

Exception Reporting Reforms

System Demonstration and Questions



We will take a deep dive into the workforce factors that impact productivity at your organisation.

Key Takeaways

- Changes to exception reporting follow national contractual guidance. Contractual queries should be directed to NHS Employers, who have published updated guidance.
 - The Guardian of Safe Working Hours (GoSWH) retains overall responsibility for exception reporting, including oversight of safe working hours, safety breaches, and fines (www.nhsemployers.org/articles/exception-reporting-reform-update).
 - All doctors in training must have access to the exception reporting system and be able to submit a test exception report; organisations must evidence this.
 - Medical HR are responsible for all additional hours-based exceptions. A Verification Manager role has been created to manage this process.
 - Additional hours exceptions require supporting evidence, in line with NHS Employers guidance (<https://www.nhsemployers.org/publications/evidencing-exception-reports>).
 - For hours-based exceptions, doctors must select Payment or TOIL; TOIL may be mandated by the Verification Manager or GoSWH.
 - The system enables reporting of potential safety breaches at submission.
 - A new Guardian dashboard records fines linked to exceptions.
- The system will be updated on 28 January, with further updates planned pending NHSE/BMA guidance.**

Q&A

Will existing user roles transfer automatically, or need reconfiguration?

Existing roles will transfer automatically. Only the new Verification Manager role needs assigning to relevant Medical HR staff.

Can one person hold more than one role (e.g. super trust user and verification manager)?

Not in the initial release. Users would need separate accounts. This may be reviewed after go-live.

Can there be multiple Guardians of Safe Working, including deputies?

Yes. Multiple GoSWH roles can be assigned and managed locally.

Is there a test or practice environment?

Available on request.

How can organisations see which doctors completed a test exception report?

Via the Guardian dashboard.

Is evidence mandatory for exception reports, and what counts as evidence?

Evidence is optional. Acceptable evidence is outlined on the NHS Employers website.

Can multiple files be uploaded as evidence?

Yes.



Does the system automatically detect breaches (e.g. long shifts, missed rest)?

No. Doctors must identify potential breaches when submitting exceptions.

How should confidentiality be handled when TOIL is agreed?

This should follow NHSE guidance.

Does acknowledging an exception confirm TOIL has been taken or just agreed?

It confirms acknowledgement of the agreed outcome.

Who is responsible for raising fines, and which budget pays them?

The Guardian, in line with contract requirements.

Can payroll be notified automatically of payments or fines?

No. This must be handled outside the system, following NHSE guidance.

Can reports be exported to spreadsheets?

Not initially. Dashboard data can be copied into Excel. Reporting will be added later.

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Access for more
useful resources

What support is available if doctors cannot access the system to submit a test exception?

Organisations must manage this locally. Technical issues can be raised with the service desk.



Customer Feedback:

The following comments were shared by attendees during the webinar and reflect immediate feedback on the system demonstration and discussion.

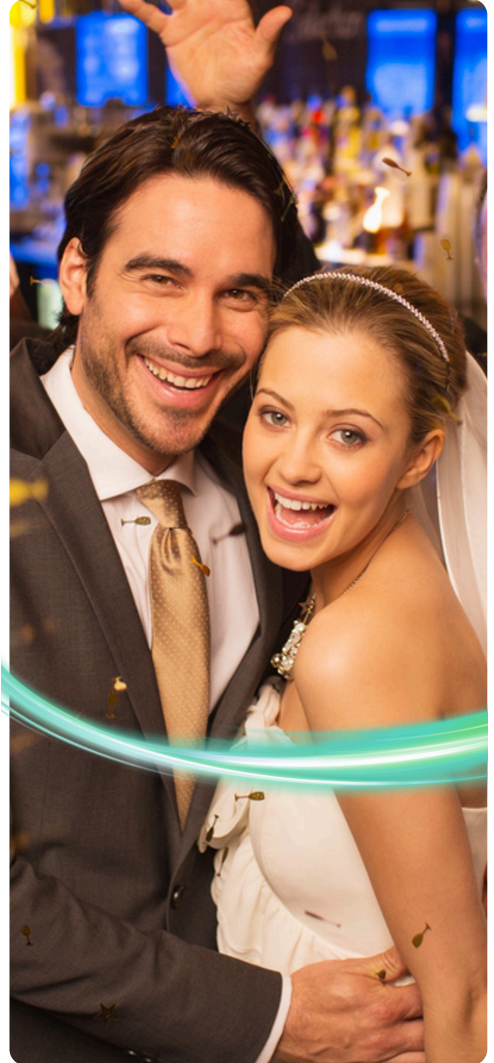
“Thank you for the training on the new system yesterday. The new system is very user friendly and at ESNEFT we are pleased it takes out a lot of the manual work and how easily it flows.”

“Thanks Tom and team, we appreciate the speed of these changes, we are going through this caos too! Thank you”.

“Thanks for arranging this helpful webinar, and the support going forward”.

“Thank you for the informative session.”.

“Been useful webinar thanks Tom & Beena, I am sue I will be in touch with more Q's”.



Thank you for joining!

We will take a deep dive into the workforce factors that impact productivity at your organisation. If you would like to watch the Exception Reporting Reforms webinar again, the recording is available at the link below:

Webinar recording

The changes discussed during the session are due to be implemented from 4 February 2026.

