

STAFF HEALTH AND WELLBEING

POLICY

This practice is committed to providing and maintaining a safe and healthy workplace for doctors, staff, patients and all other visitors. This includes psychological as well as physical health.

Health and safety is an integral part of every activity we perform, and as such, the occupational health and safety of General Practitioners and practice staff is a priority of this practice, and is governed by Occupational Health & Safety State/Territory and Federal legislation and regulations.

The practice has implemented strategies to ensure the occupational health and safety of the General Practitioners and staff, and in addition, there should be current information on programs that support the health and wellbeing of General Practitioners.

This practice recognises that that breaks may reduce fatigue and support the health and wellbeing of both the General Practitioner and practice staff, as well as enhancing the quality of patient care.

Our Doctors and practice team can discuss concerns about violence in the practice and we have to right to discontinue care. (Refer to Refusal to treat a patient)

PROCEDURE

- when staff of this practice require a break or are unexpectedly absent, the practice should have strategies in place for managing work flow, that are known to all staff. Cover should be organised by the Practice Manager or another senior member of the team.
- regular breaks should be scheduled for all staff members, dependent upon the hours or shifts worked, and during consulting sessions for General Practitioners. The practice should schedule appropriate breaks for all staff both during and/or between the sessions undertaken by the same General Practitioner.
- when a work break has been organised, where possible, a relieving staff member will complete the workload of an absent staff member, in addition to their own workload.
- strategies should be implemented to manage workflow whenever a General Practitioner or practice staff member is unexpectedly absent, or scheduled for leave. Unplanned leave will be covered by existing practice staff or by agency or locum staff as required.
- the practice should ensure that staff take regular leave and that leave is not permitted to accrue to an excessive amount.
- the practice should have current information on programs that support the health and wellbeing of staff, including General Practitioners.
- occasionally staff may be confronted by physically or verbally aggressive patients or other stressful incidents or situations, including assisting with emergencies. The practice should provide emotional debriefing or counselling in these situations within a reasonable period of time after the incident.
- during normal practice hours at least one staff member, who is trained to take telephone calls and make appointments, assess the urgency of requests for appointments and assist with medical emergencies and CPR, must be present in addition to the GP(s).

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- outside normal practice opening hours, for emergency surgeries, appropriate staffing is encouraged to assist in providing security and safety for patients and doctors.

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