

## SITE OPERATIONAL POLICIES

*Everton Road Health Centre  
Liverpool*

*Created by Diane Armstrong, Centre Manager on behalf of the LSHP Centre Management Team.*

*Premises Operational  
Protocols and Procedures*

*Date:* **APRIL 2012**

<i>Title:</i>	<i>Premises Operational Protocols and Procedures</i>
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## **SITE OPERATIONAL POLICIES**

### **SERVICE AND OPERATIONAL POLICY PRIMARY AND COMMUNITY SERVICES**

#### **INTRODUCTION**

*Everton Road Health Centre, Everton has been procured by Liverpool Primary Care Trust (PCT) through the LIFT programme.*

*The centre will actively encourage local people to visit to take up the various health promoting activities and services that will be accommodated there.*

*The overarching ethos of the centre is one of partnership and collaborative working and will break from the traditional practices of separate working. The centre's physical design and management structures will encourage shared use of space wherever appropriate, shared services and, crucially, shared responsibility for developing the health and well-being of local residents.*

*This document outlines the services available at the Centre. It recognises the vital contribution primary and community services make to health improvement and patient care as part of a wider NHS System and its links to other health improvement activities.*

#### **KEY THEMES**

*The service plan has been refined to reflect the changes in the population health needs, policy direction and other primary care developments. It contains the key directions required to continue developing and strengthening a responsive and cohesive primary care system. The main focus is on:-*

*Strengthening partnership*

*Better access to services and*

*Integrated health promotion*

*The preparation of this plan has included PCT Managers, direct service providers, users and community groups. The services to be provided at the health centre are to be confirmed but include:*

*General Medical Services*

*Walk In Centre*

*Podiatry*

*Phlebotomy*

*Physiotherapy*

*Community Services*

*Health Education and Training*

*And many other services*

*The Health Centre will provide an opportunity to work in different ways, flexibly using the space to meet the needs of the patients.*

## **SITE OPERATIONAL POLICIES**

### **LIFT SCHEME**

*The scheme creates a health centre to accommodate existing services and GP practices with an integrated primary care team. The service from Everton Road Health Centre, Everton will help to improve patient access to health and social services by offering a range of services to patients from modern, purpose built premises. The development of a LIFT project in this area will provide a central focus for the delivery of high quality health services to the local population.*

### **SERVICE STRATEGY AND OBJECTIVES**

#### **Partnerships**

*The strength of Liverpool PCT is evident in the relationships and partnerships developed with user's communities to plan and address population issues. Everton Road Health Centre, Everton will:*

*Facilitate user and community involvement through individual service activities.*

#### **Patient and Public Involvement**

#### **Service Co-ordination**

*Support and develop the implementation of a service plan.*

*Facilitate an agreed electronic referral and information system*

*Develop a shared information system for use at the health centre*

*Collaborate with primary care providers to ensure the cohesive development of the health centre*

*Provide an integrated health promotion*

*Develop health promotion initiatives for the area in consultation with users.*

*Identify workforce development initiatives to maximise health promotion planning and implementation*

*Engage users in health promotion initiatives*

*Promote and conduct health promotion initiatives*

### **PRIMARY AND COMMUNITY SERVICES PROFILE**

*It is intended that the following services will operate from Everton Road Health Centre, Everton to support the health needs of the local population*

*General Medical Services*

*Phlebotomy*

*Podiatry*

*Pharmacy*

*Community Services*

*And other services to be agreed.*

## SITE OPERATIONAL POLICIES

### Everton Rd HC Green Travel Plan

*Everton Road Health Centre has a Green Travel plan in place to support Liverpool PCT with its environmental policy.*

*The Centre has a car park which is available on a first come first serve basis. We request that you respect the marked Dr and disabled bays.*

*A bicycle rack is available for all staff wishing to travel by bicycle.*

*The Centre is on a bus route and the timetables are on display within the building and in the leaflet racks.*

*The nearest bus stop is on Everton Road. The numbers: 14, 14a, 14b, 17, 117, 19, 19a and 244 buses run to the city centre every 12 minutes. This service passes through Everton en route to the City Centre*

*Detailed time tables for this route and all other local routes are located in reception.*

*The nearest train station is Kirkdale or Sandhills. Please check <http://www.traveline-northwest.co.uk/journeyplanner> for up to date time tables.*

## **SITE OPERATIONAL POLICIES**

### **BUILDING OPERATIONAL POLICIES**

#### **Functional Content**

*The Everton Road Health Centre, Everton will house and/or provide facilities for a multi-disciplinary team consisting of the following:*

*GP Practices*

*PCT/LCH Services*

*Reception/Administrative and Management Team*

*And other sessional services*

*It is expected that services will evolve over time to meet the needs of the local community.*

#### ***Staff Inductions***

*It is the responsibility of the staff working out of the site to advise the Centre Manager of any new staff joining so that they can be fully inducted to ensure their safety. If the Centre Manager is not advised, they accept no responsibility for staff not inducted properly.*

#### ***Use of Accommodation***

*When entering and exiting any of the LIFT Buildings please ensure that you sign **in and out** at the Ground Floor Reception. In the Everton Road Health Centre, the signing in book will be at the Community Reception desk in the main waiting area. This enables us to comply with statutory fire regulations and therefore should an evacuation be required we can accurately communicate to the emergency services that everyone is out of the building.*

*If you do not sign in at Reception (i.e. a GP) you **MUST** sign in and out with your Practice.*

*The signing in sheet is taken out during an evacuation to assess that all persons have vacated the building. If you have not signed in and out there is a danger you would be unaccounted for in a roll-call.*

#### ***Opening Times***

***The opening times of the building are:***

*Sunday 8am to 8pm*

*Monday 8am to 8pm*

*Tuesday 8am to 8pm*

*Wednesday 8am to 8pm*

*Thursday 8am to 8pm*

*Friday 8am to 8pm*

*Saturday 8am to 8pm*

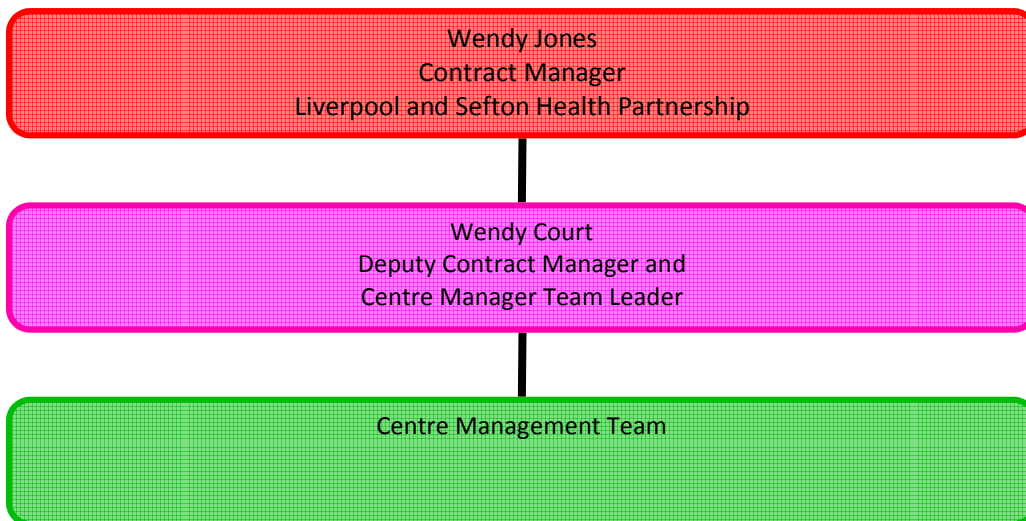
## SITE OPERATIONAL POLICIES

*These are displayed on the external signage and comply with planning applications.*

*Security will be on site from 6pm until 8 am Monday to Friday and from 8am to 8pm Saturday, Sunday and Bank Holidays. They are employed by Samson. If the Guard is not on site by 6pm please inform the Centre Manager or call Samson Control Room on 0845 430 3999.*

*Car Park lighting switches on and off on a photocell. There is also a time clock which will allow us to extend lighting in line with planning control.*

*The Centre is run by a Centre Manager. In his/her absence an appointed member of staff will act as Deputy. The Centre Manager is employed by Liverpool and Sefton Health Partnership. The Centre Manager Team Structure is as follows:-*



*Your contact for the Everton Road Health Centre is the Centre Manager Diane Armstrong on 0151 300 8272 or 07964 122873. If the Centre Manager is not available you can contact Wendy Jones, Contract Manager or Wendy Court, Assistant Contract Manager. Contact numbers are 07871 054043 and 07891 189068 respectively.*

*Cover may be provided from time to time by other Centre Managers and you will be introduced to them.*

*Procedures/protocols are set out below with regard to managing the facilities within the building and for its operation.*

*The listed procedures/protocols are local to the facility and must be read in conjunction with the Trust's Risk Assessment Policies, which include:-  
Health and Safety Policy Manual*

## **SITE OPERATIONAL POLICIES**

*Waste Management Policy*

*Environmental Policy*

*Security Policy*

*Infection Control Policy*

*Accident and Incident Reporting Management Policy*

*Copies of the above can be accessed via the Liverpool PCT Intranet site  
([nww.liverpoolhealth.nhs.uk](http://nww.liverpoolhealth.nhs.uk)).*

### **Alarm W.C.**

*In the event of a patient sounding the alarm from a disabled WC or Baby Change Room, this will sound at the Reception desk. It will show the door or room number of the WC in question on the Quantec controller located above the specimen fridge. To silence the alarm take one of the red magnetic keys from the security draw and press it lightly over the reset button, once to register your attendance and a second time to re-set the alarm.*

*Reception staff member are responsible for responding and silencing the alarm, the Centre Manager can assist if required.*

### **Air Handling & Ventilation System**

*Any problems/faults/damage etc should be reported to Integral via the Centre Manager.*

*Air conditioning is provided in :-*

- *Level 1 Everton Road Administration office*
- *Level 1 Comms Romm*
- *Level 3 Seminar room*

*Air Handling is provided throughout the building, Only Integral has access to this via the plant room. They will accompany any Contractors who require access and ensure the room is secured afterwards. The Centre Manager does not have the code for this room and therefore is unable to grant access.*

*Integral can be contacted as follows:-*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

### **Asbestos Survey**

*In accordance with Building Regulations, an Asbestos Survey has been carried out on behalf of the Liverpool & Sefton Health Partnership. No Asbestos was used in the construction of this building.*

## **SITE OPERATIONAL POLICIES**

### ***Booking Rooms***

*All Bookable Rooms must be booked through the Centre Manager or Deputy.*

*Please note:-*

*All visitors are required to sign in at the Ground Floor Community Reception desk.*

*It is the responsibility of the meeting coordinator to ensure the room is left in a clean and tidy condition and ready for the next user.*

### ***Building Maintenance/Repairs***

*Under the lease plus agreement the following planned and preventative maintenance services are included in the Facilities Management Services provided by Integral:*

*The upkeep and repair of all outer aspects of the building, including the repair and upkeep of walls, roofs, windows, doors, guttering, drains etc.*

*The upkeep and repair of all internal aspects of the building including:-*

*Repair of walls, ceilings, doors etc.*

*Inspection of internal voids.*

*Plumbing.*

*Paintwork.*

*Electrics/electronics system.*

*Fixtures and fittings.*

*Correct functioning of all plant machinery and the repair of the same.*

*All maintenance issues and defects should be reported to the centre manager who will in turn report to the Integral Help Desk.*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

*Alternative instructions will be issued when the regular maintenance employee is not available.*

*Under the Lease Plus Agreement, the following items are excluded from the LIFT Facilities Management Services:*

*Cleaning Internal and external of the building and its surroundings*

*External Furniture - seats, tables and planters. Furniture with a purpose is covered such as bike racks and refuse bins.*

*Security - not acting as a key holder or reacting to alarms.*

*Caretaker services.*

*Patient Entertainment Systems other than cabling and power structures.*

*Waste Services - clinical, sanitary, chemical or office.*

*Pest Control - planned and reactive.*



## **SITE OPERATIONAL POLICIES**

*Bespoke equipment - clinical, Trust or department provided.*

*Catering - including vending services of any type.*

*Decorative items - pictures, ornaments etc.*

*Reception Services or any staff other than those providing the Hard Facilities Management Services.*

*IT Equipment.*

*Telephone Systems.*

*These are all managed and regulated by the Centre Management Team and any issues with any of these items should be reported to the Centre Manager.*

### **Defibrillation**

*The Community Dental Clinic has a defibrillation machine that is for their use only and not to be used by other services. In the event of a patient requiring medical attention please call 999.*

### **Grass & Plant Maintenance.**

*This service is provided by an approved contractor*

### **Out of Hours requests for boarding up**

*Out of hours (5pm - 8.30am) 01925 293041*

### **Litter Picking**

*First Eclipse are responsible for keeping the site external litter free, usually this will be completed twice per week as this is deemed adequate, (litter does not include leaves as this is horticultural, therefore an additional litter pick should not be requested if there are leaves on the grounds, removal of leaves will be incorporated into the usual twice weekly litter pick) however if you feel that a further Litter Pick is needed due to actual litter, please advise the Centre Manager who will arrange.*

### **Hard Plant**

*Manuals containing details of all hard plant are held in the Centre Managers Office and/or the Plant Room.*

*These manuals should only be made available to Integral, their approved sub-contractor or the building owners (Liverpool & Sefton Health Partnership). THESE MUST NOT BE REMOVED FROM SITE*

### **New works**

*Installation of new components (i.e. new water heater, shelving, notice boards etc) or to change the use of rooms requires permission from the building owners. The Centre Manager via a Post Completion Variation request must process all requests for new works or variations. Copies of these are kept in the Centre Manager's office and should be signed by a budget holder before being faxed/e-mailed to Integral, Liverpool & Sefton Health Partnership & the estates team.*

## **SITE OPERATIONAL POLICIES**

### **Car Parking**

*Car parking spaces will be available both to Public and staff at the rear of the building. This will be on a first come first served basis, with the exception of marked doctors bays for use by the General Practices only.*

*Car Park Gates - Any breakdowns/repairs will be dealt with by Integral via the Centre Manager or their deputy.*

*The electronic car park gate will be left in the open position from 7am until 6pm when it will be closed by the on site security guard. After 6pm entry and exit to the car park will be controlled by the security officer.*

*Control fobs have been provided to:-*

*Samson Security*

*Samson Key Holding*

*Anyone using either the car or cycle spaces does so at their own risk.*

*There is an external staff cycle store for all members of staff to use promoting the Green Travel Plan. As before, we accept no liability for anything kept in the store relating to loss or damage.*

*Liverpool PCT accepts no responsibility for loss or damage to vehicles or occupants.*

### **CCTV**

*Any problems/faults/damage etc should be reported to the Centre Manager or their deputy.*

*In an emergency contact Integral:-*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

### **Centre User Group**

*The Centre Operations Group meets 2 monthly where possible. The Centre Manager is responsible for the issue of Agenda and Actions and for organising each meeting.*

*It is envisaged that the Group will:-*

*Monitor and review the operational working of the Centre in relation to infrastructure and building related issues*

*Continue to work up these Local Procedures and Protocols*

*Discuss ways of improving services to the users of the Centre*

*Membership will be representative of all providers and will consist of*

*Centre Manager*

## **SITE OPERATIONAL POLICIES**

*1 GP per practice (if necessary)*

*1 Practice Manager for each practice*

*1 Commissioning representative*

*1 Estates Team representative*

*1 LSHP representative*

*1 LCH Services representative*

### **Green Travel Plan**

*A Travel Plan will be put in place for the building and information can be requested through the Centre Manager who will also ensure all tenants are aware of information relevant to them. In the leaflet racks around the building there will be bus and travel timetables. In addition cycle route information has been requested.*

### **Cleaning**

*Cleaning to the building is provided by First Eclipse.*

*There is a designated Housekeeper on site from 12noon until 3pm to assist with the replenishing of toilet facilities and in keeping the communal areas clean and tidy - should you require their assistance they can be contacted via Community Reception Desk.*

*The Cleaners will put the dishwashers on each evening but it is your responsibility to fill and empty. All non-clinical fridges will be emptied each Friday evening for a clean; all items (including those in date) will be thrown away if not removed by their owners to allow full access.*

*Any issues with regard to the service provided should be reported to the Centre Manager.*

### **Decontamination**

*Advice will be taken from Infection Control when required.*

### **Deliveries**

*Delivery of NHS Logistics is each Tuesday (requisition point JB6371)*

*All deliveries are likely to be advised to the Community Receptionist. They will inform each GP Practice and Service that the delivery is on site and it is then their responsibility to check and unpack and put away their goods. All deliveries should be removed and placed in the GP or Service store rooms within 24 hours.*

*NHS Consumable Cleaning Products will be checked and moved by the Cleaning Company.*

*Parcels SHOULD NOT be left in the reception areas where they may present a trip hazard and should be collected and stored immediately.*

## **SITE OPERATIONAL POLICIES**

*The Centre Manager will be responsible for filing any delivery notes applicable to building contents not specific to the GP Practice/Services - these individuals will be responsible for their own delivery notes.*

### **Electricity Supply**

*The meter is read monthly by Integral and quarterly by the provider.*

*Sub meters for the 3<sup>rd</sup> party area Pharmacy are located in the Pharmacy. The PCT has no responsibility for this sub meter and access for readings is via the appropriate tenant.*

*All staff are required to log off and power down their PC's at the end of each working day. It is also good practice for the last person to leave the office to also have a brief look round to ensure all PC's have been turned off. This forms part of our environmental policy.*

### **Main Entrance Doors - Front and Rear**

*All external doors are maintained via Integral if the doors malfunction contact the Centre Manager or their deputy.*

*In an emergency contact Integral:-*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

*In the event of fire alarm activation the doors open automatically.*

*Besam Door Key Operation:-*

*Position 1- Off*

*Position 2 - Fob Access*

*Position 3 - Sensor in and out*

*Position 4 - Permanently open*

*From 7am access will be by using the fob and from 8am the doors will be open to the general public and on Position 3.*

*In the event the door does not work correctly please check the control switch is in the correct position.*

*If the doors malfunction contact the Centre Manager.*

*In an emergency contact Integral:-*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

## **SITE OPERATIONAL POLICIES**

### ***Emergency Evacuation Procedures***

*Emergency procedure requires either a complete evacuation of the building in case of fire or any other emergency affording risk to life.*

*The fire alarm is the recognised signal for evacuation.*

*Unless previously informed of testing or maintenance, evacuation must take place on the sounding of the alarm. In the event of an emergency; exit can be made through all designated fire doors.*

*Evacuation can only be effective if it is complete, controlled and guards against re-entry. This will be done with the help of designated Fire Marshals; however it is the responsibility of all senior members of staff to ensure that patients and staff are evacuated by the nearest exit. When evacuating the building, care must be taken, the lift must not be used as a means of escape.*

*If there are wheelchair users in the building when the alarm activates, the following procedure must be followed:-*

*Ground Floor - When the fire is on this level, wheelchair users should exit via the main entrance doors where possible.*

*First Floor. - When the fire is on this level, wheelchairs should be left in the refuge point situated along the dental corridor stairwell three.*

*Second Floor - Evacuation needs to be through the nearest fire exit*

### ***Intercom Operation***

*The refuge area is fitted with an evac chair and a remote call unit linked to a master control panel and hand set located inside the car park front entrance (alongside the main alarm panel).*

*Keys for the master control panel are kept with the Meet and Greet Resource.*

*Upon arrival at the Refuge area the fire marshal or escort should press the occupied button on the remote call unit; this will register the occupancy on the master control panel.*

*Press the occupied button a second time to call the handset on the main control panel.*

*To communicate with the refuge area*

*Press and hold the speech button on the main control panel while talking through the handset.*

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### ***To reset an activation.***

*Take the key from the fire register to the refuge area, you will need to insert the key and turn it to the reset position and then back to OK.*

*The reset key must be returned to the fire register after use.*

*Integral are responsible via the Proposed Planned Maintenance Programme for the Statutory checks. Test dates and any faults should be recorded in the buildings main fire register by Integral.*

*Faults should then be reported following the building maintenance policy.*

### ***Fire***

*All staff have an important part to play in the evacuation procedure. You should make yourself and them aware of the following:-*

*Location, method of operation, nature of fire alarm and location of call points.*

*Location of emergency exits and staircases and details of any locks and bolts fitted to the exits.*

*Alternative route from working area to safety.*

*Assembly points.*

*Corridors and Exit doors should be clear of obstruction.*

*Fire doors should not be wedged or propped open.*

*All rooms containing stock/stores should be kept locked when not in use.*

*See Appendix at back of this document for details specific to this building.*

### ***On discovery of fire***

*Operate the nearest fire alarm immediately.*

*Call the Fire Brigade by dialling 9-999 from any handset. Give the emergency operator your telephone number and ask for 'Fire Brigade'. When the Fire Brigade replies give the location of the fire distinctly indicating the address, floor level, room or corridor and any other information which may be of assistance e.g. type of fire, involvement of hazardous materials.*

*The full postal address for this building is:-*

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*Everton Road Health Centre  
45 Everton Road  
Everton  
Liverpool  
L6 2EH*

*DO NOT assume that the call has been received until the Fire Brigade has acknowledged it. Advise your line manager that the Fire Service has been informed.*

*Leave the building by the nearest fire exit (these are clearly marked) and proceed to the one of the designated Assembly Points which are situated in the car park. Do not return to the building until given clear instruction by Fire Marshals or Fire Service.*

*Reassure any members of the public who may be present and escort them to an exit.*

### **Fire Marshals**

*On hearing the fire alarm, Fire Marshals should observe the following procedure:-*

*The areas for which they are responsible are then to be cleared as quickly as possible.*

*Start the sweep system as per PCT Training from the furthest point making sure that all rooms are empty and the doors are closed.*

*Fire Marshals should spend no more than 60 seconds checking their allocated area.*

*When the sweep system is complete Fire Marshals should leave by the nearest available route and report to the Incident Controller who will be from the Fire Brigade.*

*Fire Marshals should ensure that nobody re-enters the building until instructed to do so.*

*Fire Marshals will have a register of staff for their own area which is provided by their own team. All Fire Marshals should keep a copy of the most up to date Register to hand in case of a fire (or drill). Roll call should be taken by the most senior member of staff on site.*

*The building signing in book and set of floor plans should be collected from the main reception by either the Receptionist and this will be used as part of the roll call.*

*Upon the sounding of the fire alarm and an evacuation of the building, one fire marshal must take up position on the car park gate to stop cars entering the car park. They must be asked to remain outside until the all clear is given. This will help to ensure the safety of staff, patients and children who are congregating in the car park at the assembly point.*

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Fire Marshals have been appointed for both Practices and Provider Services. Full training has been undertaken.

### Fire Marshall Training

Please use the contacts below to book onto Fire Marshall Training

#### Liverpool PCT Staff

Can contact Joanne Thurgood on 296 7667 and book onto the next course for Fire Marshall Training.

#### Liverpool Community Health Staff

Have their own provision and can contact Fire Advisor, Mal Williams on 295 3090

#### GPs or Dentist

Can access free training via Health@Work. In the first instance contact Beth Collins, GP

Commissioning Lead on 296 7699, Beth is also listed on the global email address list.

### FIRE ALARM TESTING

In order to comply with the Trust's Health and Safety Service Level Agreement, it is necessary to test the fire alarm on a weekly basis for which Integral have responsibility. The alarm will sound for approximately 20 seconds minimum. All staff within the building must be informed of the test. If, during that time, a fire is discovered, the fire alarm will not be silenced and so will remain on to indicate a fire, and the above procedure should be followed.

The following procedure should be implemented:-

Fire alarm activation points to be tested in rotation.

Announce to staff and public that the fire alarms are to be tested and evacuation is not necessary.

The alarm test tool is kept with Integral and the Centre Manager, which is inserted into the side of the fire alarm break glass activating the siren.

Where magnetic doors are in use, check that they have closed after the alarm is raised

If the alarm panel will not reset itself after the test, it signifies a possible fault which must be reported immediately to Integral

In hours (8.30 - 5pm) 01142 282380

Out of hours (5pm - 8.30am) 01925 293041



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*Integral will ensure that the date of the test is recorded and signed in the logbook, and record any faults that may be found.*

*Any testing of fire equipment by Integral or outside contractors must also be recorded in the logbook.*

### **Fire Drills**

*Fire drills will be held as instructed by the Fire Certificate and Fire Risk Assessment. A drill will simulate an incident of fire in one part of the premises with staff taking the appropriate action as laid out in the fire procedures. The Health and Safety Coordinator, to ensure that policies and procedures are being correctly followed, will monitor drills.*

### **Annual Review**

*Each year a member of the PCT's Health and Safety Team and a management representative for the premises shall carry out a fire safety inspection.*

### **Training**

*All staff will receive fire awareness training appropriate to their needs and responsibilities.*

*Managers, supervisors or their nominated deputies shall induct all newly appointed staff in the local fire procedures and fire instructions relevant to his/her department. This should include:-*

*The action in the event of fire*

*A walk over all escape routes*

*The location of the fire alarm call points and the position of automatic fire detectors*

### **Fire Risk Assessments**

*Fire Risk Assessments will be carried out on behalf of the Trust by an authorised company every 12 months. These local procedures should be used in conjunction with the PCT's Fire Policy.*

*Advice/information can be sought from the Fire/Health and Safety Manager. For LCH staff contact: Paul Airey on 295 3091 or Liverpool PCT staff contact: Joe Clark on 285 4492*

### **Environmental Problems**

*Any problems with regard to infestations of insects, rats, mice, ants etc should be reported to the Centre Manager or their deputy.*

*In an emergency contact Action Pest Tel: 0151 430 7051*

### **Equipment**

*All members of staff have a responsibility to report all equipment, which is found to be faulty, or not in working order to the Centre Manager. At no point should any member of staff try to make*

## **SITE OPERATIONAL POLICIES**

*repairs of their own accord. All faulty equipment will be reported to the appropriate agencies for repair or replacement.*

*All electrical equipment/items will be PAT tested on an annual /bi annual basis by an approved contractor and appropriate label attached.*

*Servicing of PCT owned medical devices will be done in accordance with relevant policies.*

*Please turn off all equipment that is not in use and can be turned off when you leave the building to prevent over heating and to conform to environmental policies.*

### **External Lighting**

*The timer controls are located in the main electricity meter. Alterations to times will be made by Integral taking in to account planning regulations. A master key can be obtained from the Centre Manager.*

*For internal lighting, please be sensible. Turn off lights in rooms that are not in use and others where appropriate, bearing in mind that some lights will be required to be left on for Security in evenings and winter months.*

### **Internal Lighting**

*You do not need to turn your room or shared space lights off. All internal lighting is on an energy saving device which means if the space is unoccupied the lights will automatically switch off.*

### **Drugs Fridges**

*All Drugs fridges MUST be plugged in to the fused spur socket in each room to help prevent loss of vaccinations if the power supply is compromised. The checking of the temperature of drugs fridges is the responsibility of a GP/Clinician or their nominated person and must comply with PCT Regulations.*

### **Fax Machines**

*Fax machines in the Centre are considered to be Safe Haven/Secure Faxes. This means that the machines cannot be accessed by the general public and must be checked on regular basis for received faxes. Received faxes should be distributed to the relevant person as soon as possible.*

*For fax transmission - if you are faxing to a Safe Haven/Secure Fax then no special instructions need to be followed. If not then the following steps should be followed:-*

*Telephone the recipient of the fax (or their representative) to advise them you are sending confidential information*

*Ask them to acknowledge receipt of the fax*

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*Double check the fax number*

*Use pre-programmed numbers wherever possible*

*Make sure the fax cover sheet states who the information is for, and mark it Private and Confidential. If appropriate, request a report sheet to confirm that transmission was successful*

*The above information is displayed next to/above fax machines.*

### **First Aid**

*The Practices and Provider Services should appoint a first aider & deputy first aider. The PCT regularly supports first aider training/reaccreditation run by Mersey Regional Ambulance Trust.*

*The first aid boxes are located in the main staff room on second floor, one in waiting area and one in the Centre Managers office. Supplies for the box are the responsibility of the Centre Manager, who will regularly check and replenish. However, any staff member noticing a shortfall in supplies should report this to the Centre Manager as soon as it is noticed.*

### **Flooding**

*In the event of flooding within the building a call will be immediately made to the maintenance contractor (Integral). In addition to that and depending on the severity of the leak/flood, if it is safe to do so there is a stop cock to turn the water off and this is situated in the external locked meter room below the fire exit to the bin store. The stop cock must be turned clockwise. This will be done by the Building Manager or Security.*

### **Gas Supply**

*The gas meter is located in the dedicated meter cupboard below the fire exit to the bin store. The gas shut off valve/isolation switch is located to the left of the meter. There is an ON/OFF indicator on the isolation switch.*

*In the event of a gas leak, report to the Centre Manager, turn off the gas, call Transco on 0800 111 999 and evacuate the building. Integral MUST also be contacted as Transco WILL NOT reinstate the gas supply until an internal assessment of the building has been carried out by a competent Gas Engineer, this will be performed by Integral.*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

*The only appliance in the building that uses a gas supply is the main heating and hot water system located in the locked plant room on the second floor. If the gas supply is switched off the hot water boiler will need relighting. If Transco attends the Centre they will not put the gas supply back on therefore the boilers will not be re-ignited until an internal assessment of the building has been carried out by Integral. It is only following this assessment that Integral will reignite the*

## **SITE OPERATIONAL POLICIES**

*boilers UNDER NO CIRCUMSTANCES MAY ANYBODY OTHER THAN AN INTEGRAL ENGINEER ATTEMPT TO RELIGHT THE BOILER OR ASSOCIATED EQUIPMENT.*

### **Health and Safety**

*All employees have a responsibility to report to their immediate supervisors any incident or accident which has, or might have (near miss) caused injury to persons, including themselves, or damaged property, equipment, material or the environment.*

*All employees will co-operate with the Trust so that the organisation is able to comply with the statutory duties placed upon it.*

*All employees will follow the procedures laid down for the jobs or tasks they perform, once those procedures have been explained and understood by them.*

*Employees will use all safety equipment in a proper manner, maintain it in good working order and immediately report any deficiencies or defects to their immediate supervisor/line manager.*

*Employees will work in a safe manner, so as not to affect their own or any other person's health and safety. Any employee may be subject to disciplinary action if he/she fails to carry out safety instructions or recklessly interferes or misuses anything provided in the interest of health and safety.*

*If any help or advice is needed with regard to Health and Safety please contact the Health and Safety Department at Wilkinson place Tel: 0151-295-3091.*

### **Heat Stress**

*In the event of extreme hot weather please use the following as guidance of how to keep cool and avoid heat stress.*

- *Open windows in non-patient areas if safe to do so. If the windows are fitted with restrictors these must not be taken off unless the Centre Manager has been consulted. Restrictors can only be removed from office windows in areas not accessed by the public or patients. A request needs to be submitted to the Centre Manager who will take into consideration the location of the room, the use of the room, existing ventilation provision, safety of opening and closing the window and any other pertaining factors before submitting the request to LSHP/PCT. Should the removal be agreed then this will be carried out by Integral staff. All staff using the area will be asked to sign a declaration stating that they understand the risks and implications of the windows being opened beyond the 100mm recommended by LPCT. Only when all staff have signed can the restrictors be removed. Please note that this process can only be carried out through the Centre Manager.*

## **SITE OPERATIONAL POLICIES**

- *Take more breaks in extreme heat and humidity*
- *Wear lighter permeable clothing if possible*
- *Try to avoid drinks with caffeine and large amounts of sugar*
- *Drink water frequently so that you minimise thirst, cool drinking water machines are located at various locations around the building*
- *Monitor your physical condition and that of your co-workers*

*A number of windows in the centre are fitted with a device called a trickle vent which is located in the middle of the metal window frame. The device can be used to increase air flow in the office, without the need to open the window. Simply pull out and slide the trickle vent to the left, to let fresh air in, and reverse the process to close.*

### **Adverse Weather Conditions**

*In extreme cold conditions staff are advised to ensure all windows and vents are closed, dress appropriately, and ensure the thermostats within the rooms are set to the desired temperature.*

*In wet and/or windy conditions staff should take extra care while travelling around the outside of the building and ensure they only use designated pathways. On entering the building care should be taken as floors may be wet or slippery.*

### **Housekeeping**

General - *Staff are responsible for keeping their area of work tidy. This includes keeping desks and floor areas free from clutter for Health and Safety and cleaning reasons.*

*Each Friday evening all items on desks and floors should be cleared away to ensure the building is safe and secure. This is the responsibility of the tenants and NOT the cleaners - the cleaners will then clean the desks over the weekend.*

Shared - *Staff should keep all shared areas tidy whilst using them and after departure. In particular the kitchen area must be kept tidy. Staff should ensure they wash up and put away their own dishes/cups/cutlery etc. It is not the job of the Cleaner or Centre Manager to perform these duties.*

### **Incident/Accident Reporting**

*All managers are responsible for the safety of their workforce and should ensure all accidents, incidents and near misses affecting or involving their workforce, service users, patients, temporary staff, volunteers, contractors or members of the public are reported in line with the requirements of this policy. All employees have a statutory legal duty to report any accident, incident or near*

## SITE OPERATIONAL POLICIES

miss that involves them or that they witness to their Manager as soon as is reasonably practicable after the event.

Usually the person involved in the accident or incident should complete the form, online sending the Centre Manager a copy, however if they are unable to do so then it must be completed by their Line Manager or the most Senior Person on duty. All incidents must be reported to Centre manager for information purposes only. Any incident, security, slips trips and falls etc that are building related must be reported on the LPCT Commissioning IR1 form which can be downloaded from <http://www.liverpoolpct.nhs.uk>

Please note, when completing an IR1 in future, that has any potential litigation issues, we need to include the following:-

- Take photos of the immediate area. This will help to clarify if there are any deficiencies or if the area was in a good state of repair.
- Statements from staff. For example in this case anyone who was involved in the reporting or treating of the patient immediately after accident including any actions taken.
- A thorough investigation and recording of any actions to be taken or lessons learnt.

All paperwork is scanned on and recorded within Risk and Governance Incident Database at the PCT for future reference. They need to take these precautionary steps for their insurers - the NHS Litigation Authority.

Staff will still be required to complete the appropriate incident form for the hospital/community service that they work for.

If the incident is clinical then the incident form for the appropriate hospital/community service is the only form required and should be sent to the appropriate health and safety department.

Liverpool PCT Risk Management Department need to be advised via Joe Clark on 0151 285 4492 or Paul Airey for Liverpool Community Health and Safety department based at Wilkinson Place on 0151 295 3094.

### **Information Technology**

If computers or printers are not responding or the system appears to have failed/shut down - contact the IT Helpdesk 0151 296 7777. The Helpdesk will ask what the problem is and will determine the priority level for the job. Ensure you receive and record a job number, priority level, and whom you spoke to.

### **Key Holding Service**

The PCT currently have a contract with Samson Security to provide a key holding service. Should the intruder alarm activate between the listed hours Samson will respond and check the premises.

## **SITE OPERATIONAL POLICIES**

*A charge is only made if Samson are called out.*

### **Laundry**

#### **Privacy Curtains**

*There are examination areas/beds that require privacy curtains. Spare sets are available and these will be kept in a store room to be agreed. It is good practice to have curtains cleaned (every 3 months for heavy soil and 6 months for light soil. All curtains are cleaned on a rotational basis every 6 months. However, if there is an unpredicted heavy soiling, the curtain should be taken down immediately and sent for cleaning. Please advise the Centre Manager of any such instances.*

### **Legionella**

*The water supply and storage tanks are tested quarterly and chlorination completed annually by sub contractors nominated by Integral.*

### **Lift**

*In the event that the lift ceases to operate/malfunctions the following procedures should be followed.*

*Inform Integral during normal working hours on*

*In hours (8.30 - 5pm) 01142 282380*

*Out of hours (5pm - 8.30am) 01925 293041*

*The Lift is linked via a telephone line 0151 733 7459 to KONE who operate an emergency call out system. In the event of a breakdown or entrapment, the occupant can activate the alarm button inside the lift, the call centre will respond and talk to the occupant to advise on action to be taken. They will silence the alarm.*

*Keys for the control panel are in the key cabinets these should only be given to a qualified lift engineer.*

*Should a false alarm occur, the call centre will respond as above, if they receive no response after several minutes they will silence the alarm.*

*The monitoring station will advise the best course of action to take and how long it will take the engineer to arrive.*

*If the monitoring station contacts the Centre to advise that someone is stuck in the lift then the following details should be noted:*

*Record the time of the incident*

*What action is being taken and by whom*

## **SITE OPERATIONAL POLICIES**

*Check that the person is in the lift*

*Contact Centre Manager to advise*

*Liaise with other staff within the building to prevent duplication*

*If there is a fault with the lift, please report this to the Centre Manager. The fault will then be reported to the facilities maintenance company (integral).*

*For anyone becoming trapped in the lift, press the alarm button until the monitoring station answers. This will normally happen in 10-15 seconds. Just speak normally and they will advise what action is being taken and that they are informing the Centre Manager of your situation.*

### ***In the event of a fire:-***

*When the fire detection operates the elevator cancels all landing calls. If the elevator is travelling towards the evacuation floor it continues driving to that floor.*

*If it is travelling away from the evacuation floor it reverses its direction at the nearest possible floor without opening its doors and returns non-stop to the evacuation floor.*

*If the elevator is standing at a floor other than the evacuation floor it closes its doors and starts travelling non-stop to the evacuation floor.*

*On reaching the evacuation floor it opens the doors before closing them and keeping them closed (door open button inside the car remains operational) all door re-opening devices are rendered inoperative. The elevator returns to normal operation when the detection disappears.*

### **Local Key Policy**

*(The PCT does not hold keys for the Pharmacy or their alarm panel.)*

*The Centre Manager holds keys/fobs to the PCT, LCH and GP occupied areas. Details of any key issued and returned must be recorded and signed for at the appropriate Reception.*

*Practice Managers are responsible for keeping records of keys issued to individual GP's. Lost keys should be reported via an incident form and a replacement ordered via the Centre Manager.*

*Charges will be made for replacement keys/fobs.*

*In order to protect the security of the health centre until full occupation, a set of keys for unoccupied rooms will be held by the Centre Manager. These will only be released to known representatives of the incoming tenant or the building owners (Liverpool & Sefton Health Partnership). All doors must be secured by the person signing for the keys, which must be returned to the appropriate Reception at the end of the visit.*



## **SITE OPERATIONAL POLICIES**

### ***Mail***

#### ***Incoming***

*All mail received at the main reception desk and then needs to be collected throughout the day.*

*Mail will not be distributed around the building. It is each practice/ department/occupants or individual's responsibility to deal with their own post.*

#### ***Outgoing***

*Practices use the green bag system for post to/from Central Operations and will make their own arrangements for post to be sent via Royal Mail.*

*The Community uses the blue / red bag system for all post in/out. The blue / red bags will be held in the Administration office behind main reception.*

*Other departments/occupants must make their own arrangements for outgoing post.*

### ***Medical Devices (If applicable)***

*The PCT has a SLA with Biomedical Engineering Department at Aintree Hospitals NHS Trust to service and repair the PCT's medical devices.*

*Equipment is serviced according to the appropriate schedule. Next date of service should be marked on the device. Refer to Clinical Inventory kept in the Centre Manager's Office and filed under Asset Register*

*Syringe drivers cannot be serviced on site.*

*All equipment being taken off site must be cleaned and decontaminated prior to collection and a yellow label confirming this attached to the device. Under no circumstances will the Biomedical Engineering Department repair or service unless it has been decontaminated and a label (fully completed) attached to it.*

*There is a Helpline at Aintree (Tel: 0151 529 3498) to report any urgent work or enquire about repairs in progress.*

*A copy of the full PCT policy "Medical Device and Equipment" can be found on the website.*

### ***Medical Records***

*Community services - Medical records for community services patients are kept in the lockable filing systems at the appropriate waiting area. Filing must not be left in sight of the general public and must be treated with strict confidentiality.*

*Please note the Centre Manager does not hold keys for GP storage units.*

## **SITE OPERATIONAL POLICIES**

### ***Minor Surgery***

*If minor surgery is present on site a secure area for the storage of liquid nitrogen will be located on site. For this building, this will be in the designated external store which can be accessed through the exit door to the bin storage area on the ground floor.*

### ***Non radiation workers - Local procedure***

*All radiographic rooms are designated as **CONTROLLED AREAS** by the ionising radiation regulations. Therefore in the interest of health & safety and safe working practices in the workplace for non-radiation workers on site, the following procedures should be implemented.*

*Safety instructions to be given to all staff working on site, for example cleaning staff, electricians etc, concerning x-ray facilities/equipment.*

*Written and verbal instructions should be given to all staff and covered in local induction of all new staff.*

*All staff should be made aware of the meaning & understanding of the yellow triangle radiation hazard warning sign on x-ray doors.*

*No one should enter the x-ray room when the red warning light is on during surgery hours and when the x-ray equipment is in use. If access is required please report to the Community Dental reception desk on the 2<sup>nd</sup> floor.*

*All cleaning staff should ensure, before entering the x-ray room to carry out cleaning duties that the warning light is off and the isolator switch is also switched off for safety reasons.*

*Should the isolator switch be found in the “on” position after surgery hours, it should be switched off and reported to the Centre Manager.*

### ***Description of Controlled Area***

*All radiographic rooms are designated as **CONTROLLED AREAS** by the Ionising Radiation Regulations. The controlled area shall extend to the walls of the room and the main door but not behind the protective cubicle as defined by the yellow/black line on the floor.*

*No domestic and other non radiology staff (estates, contractors etc) are allowed entry into the **Controlled Area** unless mains electricity has been isolated.*

*The Controlled Area warning lights (located outside of the X-ray rooms) are illuminated when the mains electricity has **NOT** been isolated.*

## **SITE OPERATIONAL POLICIES**

*These staff must report to the Superintendent Radiographer/senior radiographer who will isolate the mains electricity in order for them to access the x-ray room for cleaning and general maintenance /repairs.*

### **Office Security**

*Never leave handbags on desks or wallets in coats in your absence. Take them with you or lock them away. Staff are responsible for the safety and security of their own items.*

*Always keep money in a safe place.*

*Be careful with keys. Always put them in a safe place.*

*I.D. Badges should be used at all times by those that have them. If you need a replacement contact your Line Manager.*

*Fasten vulnerable windows in your absence. It is easy to forget, particularly in the summer and a thief can come and go in a couple of minutes.*

*Never assume a stranger wandering in the building is a member of staff. Challenge them. Often even "Can I help you" can deter the dishonest. Do not just accept that a stranger is authorised to be in the building just because they say so. Check with someone in authority - should they be there. Never allow anyone to remove office equipment without checking with the Centre Manager.*

*Do not be overawed by callers. Even if they do want to see the Chief Executive - make sure they are expected and known.*

*Never leave callers alone in your office. Use the telephone to enquire whether someone can see them.*

*Do not disclose confidential information to a stranger. No matter how important they may seem - always report any such request for information to your employer.*

*Do not assume all staff are as honest as you. Take care of your property and that of your employer.*

### **Opening/Closing the Building**

*From 7am the building is accessible to staff using the access control point by the car park main entrance. The doors will be open to the public by the Security Officer at 8am.*

*The building will be locked by Samson at 11pm unless by prior arrangement via the Centre Manager. It is the responsibility of each service to ensure that all their designated rooms are locked and the shutters lowered at the reception areas.*

## **SITE OPERATIONAL POLICIES**

### ***Pharmacy***

*Pharmacy staff are responsible for locking and unlocking the Pharmacy at the start and end of each day. This includes the interconnecting door.*

### ***Out of Hours Director On Call***

*If there is an emergency/incident out of hours, then the Director on call should be contacted. This is done by contacting the main switchboard at the Royal Liverpool University Hospital Tel: 0151-706-2000.*

### ***Panic Alarms***

*Golden rule... do not put yourself at risk*

*In addition to the nurse aid/ toilet assistance system a separate panic alarm is fitted in all consulting/treatment rooms and to the GP reception desks.*

*These are situated on the underside of each desk, and are readily identified as a small white box with two red buttons*

*In the event of an emergency 4 things will occur when the 2 red buttons are pressed simultaneously,*

*A loud and fast intermittent beep will sound in the reception area.*

*A light on the isolator switch located in the affected area will flash red.*

*A light will flash outside the appropriate consulting room.*

*The door number will be displayed on the nurse call panel in the reception area.*

*The alarms in the rooms are not linked to a monitoring service and the Police will not respond unless a member of staff contacts the emergency services by dialling 9 - 999.*

*The panic buttons under each reception desk WILL call the Police and if a receptionist deems it necessary to do this a silent alarm will be triggered at the monitoring station and the police informed.*

*Once you have identified the alarm, call the room in question using the telephone*

*If there is an answer, ask the clinician to come out to reception and confirm that there was a false alarm (they may not be able to speak freely if there is a real incident, even if they answer the phone)*

*If there is no answer and you know the room is in use, consider calling the police.*

## **SITE OPERATIONAL POLICIES**

*If the room is not in use... assess the situation, if you feel it is safe to do so, investigate the cause... tell somebody where you are going. If in doubt... call the police for assistance*

*All reception staff and practice manager/s will be issued with the appropriate key to silence both the nurse aid/toilet assistance and panic alarms with a re-set key for the panic alarm.*

*To silence the panic alarm you need to go to the appropriate room and insert the metal key into the underside of the white box and give a slight clockwise turn, the indicator on the underside of the box will turn from red to green. You can then silence the alarm.*

### **Testing**

*In accordance with the Trust's Health and Safety Policy, it is a requirement that the internal panic buttons are tested each month in rotation, a record of test dates and any faults will be kept in the Integral site manual. Practice managers will be responsible for testing their areas.*

*In the event of alarm activation, patient/nurse call/intruder/fire please ensure that the correct procedures are followed. The staff or patient dealt with appropriately and an evacuation followed through if necessary. Once the situation is dealt with please ensure the Centre manager is informed, if they are not already on site, and then Wendy Jones on 0787 1054043 or Wendy Court on 0781 790858.*

### **Photocopying Machine**

*This is located in the **Common Room** on the Second Floor and is for staff only use. Each service will be issued with their own code.*

### **Risk Management**

*Every member of staff has an individual responsibility for the management of risk and all levels of management must understand and implement the PCT Risk Management Policy and Strategy (copies of all PCT policies can be found on the Intranet site ([nww.liverpoolhealth.nhs.uk](http://nww.liverpoolhealth.nhs.uk))).*

### **Room Bookings**

*Meeting and Bookable space reservations must be done via the Centre Management Team contacting:-0151 300 8272 **or 0151 295 9550***

### **Saturday Opening**

*The Centre will be open from 8am to 10pm on Saturday and Sundays for the Walk in Centre, UC24 and Community Dental Services.*

## **SITE OPERATIONAL POLICIES**

### **Security**

Security will be on site from 6pm until 8am, Monday to Friday and from 8am until 8am at the weekend and Bank Holidays.

### **Shredding**

Shredding Consoles will be provided in the main Administration Office behind reception area and two on the administration floor in the reprographics and store rooms. These are instead of individual shredding machines which require regular emptying by each service. Please try not to use individual machines, the consoles are more secure and destroyed, a certificate issued and all waste recycled.

### **Smoking**

The PCT implemented a smoke free work place policy on 1<sup>st</sup> January 2006. Therefore smoking is not permitted anywhere in or immediately outside of the Centre. Staff who wish to smoke must only do so as part of their official break time and away from the building. Staff who deliberately ignores this policy will be subject to disciplinary action.

### **Spillage Kits & Mops**

Spillage kits for blood and body fluids are located in dirty utility room on each floor. It is the responsibility of trained clinical staff to clean up any mess as a result of a spillage or patient excrement, vomit or blood. This is not a Cleaners responsibility although they can offer help if required. There is a Housekeeper on site between 12 noon and 3pm.

Separate spillage mops and buckets - red and labelled spillages only, are also located in the above areas. Once used for spillages the mop head should be disposed of in clinical waste via a yellow bag.

### **Telecommunications**

Everton Road Health Centre, Everton has a purpose built air conditioned comms room situated on the Ground Floor in the main Administration Office. Access to this area is via prior arrangement with the Centre Manager and is restricted to IT and telephony staff only.

If there are any problems/faults contact the PCT Helpdesk Tel: 0151-296-7777 between 0830 and 1800. The Helpdesk will ask what the problem is and will determine the priority level for the job.

**Telephone Usage Policy** - Telephones should only be used for personal calls in URGENT/EMERGENCY situations and requires Line Manager authorisation. Wherever possible, personal calls should be made in break/lunch times using a public telephone or personal mobile.

### **Televisions**

No other televisions or radios are permitted on site without an individual licence.

## **SITE OPERATIONAL POLICIES**

*There are information screens in the main waiting area and in sub-wait areas.*

### **Treatment Room Beds**

*Operating instructions for treatment beds are kept in each treatment room. All staff using the beds must be conversant with these instructions. Anyone who is not trained on the use of these beds must not operate the equipment*

### **Uniforms**

*PCT reception and nursing staff are provided with uniforms. For full guidance on uniforms please refers to the HR policy on the intranet site [www.liverpoolhealth.nhs.uk](http://www.liverpoolhealth.nhs.uk)) the general principles of wearing a uniform are:*

*To promote mobility and comfort of the wearer*

*Reduce cross-infection risk*

*Allow identification for security purposes*

*Project a professional image*

*In general, staff who do not wear a uniform in the course of their duties should present themselves as tidy and professional in appearance at all times. Sportswear, shorts, jeans and casual clothing are not acceptable.*

### **Visitors**

*Visitors (excluding patients) must report to the Community Reception and sign in the Visitors Book. The Community Receptionist will contact the person who the visitor has come to see prior to showing/directing them into the building. All visitors must sign out.*

*Any visitor for building or engineering work (other than Integral) need to be met by the Centre Management Team and be escorted to their place of work. They need to be able to present ID, Statement of Work and relevant method statements and these must be checked by somebody in charge before work can commence.*

*Any visitors not related to building or engineering work must be collected by the relevant Clinical/GP or Service and escorted around the building.*

### **Waste**

#### **Clinical Waste (Hazardous)**

*Human or animal tissue*

*Blood or body fluids*

*Excretions*

*Drug or other pharmaceutical products*

*Swabs or other dressing*

## SITE OPERATIONAL POLICIES

*Any other waste arising from medical treatment, care, teaching or research*

*Waste which may cause infection to any other person coming into contact with it.*

- *Clinical waste must be disposed of into orange polythene bags at the point of generation. Contents must not be transferred loose from container to container. Bags should not be closed by stapling as puncturing the bag may significantly weaken it and would not provide a secure closure.*
- *Each bag must be no more than two thirds full*
- *Each bag must be fastened with adhesive tape or plastic security grips to prevent risk of spillage of contents. The security grips are stored in the store rooms on each wing of the building.*
- *Orange bags must be labelled to identify their source i.e. the name of the clinic, the room number and the site postcode (L19 2LW) that they have been collected from must be shown on the label.*
- *If leakage of bodily fluids is likely, a second bag or an impervious container should be used.*
- *The Orange bags must be moved to the Dirty Utility Room on the relevant floor after each clinical session. This should be the responsibility of the clinical staff.*
- *Sharps waste includes needles, scalpels, razors etc.*
- *It is the responsibility of the clinician to dispose of sharps containers.*
- *All sharps must be disposed of in a specific rigid container designed for that purpose. The containers must be marked with the details of where generated/sealed and by whom. Bloods should be placed in a container. These containers need to be disposed of by the clinician into the designated clinical waste bin.*
- *Nothing other than sharps bins should be placed in the designated Clinical Waste bin.*
- *Where possible dispose of syringe and needles as one unit into a sharps container. Never re-sheath needles.*
- *Sharps containers can be found in the store rooms on each wing.*
- *Sharps boxes must be on the appropriate wall mounting, out of reach of patients and use made of the temporary closure mechanism.*
- *Sharps boxes must never be placed inside a yellow bag in case of leakage. They should be labelled with their source prior to disposal.*
- *Contents must not be transferred loose from container to container.*

*Advice on the disposal of waste can be sought from either the Infection Control Team or the Risk Management Department.*

**NB:** *The Waste Management Policy is currently under review by the PCT but until further instruction the above should remain in place. Any site specific queries please contact the Centre Manager.*



## SITE OPERATIONAL POLICIES

Clinical Waste is collected by SRCL. The clinical waste bins are located near the rear car park entrance at Everton Road Health Centre. The Cleaning Supervisor or their deputy will be responsible for tagging the bins prior to collection. The clinical waste bins for Orange bags will have a Yellow Label attached and the sharps bin will have a Red tag attached. When the driver comes to collect the bins a collection/delivery note will need to be signed both by the Housekeeper on site or deputy and by the driver carrying out the collection/delivery.

The signed delivery note must then be placed on the Centre Managers desk for retention.

Any problems with collections should be reported to the Centre Manager.

All clinical waste will be bagged by clinical staff and taken to the external collection point by domestic staff for removal by the approved contractor.

Sharps boxes are removed (when full) from clinical rooms by the clinical staff to the clinical waste bin. All bins should be correctly sealed and dated by the person closing.

### **Domestic/Household Refuse (Non Hazardous)**

Paper

Packaging

Plastics

Food

All of the above must be disposed of in Black Waste Bags. This is picked up regularly by B & M Waste. General waste bins (yellow plastic with blue lids) are situated near the rear entrance to the car park at Everton Road Health Centre. B & M waste disposal contractor will need to collect the key from the Community Reception desk and return the key when they have finished.

Any problems with collections should be reported to the Centre Manager.

### **Sanitary Waste**

There are a number of sanitary bins throughout the building and also nappy bins for adult and child use.

Shorrock Trichem as part of a larger PCT contract operates the service. Bins are cleaned monthly; there is no set time for this service.

Recycling There are no separate arrangements for this at present. Bagnall & Morris undertake re-cycling as part of their contract.

## SITE OPERATIONAL POLICIES

### **Water Machines**

To avoid lifting and storage of bulky bottles the Health Centre provides plumbed in mains machines to offer filtered mains water.

Filters are exchanged 6 monthly

### **Water Supply**

In the event of an emergency please contact Integral

In hours (8.30 - 5pm) 01142 282380

Out of hours (5pm - 8.30am) 01925 293041

In the event of flooding within the building a call will be immediately made to the maintenance contractor (Integral). In addition to that and depending on the severity of the leak/flood.

### **Window Cleaning**

Both interior and exterior windows are cleaned by an approved window cleaning contractor.

## QUICK REFERENCE OF USEFUL TELEPHONE NUMBERS

SERVICE	COMPANY/CONTACT	TELEPHONE NUMBER
General Enquires	Main Reception	0151 300 8333
Everton Road Surgery		0151300 8200 Fax 0151 300 8201
Albion Surgery		0151 300 8300 Fax 01510300 8301
Mersey View Surgery		0151 300 8232
Community Dental Reception	Dental	0151 300 8222
Centre Manager		015 300 8272
PCT Out of Hours - Emergency	Royal Liverpool Hospital Switchboard - speak to Director on Call	0151 706-2000

## SITE OPERATIONAL POLICIES

<i>Key Holding</i>	<i>Samson</i>	<i>0845 4303999</i>
<i>CCTV</i>	<i>Via Integral</i>	<i>In hours (8.30 - 5pm) 01142 282380 Out of hours (5pm - 8.30am) 01925 293041</i>
<i>Clinical Waste</i>	<i>SRCL</i>	<i>0845 124 2020</i>
<i>Domestic Waste</i>	<i>Bagnall and Morris</i>	<i>0151 346-2900</i>
<i>Doors (Automatic)</i>	<i>Besam</i>	<i>01932 765888</i>
<i>PCT</i>	<i>PCT - Mark Lloyd</i>	<i>0151 285 4980</i>
<i>IT Help Desk</i>	<i>Enquiries/Log Faults</i>	<i>0151 296-7777</i>
<i>Liverpool Direct</i>	<i>General Enquiries</i>	<i>0151 233-3000</i>
<i>PCT - Neighbourhood Management HQ</i>	<i>Cottage 2 Newhall Campus, Longmoor Lane , Aintree L10 1LD</i>	<i>0151 293 1900</i>
<i>Medical Engineers</i>	<i>Aintree Hospital</i>	<i>0151 529-3498</i>
<i>Pest Control</i>	<i>Action pest</i>	<i>0151 430-7051</i>
<i>Photocopier</i>	<i>Ricoh</i>	<i>08457 445565 Serial Number J4240100023</i>
<i>Police</i>	<i>Non Urgent</i>	<i>0151 709-6010</i>
<i>Risk Assessment Officer</i>	<i>Risk Assessment Team</i>	<i>0151 300-8051</i>
<i>Sanitary Disposal Unit</i>	<i>Shorrock Trichem</i>	<i>0870 444 1988</i>
<i>Security</i>	<i>Samson</i>	<i>0151 548 2996</i>
<i>Telecommunications</i>	<i>PCT</i>	<i>0151 296 7777</i>
<i>Transport</i>	<i>Milestones</i>	<i>0151-473-2735</i>

## SITE OPERATIONAL POLICIES

<i>United Utilities</i>	<i>Meter and Surface Water</i>	<i>0845 746 1100</i>
<i>Centre Management</i>	<i>W Jones/ W Court</i>	<i>07871054043/07891189-68</i>

## SITE OPERATIONAL POLICIES

### BUSINESS CONTINUITY

#### **Appendix 1 - Bomb Threat Procedure**

*There is an obligation for the LIFT company to provide temporary accommodation in the event of prolonged and sustained evacuation of a building. We are not obliged in the event of a total or partial loss of a building to provide temporary accommodation immediately as we have to arrange suitable alternatives but we will work with all parties in the impacted building to minimise any disruption to the best of our abilities.*

#### **Bomb & Telephone Threats**

##### **Bomb Threats**

- *Take every threat very seriously.*
- *Listen acutely and record the exact wording.*
- *Call the Police, confirm the code word and take advice.*
- *Inform the Centre manager and Contracts Manager. 07871 054043 OUT OF HOURS  
LIVERPOOL PCT 0151 706 2000 ASK FOR DIRECTOR ON CALL*
- *Carry out a search and review CCTV tapes if time permits (premises must be evacuated at least 30 mins before specified time)*
- *Management must, with police guidance, make an assessment of the threat and then take one of the following courses of action:*
  - *To evacuate immediately without searching.*
  - *To evacuate all except search teams, carry out a search and evacuate fully if a suspicious object is discovered.*
  - *Search and evacuate if necessary.*
  - *Remain inside the building (internal shelter).*

##### **'Live' Bomb Evacuations**

- *Everybody must go to the Fire Assembly Point*
- *Management must, with police guidance, make an assessment of the threat and then take one of the following courses of action:*
  - *To remain at the Fire Assembly Point.*
- *Return to the premises or disperse only when instructed to do so by the Fire Service that it is safe to do so.*
- *Inform the Incident Reporting Helpdesk, Centre manager and Contracts Manager.*
- *Complete Incident Report Form (IRF), including any details regarding relevant inspector visit comments.*

## SITE OPERATIONAL POLICIES

### Telephone Threats

- *Listen acutely and record the exact wording or threat.*
- *Call the Police.*
- *Inform the Incident Reporting Helpdesk, Inform the Centre manager and Deputy Contract Manager 07891189068 and Contracts Manager on 07871 054043.*
- *Make a decision as to whether premises should be evacuated.*
- *The purpose of an evacuation is to move people from a potentially risky area to a safe one. The evacuation could be a full or partial evacuation, or movement of everyone to an internal 'safe' area.*
- *Always remember:*
  - *Terrorists are playing for high stakes.*
  - *Any behaviour on their part that may lead to identification is generally avoided.*
  - *Calls are often made to a third party regarding a threat and the information is then passed on.*
- *Code words:*
  - *The 'code words' used by a caller may help to assess its seriousness and identify the caller. Where warnings are given (usually to third party organisations) a 'recognised' code word may be used. This is a practice that has been developed between terrorist groups and law enforcement in order to:*
    - ❖ *Reduce the likelihood of large numbers of fatalities*
    - ❖ *Identify a genuine threat against a hoax call*
  - *A hoax caller using a code word unfamiliar to the authorities may assist in assessing how genuine the call is.*
  - *Use the documentation of this policy to record the details of the call.*
  - *Always liaise with the local Police.*
- *Points to note:*
  - *Police, particularly lower ranking officers, may have little experience of, or training in the evaluation of bomb threats. Always seek the advice of at least an Inspector rank.*
  - *Contact Contracts Manager at any time, if you feel their advice can assist.*
  - *Note the time of day the call was made.*
  - *A review of CCTV tapes if time permits, may identify suspicious action by individuals.*
- *Complete Incident Report Form (IRF).*

### Evacuations

## **SITE OPERATIONAL POLICIES**

*Whenever a threat is received or an object found management must inform the local Police. The decision to evacuate will normally be taken by the Centre Manager although police advice will always be provided. Police may in certain circumstances insist the site is not evacuated. They may have information to suggest that an explosive device is in the street and people could be evacuated into the area of danger. Where appropriate, liaise with Contracts Manager.*

*Evacuations as a result of the Fire Alarms sounding should always be completed so as not to confuse staff or customers.*

*In the instance of a Bomb Threat or a discovered device management must, with police guidance, make an assessment of the threat and then take one of the following courses of action:*

- *To evacuate immediately without searching.*
- *To evacuate all except search teams, carry out a search and evacuate fully if a suspicious object is discovered.*
- *Search and evacuate if necessary.*
- *Remain inside the building.*

### **Where to Evacuate to**

#### **Primary Evacuation Point:**

- *The Primary Evacuation Point should be an agreed location that meets the following requirements:*
  - *Near enough to the Medical Centre for staff to assemble in a short period of time, to be able to liaise with the emergency services.*
  - *Distanced enough that there is no immediate danger to the staff whilst assembled.*
  - *Large enough space to accommodate all staff.*
- *Medical Centre car parks are usually an ideal location.*
- *The Primary Evacuation Point can be the same as that used by the rest of the Medical Centre.*

### **Liaisons with Local Authorities (for SITES located within busy town/city centres)**

*Town centre management and Emergency planning officers have prepared plans for your town or city. You should always liaise with either or both of the above to ensure your plans and evacuations do not contradict theirs*

### **Remaining in a state of 'Preparedness'**

*The need to evacuate could arise at any given moment. It is therefore vital to ensure that your Centre is ready to implement its continuity plan.*

*The following checks are recommended in order to ensure this happens:*

## **SITE OPERATIONAL POLICIES**

- *Update emergency contact lists on a quarterly basis or as and when new employees start/you are made aware of any changes.*
- *Check contents of evacuation pack - quarterly*
- *Review evacuation procedures - quarterly*
- *Rehearse evacuation procedures - 6 Monthly...*
- *Report and investigate all suspicious incidents and breaches of security - as required.*



## SITE OPERATIONAL POLICIES

### *When to Evacuate*

<p><i>Made to police or media.</i></p> <p><i>Code word used.</i></p> <p><i>Time/place type of device specified.</i></p>	<p><i>Highest Risk.</i></p> <p><i>Probably genuine threat.</i></p> <p><i>However, there may be no device.</i></p>	<p><i>Listen accurately and record the exact wording or threat</i></p> <p><i>Inform Police (999) and confirm code word.</i></p> <p><i>Inform the Centre manager and Contracts Manager</i></p> <p><i>Carry out full search and review CCTV tapes if time permits (premises must be evacuated at least 30 mins before specified time), see 'Search Procedures'.</i></p> <p><i>Evacuate the premises as directed by the Police or if search finds anything suspicious.</i></p>
<p><i>Made to location.</i></p> <p><i>Code word used.</i></p> <p><i>Time/place type of device specified.</i></p>	<p><i>High Risk.</i></p> <p><i>May be hoax.</i></p>	<p><i>Listen accurately and record the exact wording or threat</i></p> <p><i>Inform Police (999) and confirm code word.</i></p> <p><i>Inform the Centre manager and Contracts Manager</i></p> <p><i>Carry out full search and review CCTV tapes if time permits (premises must be evacuated at least 30 mins before specified time), see 'Search Procedures'.</i></p> <p><i>Evacuate the premises as directed by the Police or if search finds anything suspicious</i></p>
<p><i>Made to location.</i></p>	<p><i>Medium Risk.</i></p>	<p><i>Listen acutely and record the exact wording or threat</i></p>

## SITE OPERATIONAL POLICIES

<p><i>No Code word or code word not genuine.</i></p> <p><i>Time/place type of device specified.</i></p>	<p><i>May be a hoax.</i></p>	<p><i>Inform Police (999) and confirm code word.</i></p> <p><i>Inform the Centre manager and Contracts Manager</i></p> <p><i>Discreet search or carry out full search and review CCTV tapes if time permits, see 'Search Procedures'.</i></p> <p><i>Evacuate as directed by the Police or if search discovers anything suspicious.</i></p>
<p><i>Made to location.</i></p> <p><i>No code word.</i></p> <p><i>No specifics.</i></p>	<p><i>Lowest Risk.</i></p> <p><i>Almost certainly a hoax.</i></p>	<p><i>Listen acutely and record the exact wording or threat</i></p> <p><i>Inform Police (999) and confirm code word.</i></p> <p><i>Inform the Centre manager and Contracts Manager</i></p> <p><i>Discreet search</i></p> <p><i>Evaluate threat and make necessary decision.</i></p>