**STANDARD OPERATING PROCEDURE DOCUMENT (SOP)**

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| **Title** | | **Role of PCS Aintree Hospital Primary Care Streaming Receptionists**  **~~(~~COVID19~~)~~** | **Doc. No.** | **OP244** |
| **Scope** | | **Receptionists for UCC and Primary Care Streaming** |  | |
| **Purpose** | | To ensure safe management of patients in order of clinical priority | | |
| **Guidelines** | | The staff member undertaking this role must be able to communicate effectively with the ability to demonstrate good observations and listening skills  Time of operation  Saturday and Sunday 10:00 – 22:00  Aintree Hospital A&E will have 2 15 minute appointments per hour (on the hour and half past the hour)  PC24 will have 2 15 minute appointments (on the quarter past and quarter to) for GP OOH patients  Appendix A: Equipment Check List for UCCs | | |
| **PROCEDURE** | | | **RESPONSIBILITY** | |
|  |  | | | |
| **1** | |  | | --- | | The receptionist must contact PC24 Shift Manager on extension 1020 to inform them of their arrival. If the clinician has not arrived by the shift start time this must be escalated to the Shift Manager as soon as possible. | | | Aintree PCS/UCC Receptionist | |
| **2** | |  | | --- | | The receptionist will prepare the clinical room(s), turning on the computer and ensuring that all equipment is in good working order and available for the clinician to commence their duties. The receptionist will complete an equipment check list to confirm all equipment is available. The receptionist will clean all medical equipment using antibacterial wipes provided. Any problems with any equipment and or computer failures will be reported to the Shift Manager as soon as identified.  All PC24 equipment is stored in the drugs trolley which has been clearly labelled. The drugs trolley is located as you pass reception, it is the first door on the right, and there is an anti-coagulation room next door to it. The key safe is located on the wall on the left. Shift Manager at PC24 has the code to the key safe should you forget.  Prescriptions are held in the trolley and these should be signed out to the clinician and **must** be signed back in at the end of the session. | | | Aintree PCS/UCC Receptionist | |
| **3** | |  | | --- | | The receptionist will ensure all COVID-19 protocols are followed at all times observing and practicing social distancing, where possible, good hand hygiene and regular cleaning down of working area and surfaces.  All PC24 staff and patients will be required to wear a face mask at all times. The receptionist should wear an apron, gloves along with a mask when entering the clinical room whilst maintaining a 2 metre distance chaperoning a patient.  The clinician should wear full PPE as directed by PC24. The receptionist will ensure gloves, mask, visor and aprons are available for the clinician upon their arrival. | | | Aintree PCS / UCC Receptionist / Clinician | |
| **4** | |  | | --- | | The receptionist will be located at the nearest seat on reception in the Outpatients A Section. Entrance can be gained through A&E main entrance, turning left through the double doors and left down the corridor to the main waiting area and reception is on the left.  Alternatively you can walk past A&E and Ambulance parking to Outpatients A&B, go through main doors (BLUE ZONE) turn right, straight ahead past Radiology Outpatients and Patient Appliances to Clinic A through the double doors and reception straight ahead.  The clinical room is down the corridor on the right Room 14.  As the clinical room is not next to reception, the receptionist must maintain regular contact with the clinician whilst on shift.  Security is housed at the far end of the corridor left near the main entrance to Outpatients A&B. If the doors are closed on arrival, security will let you in. At the end of Minors’ clinic they will hand the set of keys to the clinical doors to the PC24 receptionist who must ensure all doors are locked before leaving the department and hand the full set of keys to security in Outpatients A&B. | | | Aintree PCS / UCC Receptionist | |
| **5** | |  | | --- | | The receptionist will greet patients once they have arrived, ensuring they are wearing a mask, and ask them to take a seat. You must then record the patient’s details on Adastra and book an appointment for the patient.  The patient must be informed if appointments are running to schedule or if a delay has occurred. You must alert the clinician of the patient’s arrival.  Patients must be seen in order of appointment time, unless the clinician feels a patients needs to be seen earlier for clinical reasons. Only the clinician can make this decision.  **In the interests of patient safety the receptionist must ensure all patients are kept in sight at all times.**  **Patients are not to be sent to sit in waiting area outside Room 14.**  **If a patient’s condition deteriorates** after arriving early at the centre the receptionist must alert the clinician immediately | | | Aintree PCS / UCC Receptionist / Clinician | |
| **6** | In the event of an Adastra system failure, you must alert the PC24 Shift Manager and then implement the business continuity plan. You should provide the clinician with paper consultation forms which can be found in the receptionist folder. | | Aintree PCS / UCC Receptionist | |
| **7** | The receptionist is responsible for cleaning up split bodily fluids in the appropriate manner using the spill kit equipment provided. Ensure full PPE (mask, apron, gloves) is worn when carrying this out  Should the clinical room need cleaning following a suspected COVID-19 patient, you should contact A&E reception on **extension 2500** immediately and request they tannoy domestic team to attend Room 14 who will attend after 20 minutes (required time before access allowed) and carry out the necessary clean.  If this makes a delay in appointments inform the PC24 Shift Manager and the A&E matron so the appointments can be managed appropriately. | | Aintree PCS / UCC Receptionist / A&E Domestic team | |
| **8** | Should security be required for any reason you should call using the internal phone line on **3333** | | Aintree PCS / UCC Receptionist / Security | |
| **9** | In the event of a complaint or incident, this must be reported to the PC24 Shift Manager with immediate effect and a Datix completed by the receptionist | | Aintree PCS / UCC Receptionist | |

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| **Title** | | **Role of Aintree Primary Care Streaming Receptionist (COVID-19)** | | | | | | **Doc. No.** | **OP244** |
| Version | | | | | V6 | | | | |
| Supersedes | | | | | V1 | | | | |
| Approving Managers/Committee | | | | | Head of IUC | | | | |
| Date Ratified | | | | | 26/01/2018 | | | | |
| Department of Originator | | | | | Integrated Urgent Care | | | | |
| Responsible Executive Director | | | | | Director of Service Delivery | | | | |
| Responsible Manager/Support | | | | | Service Manager | | | | |
| Date Issued | | | | | 26/01/2018 | | | | |
| Next Review Date | | | | | 15/10/2023 | | | | |
| Target Audience | | | | | Aintree Primary Care Streaming Reception staff | | | | |
| **Version** | **Date** | | **Control Reason** | | | | **Accountable Person for this Version** | | |
| **V2** | **15/10/2020** | | **Review following resumption of Service** | | | | **Service Manager** | | |
| **V3** | **11/11/2020** | | **Change of Location within Aintree hospital** | | | | **Service Manager** | | |
| **V4** | **13/11/2020** | | **Change of location of drugs trolley and codes** | | | | **Service Manager** | | |
| **V5** | **19/11/2020** | | **Addition of security detail** | | | | **Service Manager** | | |
| **V6** | **23/11/2020** | | **Change to locking up procedure** | | | | **Service Manager** | | |
| **Reference documents** | | | | **Electronic Locations** | | **Locations for Hard Copies** | | | |
|  | | | | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ …… | | Standard Operating Procedures File in the Call Centre. | | | |
| **Document Status: This is a controlled document.**  **Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.** | | | | | | | | | |

**Appendix A**

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| **EQUIPMENT CHECK FOR UCC’S** | **DATE:** |
| Digital Thermometer  Diagnostic set  BP Machine  Glucose monitor  **Name:**  **Sign:** | Pulse oximeter  Peak Flow Meter  Ear Thermometer  Stethoscope  Patella Hammer |