction**

**General Notes:**
For the Primary Care Out of Hours (OoH) Workforce Survey 2019, we have requested that NHS Boards provide data at service / treatment centre level, either by disseminating the form to each service within their NHS Board or by completing it on behalf of each service. This includes GP Practices who have “opted in” to provide OoH cover for their own registered patients using this form.

The following survey should be completed in relation to normal General Medical Services during the OoH period. Only include staff who are directly employed, managed or contracted to work within this service. Please note that “contracted” includes bank and agency staff only where the Service has control over whether or not these staff are working and is able to include them on the OoH rota.

The final question of the survey in section 5 allows comments on any clinical staff that have supported the OoH service but who have not been included elsewhere in the survey because they are not directly employed, managed or contracted.

**‘Start the Survey’ section**

**Q1: Name of your NHS Board**
Use the dropdown menu to select the name of your NHS Board.

**Q2: Contact email addresses and telephone number**
We ask for your name and contact details in case we need to contact you about your survey form during data collation by ISD Scotland. Please provide these using the box available.

Your name and contact details will not be retained within the analysis file.
Q3: Are you providing a response for a single Primary Care OoH Service or are you providing an aggregated return covering multiple Services within your NHS Board?

We understand that there are differences in the way that NHS Boards configure their Primary Care Out of Hours Services. Examples of what we would consider to be "service level" for the purposes of this survey are:

- Primary Care OoH Service is provided by the NHS Board directly and is managed centrally. A Primary Care Emergency Centre (PCEC) is located at a General Hospital and it is from here that care is co-ordinated for the whole NHS Board area. The service employs a team of GPs, OoH Nurses and Evenig Nurses who are supported by a team of Receptionists and Drivers.

- As above, however a number of PCECs are located at multiple sites across the NHS Board area. The PCECs are staffed and resourced from a central point by the NHS Board.

- An individual Primary Care OoH Walk-in Centre within an NHS Board which has multiple sites providing OoH cover. The OoH Walk-in Centre is staffed and resourced locally.

- A GP practice who has “opted in” to provide OoH Care for its own patients for all OoH periods.

Your response should relate to your Primary Care OoH Service(s) as configured for the time period: year ending 15th November 2019.

Use the dropdown menu to select and indicate if you are providing an individual (single service) or aggregated (multiple service) level return.

Response options are: Individual service, Aggregated return covering multiple services.

Q4: Rationale for Aggregated Returns covering multiple services

NHS Boards may provide a single, aggregated NHS Board return if they prefer.

Use the free text box to provide a brief rationale for providing aggregated, rather than Primary Care OoH Service level, information.

If option “Individual service” was selected to question 3, then this question will not require a response.
Section 1 of 5: Description of your Primary Care Out of Hours Service

This section is designed to capture basic information about the Primary Care Out of Hours (OoH) Service you provide. Your response should relate to your OoH Service as configured for the time period: year ending 15th November 2019.

The following information sources may be useful to complete this section: Standard Operating Procedure Documents (SOPs), Induction Documents and discussion with members of the OoH Team for example the OoH Service Manager.

Type of Primary Care OoH Service:

Q1.1 Name and a short description of your Primary Care OoH Service
Use the free text box to provide the name and a brief description of your OoH Service.

Q1.2 Description of your Primary Care OoH Service
Please select which option(s) best describe your Primary Care Out of Hours (OoH) Service as configured for the year ending 15th November 2019.

Use the dropdown menus to select either “Yes” or “No”

The following options can be selected:

a. Primary Care OoH Service provided directly by the NHS Board

b. A GP practice that has “opted in” to provide OoH Care for its own patients for all OoH periods.

c. A GP practice that has “opted in” to provide OoH Care for its own patients on a part-time basis only.

d. A co-operative of GP practices providing an OoH Service.

e. An “opted out” practice which has a Service Level Agreement (SLA) with the NHS Board to provide OoH care.

f. Other type of Primary Care OoH Service – please provide a brief description in the free text box.

If you are providing an aggregated return covering multiple Services within your NHS Board, please select each of the relevant options available (i.e. you may select “Yes” to more than one option).
**Population and geographical area covered:**
This section is designed to capture basic information about the population covered by your Primary Care OoH Service.

**Q1.3 Best estimate of the size of the population and geographical area covered by your Primary Care OoH Service**
Please provide your best estimate of the size of the population and a brief description of the geographical area covered by your Primary Care OoH Service.

For example, if your OoH Service provides cover for all residents within a NHS Board area, please record the NHS Board name and the population covered by the NHS Board. If the OoH Service provides cover for residents of neighbouring NHS Boards, please also record this here.

If your OoH Service is an individual GP practice that has “opted in” to provide OoH cover for your patients, please record an estimate of the number of patients registered to the practice and brief description of the area that the practice covers.

**Range of staff who were employed, managed or contracted by the OoH Service**
This section is designed to capture basic information about the type of staff who worked within your Primary Care OoH Service during the past year.

**Q1.4: Staff who worked within your Primary Care OoH Service during the year ending 15th November 2019**
Please complete each row using the dropdown menus to indicate the most relevant response.

Each row should be used to record details for every separate staff designation and both columns (a & b) should be completed.

Only include staff directly employed, managed or contracted by your Service. Please note that contracted includes bank and agency staff only where the Service has control over whether or not these staff are working and is able to include them on the OoH rota.

Where there are multiple arrangements for designations that were either directly employed, managed or contracted to work within your OoH Service during the year ending 15th November 2019, please select the option “mixture” in column b for this question.

**Specific Guidance for Nursing Staff Designations:**
We realise that there is likely to be a degree of local variation in the names/designations used to describe registered nurses working within OoH Services. Please indicate what Nursing Staff are directly employed, managed or contracted by your Service using the following Agenda for Change (AFC) Bands.

- Registered Nurse – AFC Band 7
- Registered Nurse – AFC Band 6
- Registered Nurse – AFC Band 5
- Registered Nurse – Other designation

Some areas will have District Nurses (usually AFC Band 6), Community Nurses (usually AFC Band 5) and Marie Curie nurses who will deliver OoH nursing services however these staff are not usually employed, managed or contracted by OoH Services and therefore should not be included in your responses.
Q1.5a: Within your OoH Service, is there a requirement for GP Specialty Trainees (GP Registrars) to be supervised at all times by another GP until they are fully qualified? Use the dropdown menu to indicate if the GP Specialty Trainees within your OoH Service are required to have clinical supervision at all times until fully qualified.

Q1.5b: Further details about level of supervision required for GP Specialty Trainee (GP Registrars)
If you answered “No” to question 1.5a, please provide further details of the level of supervision required by GP Specialty Trainees, including any changes during the year within the free text box here.

Services provided over and above normal General Medical Services:
This section is designed to capture basic information about any care provided within your Primary Care OoH Service which is over and above normal General Medical Services. For example, OoH GPs who also provide a service to the Scottish Ambulance Service.

Q1.6a: Does your Primary Care OoH Service directly provide any other functions over and above normal General Medical Services during the OoH period?
Use the dropdown menu to indicate if your OoH Service is contracted to provide any other functions over and above normal General Medical Services. Examples include OoH GPs who are contracted to provide direct support to the Scottish Ambulance Service, for prison visits, mental health and armed forces bases.

Q1.6b: Summary of the additional functions provided by the OoH Service?
Using the free text box, please provide a brief description of any additional functions. If the response to Question 1.6a is "No", a response to this question is not required.
Section 2 of 5: GPs or other Doctors working in the Primary Care OoH Service in the past year

General Notes:
This section is designed to capture basic information about the GPs or other doctors who have worked in your Primary Care Out of Hours (OoH) Service during the year ending 15th November 2019.

The following information sources may be useful to complete this section: Web based shift management system, Payroll Data and discussion with members of the OoH Team for example the OoH Service Manager.

GPs or other Doctors

Q2.1: Number of individual GPs or other Doctors (including GP Specialty Trainees) who worked one or more shifts within your OoH Service during the year ending 15th November 2019
This should include the total number of GPs or other Doctors who worked one or more shifts within your OoH Service during the past 12 months.

The following GP designations should be included: Partner/Senior Partner; Sessional GP; Locum/Agency GP; Salaried GP; GP Specialty Trainee; Other Doctor

Please note that the maximum number of GPs that can be recorded in this section has been set to 700. If the total number of GPs who worked in your OoH Service exceeds this please contact the ISD Scotland Project Team via NSS.isdPCWS@nhs.net for further assistance.

Q2.2: Details for each of the GPs and other Doctors who have worked one or more shifts in your OoH Service during the year ending 15th November 2019.
This section is designed to capture basic information about GPs and other Doctors who have worked in your OoH Service over the past 12 months. Please use one line per GP and complete all three columns (a-c) for every GP that has been counted in Question 2.1.

Please contact ISD Scotland using the contact details on page 2 of this document if you are having difficulty in providing the information for this section in the requested format. For example, if you are having to manually collate information for individuals from two different systems.

Please note that the maximum number of GPs that can be recorded in this section has been set to 700.

Q2.2a: GMC Number
In the GMC Number column, enter the numerical GMC number for each GP who has worked in your OoH Service in the past 12 months.

The GMC number will be used to derive GP age and gender and to derive an accurate headcount of GPs working in OoH Services. The GMC number will be stripped from the analysis dataset before any further analysis is done.

The GMC number can consist of 7 digits or L + 6 digits.
Q2.2b: GP Designation
For each GP working in your OoH Service in the year ending 15th November 2019, please select from the following dropdown options to record individual GP designations: Partner/Senior Partner; Sessional GP; Locum/Agency GP, Salaried GP; GP Specialty Trainee; Other Doctor.

Q2.2c: Total number of hours worked for this OoH service during the 12 month period.
This should be completed for each GP, using the best information you have. The number should be the total hours of work provided by each GP, to your Service during the year ending 15th November 2019.

Any time worked on In Hours service provision should **NOT** be included in this column apart from any PLT (Protected Learning Time) session cover provided by the OoH Service.
Section 3 of 5: Registered Nurses working in the Primary Care OoH Service in the past year

General Notes:
This section is designed to capture basic information about the nursing staff that were directly employed, managed or contracted by your Primary Care Out of Hours (OoH) Service during the year ending 15th November 2019.

The following information sources may be useful to complete this section: Web based shift management system; Payroll Data and discussion with members of the OoH Team for example the OoH Service Manager.

Q3.1: Number of individual nurses that were directly employed, managed or contracted by your OoH Service during the year ending 15th November 2019
This should include the total number of nurses who are directly employed, managed or contracted within the OoH Service during the year ending 15th November 2019. Please note that contracted includes bank and agency staff only where the Service has control over whether or not these staff are working and is able to include them on the OoH rota.

Some areas will have District Nurses (usually AFC Band 6), Community Nurses (usually AFC Band 5) and Marie Curie nurses who will deliver OoH nursing services however these staff are not usually employed, managed or contracted by OoH Services and therefore should not be included in your responses.

Please note that the maximum number of nurses that can be recorded in this section has been set to 100. If the total number of nurses at your service exceeds this, please contact the ISD Scotland Project Team via NSS.isdPCWS@nhs.net for further assistance. Please record 0 if you did not have any nurses who were directly employed, managed or contracted during the year ending 15th November 2019.

Q3.2: Details of nurses who were directly employed, managed or contracted by your OoH Service during the year ending 15th November 2019.
This section is designed to capture basic information about each nurse who was directly employed, managed or contracted by your OoH Service during the year ending 15th November 2019. Please use one row for each nurse and complete the five sub questions (a-e) for each nurse that has been counted in Question 3.1.

Please contact ISD Scotland using the contact details on page 2 of this document if you are having difficulty in providing the information for this section in the requested format. For example, if you are having to manually collate information for individuals from two different systems.

Please note that the maximum number of nurses that can be recorded in this section is set to 100. If the total number of nurses at your service exceeds this, please contact the ISD Scotland Project Team via NSS.isdPCWS@nhs.net

Q3.2a: NMC Number (Pin Number)
In the “NMC Number” column, enter the numerical Nursing and Midwifery Council (NMC) Pin Number for each nurse being recorded.

NMC Pin Number will be used to derive an accurate headcount of nurses working in OoH Services. The Pin NMC Number will be stripped from the analysis dataset before any further analysis is done.

NMC Pin Numbers are of alphanumeric format, with 8 characters.
Q3.2b: Nurse Designation
We realise that there is likely to be a degree of local variation in the names/designations used to describe registered nurses working within OoH Services.

In the "Designation" column you can select one of the following: Registered Nurse – AFC Band 5; Registered Nurse – AFC Band 6; Registered Nurse – AFC Band 7; Registered Nurse – other designation.

Q3.2c: Gender
For each nurse please select from the dropdown options to record individual gender.

Q3.2d: Age Range
In the "Age Range" column you can select either, under 20; 20-24; 25-29; 30-34; 35-39; 40-44; 45-49; 50-54; 55-59; 60-64; 65 and over. This should be based on age as at the survey census date (15th November 2019).

Q3.2e: Total number of hours worked for this Service OoH during the 12 month period
This should be completed for each nurse, using the best information you have. The number should be the total hours worked by each nurse in your OoH Service for the year ending 15th November 2019.

Any time worked on In Hours service provision should NOT be included in this column apart from PLT session cover provided by the OoH Service.
Section 4 of 5: Challenges in filling shifts

General Notes:
This section is designed to capture basic information in relation to your experience of filling shifts for your Primary Care Out of Hours (OoH) Service during the year ending 15th November 2019.

The following information sources may be useful to complete this section: Web based shift management system, anecdotal reports from administrative, management and clinical staff and discussion with members of the OoH Team for example the OoH Service Manager.

Filled Hours

Background:
Prior to the 2017 survey, the survey asked services to provide information on levels of staffing ‘required’ and actually used during the year. As the survey collects data retrospectively, it was difficult for services to provide data that accurately reflects what happened during the year. Service Managers reported that it is frequently extremely challenging to fill shifts and that in reality they have to take a range of actions to staff Primary Care OoH services. These might include considerable effort being needed to recruit suitable staff (including offering additional financial incentives) as well as changing shift patterns, filling GP shifts with nursing staff and vice versa, or even amalgamating services. These types of actions are not necessarily recorded and will often not be reflected in the data sourced from rota or payroll systems.

For the 2015 survey, while some services noted that the information they provided on ‘required’ shifts was based on what would be provided in ideal circumstances, if filling shifts was not an issue, others noted that the information they provided on ‘required’ shifts did not take into account some provision which they would ideally provide but had not been able to due to problems recruiting enough cover.

The final 2015 National Report did not use the information collected on unfilled hours due to feedback that this did not seem to truly reflect the situation. The report instead presented Boards’ own estimates of filled hours with additional commentary on the context of filling shifts in the Board.

For the 2017 survey it was agreed that due to the issues with collecting the detailed information described above, the survey would ask about changes since 2015 to the estimated proportion of filled hours and for commentary on these. Similarly, for 2019 the survey asks if there have been any changes since the 2017 estimate and for comment on these. Within the form there is information provided on the estimate given in 2017 and also the commentary given previously around this.

Q4.1a: For the year ending 15th November 2019 has this estimate changed?
Use the dropdown menu to indicate if this estimate has changed during the year ending 15th November 2019.

This should be based on the required hours to provide a full service in your area. Please include all centres / services that would be available in an ideal world.
Q4.1b: If estimate has changed, please provide an updated estimate of the percentage
hours filled here:
Select from the drop down list to add an updated estimate of the **percentage filled hours**
for the year ending 15th November 2019. This should be based on the required hours to
provide a full OoH service in your area. Please include all OoH centres / OoH services that
would be available in an ideal world.

Please note, if “No” is selected for question 4.1a, then this question will not require a
response.

Q4.1c: If estimate has changed, please provide commentary in relation to the
estimated percentage filled hours in the past 12 months
Use the free text box to add additional comments as to why the estimate has changed since
the 2017 survey. If there are OoH centres in your area that have been closed due to
difficulties filling shifts at them, please let us know (preferably with an indication of the
staffing required for these OoH centres if possible).

Please note, if “No” is selected for question 4.1a, then this question will not require a
response.

**Filled Shifts**

Q4.2a: For shifts that were filled in the year ending 15th November 2019, were all
shifts filled as planned with no other action required (e.g. changes to shifts or pay)?
Use the dropdown menu to indicate if all **shifts filled** were filled as planned with no other
action required.

Q4.2b: What generally happened when you couldn’t fill shifts as planned?
Use the dropdown menus to indicate the actions that were generally required to fill these
shifts and how frequent these occurrences were.

Please note, if “Yes” is selected for question 4.2a, then this question will not require a
response.

Q4.2c: Please provide a short commentary describing your general experience
of filling shifts for your OoH Service over the past year ending 15th November 2019:
Using the free text box, please describe your general experience of filling shifts during the
year ending 15th November 2019. Please provide us with any further information that you
think adds context to the reporting of unfilled shifts in your area.

Q4.2d: Proportion of shifts that would you estimate were unfilled 48 hours beforehand
In general thinking of your experience over the year ending 15th November 2019, use the
dropdown menu to indicate approximately what proportion of shifts you estimate were
generally **unfilled 48 hours beforehand**. The following options are available; please select
the option which is closest to your estimate:

- Less than a third (<33%)
- About a third (~33%)
- About half (~50%)
- About two thirds (~66%)
- More than two thirds (>66%)
- All (100%)
- Not applicable
Cancelled or cover provided changed Protected Learning Time (PLT) Sessions

Q4.3a: During the year ending 15th November 2019 did your OoH Service have to cancel or change the cover for any PLT periods?
Use the dropdown menus to indicate whether your OoH Service had to cancel or change the cover for any PLT periods during the year ending 15th November 2019.

Q4.3b: Number of PLT periods cancelled
Enter the number of PLT periods that were affected by cancellation or change in cover provided during the year ending 15th November 2019. If you are unable to provide an exact number, please provide your best estimate of the number of periods.

If you answered “No” or “Not applicable” to question 4.3a you are not required to respond to this question.

Q4.3c: Reasons for cancelling or changing the cover provided for PLT periods
Please provide a brief commentary on the main reasons why your OoH Service was required to cancel or change the cover provided for PLT sessions.

If you answered “No” or “Not applicable” to question 4.3a you are not required to respond to this question.

Standby / On-call / Back-up for GPs and Other Doctors

Q4.4a: During the year ending 15th November 2019 was Standby/On-call/Back-up for GPs and Other Doctors available?
Use the dropdown menu to indicate whether or not, during the year ending 15th November 2019, you had Standby/On-call/Back-up arrangements for GPs and Other Doctors for your OoH Service. For example, GPs to be available to work on site within a given period of time as agreed locally.

Q4.4b: Time periods that Standby/On-call/ Back-up for GPs and Other Doctors was available
Use the dropdown menus to indicate which time periods during the year ending 15th November 2019 that Standby/On-call/Back-up arrangements for GPs and Other Doctors were available for your OoH Service.

If you answered “No” to question 4.4a, then this question will not require a response.

Q4.4c: Filling Standby/On-call/ Back-up required hours for GPs and Other Doctors
In general thinking of your experience over the year ending 15th November 2019, use the dropdown menu to indicate approximately what proportion of Standby/On-call/Back-up hours for GPs and Other Doctors were filled. The following options are available; please select the option which is closest to your estimate:

- Less than a third (<33%)
- About a third (~33%)
- About half (~50%)
- About two thirds (~66%)
- More than two thirds (>66%)
- All (100%)

If you answered “No” to question 4.4a, then this question will not require a response.
Section 5 of 5: Multidisciplinary teams

General Notes:
This section is new for the 2019 Primary Care Out of Hours (OoH) survey and is designed to capture basic information on whether your OoH Service used other clinical staff that were directly employed, managed or contracted during the year ending 15th November 2019; and, if so, the type and scale of such multidisciplinary support.

The final question 5.3 asks about the use of any other clinical staff (including GPs and nurses) that have supported the OoH service but have not already been included elsewhere in the survey because they are NOT directly employed, contracted or managed by the OoH service.

The following information sources may be useful to complete this section: Web based shift management system, anecdotal reports from administrative, management and clinical staff and discussion with members of the OoH Team for example the OoH Service Manager.

Q5.1 Please complete the following table to describe staff groups other than GPs and Nurses which worked within your OoH Service during the year ending 15th November 2019. Please include only staff directly employed, managed or contracted by your OoH Service.

For the five predefined clinical staff groups (Pharmacists; Paramedics; Healthcare Support Workers; Phlebotomists; Mental Health Workers). Please complete each row using the dropdown menus to indicate the most relevant response. All sub-questions (a to d) should be completed for each staff group where applicable.

If you have used other types of clinical staff, please use the remaining rows in the table to enter these details. For each additional other staff group, add the name in the designation column and then complete all other columns (a to d).

The maximum number of additional staff groups that can be recorded in this section is six. If the total number for your service exceeds this, please contact the ISD Scotland Project Team via NSS.isdPCWS@nhs.net for further assistance.

Q5.2 Please provide any further detail on how your service uses a multidisciplinary team

Please use this section to provide details on how multidisciplinary teams function in your service. This could include, for example, any differences in availability of these staff between centres and the reasons for this. Please include only clinical staff directly employed, managed or contracted by your OoH Service during the year ending 15th November 2019.

This question should be completed. If multidisciplinary staff are never used within your service or used only rarely, please provide this information here.
Q5.3a Are there any other clinical staff who supported your OoH service that you have NOT already provided information about elsewhere in the survey (i.e. because they are not directly employed, managed or contracted)?

Use the dropdown menu to indicate if your service used other clinical staff that have not already been included elsewhere in your survey responses because they are not directly employed, managed or contracted by your OoH service.

Q5.3b If "Yes", please provide a brief description of these clinical staff and how they contributed to the service.

Using the free text box, please provide a brief description of these clinical staff groups and their contribution to the service.

If you answered “No” to question 5.3a, then this question will not require a response.