



# TAKE CONTROL OF WORKLOADS

*Why you need to do your patient notes in work time*

Are you under pressure:

- to complete your patient's notes in a treatment slot that you don't think is long enough?
- to do your notes out of work hours because you run out of time or there wasn't an available work station when you needed it?

Have you ever not completed your notes on the day that you saw your patient?

When the pressure is on the temptation is to leave work incomplete or do unpaid overtime. When this happens you run the risk of:

- Facing disciplinary action or dismissal if you fail to achieve your employer or HCPC's requirements on record keeping.
- Going off sick through stress and fatigue due to over-work.
- Making a clinical error, caused by fatigue and lack of concentration that could harm a patient.

## *Duty of care*

As an autonomous practitioner the HCPC expects you to take responsibility for your actions. If you are feeling that your practice is being compromised to the point of feeling unsafe then it's important that you take preventative action now if you can.

Your employer also has a duty of care as the custodian of patients' records, with responsibilities under various legislation such as the Data Protection Act 1998 that requires accurate and safely stored records.

It is therefore in everybody's interest to properly review current practise to ensure sufficient time and resources are provided that achieve the required standards.

- For more information on your duty of care read CSP guidance on duty of care at: <http://www.csp.org.uk/publications/duty-care>
- And our stress advice sheet on role conflict in prioritising work demands at: <http://www.csp.org.uk/publications/stress-work-advice-sheets>

## *Take Effective Action*

If you don't think you have enough time or resources to do your notes what can you do?

1. Review the CSP Quality Assurance Standards at <http://www.csp.org.uk/standards> Identify where you think the potential or actual gaps are in how you and colleagues are working that undermines delivery of safe physiotherapy services.
2. Talk to colleagues at your workplace about the situation. Discuss how much time should be allocated to complete notes and what arguments you could use based on your review of the CSP standards on record keeping.
3. Your CSP rep, can by surveying you and colleagues show your employer how much unpaid overtime is being done to complete notes and the impact of stress it is causing. The rep can also inspect your access to screen display equipment/work stations/IT support if that has been a problem for you.
4. Your CSP reps are trained to know what to do when problems like this arises in your workplace. But they need your backup and support. To successfully change unreasonable work conditions requires a team effort. As a group you could:
  - Set out your concerns in writing to your employer. Explain how your and their duty of care to patients is currently compromised. Request more time to do notes within the patient's appointment session or provision of protected admin time during the working day for this important task to be completed. (Be prepared to show that you can justify how much time is required).
  - If your managers fail to resolve the problem, submit a formal collective grievance. This action will demonstrate to your employer your resolve to seek workable solutions.