

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Role of an Primary Care 24 Receptionist		Doc. No.	OP060
Scope		Operational Directorate	All Primary Care 24 Receptionists		
Purpose		To ensure safe management of patients in order of clinical priority. To ensure that the patient's journey from Definitive Clinical Assessment (DCA) to being seen by a clinician in an Urgent Care Centre (UCC) is as smooth as possible. To ensure good communication between receptionists, Wavertree HQ, clinicians and other service users i.e. Walk-in Centre teams.			
Guidelines		The role of the receptionist is recognised as an essential member of the operational team. The staff member undertaking this role must be able to communicate effectively with the ability to demonstrate good observational and listening skills. Appendix A: UCC Stock Request Tick Sheet Appendix B: Equipment Check List for UCCs Appendix C: Temperature record sheet for UCCs			
PROCEDURE				RESPONSIBILITY	
1	All receptionists must wear a Primary Care 24 Identification Badge and uniform.			Primary Care 24 Receptionist	
2	At commencement of duty the receptionist will log onto the reception computer and contact the UCC dispatcher to notify of arrival on 1081 send an instant message if a phone is not available.			Primary Care 24 Receptionist / UCC Dispatcher	
3	The receptionist must contact the UCC dispatcher to inform them if the clinician is late for shift, this must be informed immediately if the clinician has not arrived by the start of their shift.			Primary Care 24 Receptionist / UCC Dispatcher	
4	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			Primary Care 24 Receptionist	

	any equipment and or computer failures will be reported to the shift manager without delay.	
5	At the start of the shift the receptionist will check and record the temperature of the room where the medications are kept. If the temperature is above 25°C, this must be reported immediately to the shift manager.	Primary Care 24 Receptionist
6	An information pack is located in each centre, please ensure you familiarise yourself with the nearest fire exit information and your desk is set up using the DSE guidance sheet within the pack.	Primary Care 24 Receptionist
7	In most of our centres the clinician is located away from the reception area so it is important to keep in regular contact with the clinician on your shift.	Primary Care 24 Receptionist
8	<p>As appointments are booked into the centre, the receptionist will complete a call log sheet, recording patient's details, for back-up in the unlikely event of a system failure. The receptionist will greet the patient by saying "good morning / afternoon / evening, do you have an appointment to see a clinician?" The receptionist must be able to correctly identify patients by asking for the patient's full name, date of birth and first line of address and arrive them on Adastra.</p> <p>The patient must at this point be informed if appointments are running to schedule or if a delay has occurred. The clinician will be required to complete calls in the 'DCA' pool, therefore you must alert the clinician to the arrival of their patients. Patients must be seen in order of appointment time, unless the clinician feels a patient needs to be seen earlier. The decision to see patients out of time can only be made by the clinician and must be made on clinical grounds.</p>	Primary Care 24 Receptionist / Clinician
9	In the interests of patient safety the receptionist must ensure all patients are kept in sight of the receptionist at all times.	Primary Care 24 Receptionist
10	<p><u>If a patient's condition deteriorates</u> after arriving at the centre the receptionist must alert the clinician immediately. Once the patient is in the care of the clinician the receptionist must inform the shift manager of the situation and keep updated as soon as possible.</p> <p>Reference: SOP OP041 Use of Defibrillator & Resuscitation Equipment</p>	Primary Care 24 Receptionist / Clinician / Team leader

	<p>All receptionists are required to attend mandatory defibrillator, Cardiopulmonary Resuscitation (CPR) and Immediately Life Threatening Condition (ILTC) training on a 3 yearly cycle. This is all covered in the CPR training session. If the receptionist has an existing CPR / defib certificate from another employer, they must provide evidence otherwise they are required to attend a PC24 session. It is the responsibility of the receptionist and the clinician to manage the patients care at the centre from the point of arrival until the patient has departed.</p> <p>It is the responsibility of the Thursday evening receptionist to check the defibrillator is working correctly. This is done by checking if any faults are showing on the screen. Do not turn the defibrillator on as this wastes the battery.</p>	
11	<p>Throughout the duration of your shift you must keep in regular contact with your UCC dispatcher in relation to the following:</p> <ul style="list-style-type: none"> • Late patient arrivals and non-attendees • Clinician falling behind on appointment times • Errors in patient demographics • Deterioration in patient symptoms • Definitive Clinical Assessment (DCA) Pool • Any other general enquires 	Primary Care 24 Receptionist / Dispatcher
12	<p>Upon arrival of the clinician the receptionist will sign over the drugs trolley key (this is needed only if clinician takes keys) to the clinician together with prescriptions and security fobs for the doors.</p>	Primary Care 24 Receptionist / Clinician
13	<p>The receptionist is responsible for cleaning up spilt bodily fluids in the appropriate manner using the equipment provided.</p> <p>It is important to remember that other services operate within the same buildings so you must be familiar with the 'Dignity in the Workplace Policy'.</p>	Primary Care 24 Receptionist
14	<p>The receptionist will check for any shortages of stock and inform the shift manager of any required items but it will be the responsibility of the Wednesday evening receptionist to undertake a stock take of all equipment each week and faxing the 'Stock Request Tick Sheet' to Wavertree HQ. The shift manager will place the sheet with the paperwork for the administration team.</p>	Primary Care 24 Receptionist / Shift Manager
15	<p>If the clinician needs to write a prescription for a patient that has been triaged, it is the responsibility of the receptionist to fax the</p>	Primary Care 24 Receptionist / Team

	<p>script to the appropriate pharmacy and make a follow up phone call to the pharmacy to confirm receipt. Write the pharmacy staff members name confirming receipt of fax onto the paper fax receipt and attach to the prescription. Reference SOP OP062.</p> <p>Overnight procedure: When a pharmacy is closed, under no circumstances should a prescription be faxed over as this is not confidential. At the weekend, leave a message for the morning receptionist on duty to fax them. Mid-week the receptionist must fax the prescription to Wavertree HQ. The shift manager will pass to the administration team for the medicines management team to send the prescription when the pharmacy reopens.</p>	Leader / Medicines Management Team
16	<p>At the end of the receptionist's session they will sign the trolley keys back from the clinician together with any security fobs and return to the key safe and ensure that all equipment etc. is put away. The equipment check list should be completed and put with paperwork to be collected. Call log sheets should be discarded in confidential waste. Any unused prescriptions will be signed back in and put away. The receptionist will ensure that all areas are clean and tidy including consultation rooms.</p> <p>Food is not to be consumed in the reception areas or clinical rooms.</p>	Primary Care 24 Receptionist / Clinician
17	<p>Weekends and overnights there is a 15 minute handover time. A complete handover must be undertaken by the out-going and in-coming receptionists.</p>	Primary Care 24 Receptionist
18	<p>At the end of the shift all confirmed fax prescription copies and attached receipts will be posted in the post box in readiness for collection.</p>	Primary Care 24 Receptionist
19	<p>At the end of the session the receptionist will log out of the computer and inform the UCC dispatcher that they are going off duty. This can be done via phone call or instant message. This MUST only be done when the final patient has left the centre.</p>	Primary Care 24 Receptionist
20	<p>All receptionists will adhere to the rules and instructions of the building they are working in. These rules vary from site to site. Copies can be found on the intranet.</p>	Primary Care 24 Receptionist
21	<p>Receptionist to be conversant with the Primary Care 24 Complaints Policy to be found on the intranet</p>	Primary Care 24 Receptionist

22	Applicable to Aintree staff only- It is the responsibility of the PC24 Receptionist to note the discharge times when the Patient leaves the PC24 GP/ANP on Aintree's CAS card.	Primary Care 24 Receptionist
22	Applicable to Aintree/ Alderhey and RLUH staff only- Slots in Adastra must not be blocked unless authorised by a Service Manager/ Shift manager	Primary Care 24 Receptionist/ Service Manager/ Shift Manger.

APPENDIX A

UCC STOCK REQUEST TICK SHEET

Multistix	<input type="checkbox"/>	
Ear Pieces (Auroscope)	<input type="checkbox"/>	
Urine Sample Bottles	<input type="checkbox"/>	
Gloves - Med / Large	<input type="checkbox"/>	
Tongue Depressors	<input type="checkbox"/>	
Ear Probe covers (Thermometer)	<input type="checkbox"/>	
Steret Swabs	<input type="checkbox"/>	
Lancets	<input type="checkbox"/>	
Peak flow mouth covers	<input type="checkbox"/>	
Needles & Syringes	<input type="checkbox"/>	
Nebuliser Kits – adult/child	<input type="checkbox"/>	
Glucose test strips Aviva / One touch	<input type="checkbox"/>	
Kidney Dishes	<input type="checkbox"/>	
Batteries	<input type="checkbox"/>	
Portable Loop Machine checked and working	<input type="checkbox"/>	
Spill Kits – Vomit & Urine / Blood	<input type="checkbox"/>	
Bed rolls	<input type="checkbox"/>	
Bacterial Wipes	<input type="checkbox"/>	
Hand Gel	<input type="checkbox"/>	
KY Jelly Sachets		<input type="checkbox"/>

Receptionist name and date.....

UCC Name.....

FAX NO 0151- 228 - 8845

APPENDIX B

EQUIPMENT CHECK FOR UCC'S	
UCC Name:	Date and Time:



Digital Thermometer



Diagnostic Set



BP Machine



Glucose Monitor



Pulse Oximeter



Peak Flow Meter



Ear Thermometer



Stethoscope



Patella Hammer

Item	Check session1 (morning-start of session)		Check session 2 (Afternoon)		Check session 3 (Evening- End of session)		Check session 4 (Overnight- End of session)	
Receptionist Name: Session Time:								
	Box 1	Box 2	Box 1	Box 2	Box 1	Box 2	Box 1	Box 2
Digital Thermometer								
Diagnostic Set								
BP Machine								
Glucose Monitor								
Pulse Oximeter								
Peak Flow Meter								
Ear Thermometer								
Stethoscope								
Patella Hammer								

Comments- Missing Items etc.:

APPENDIX C

TEMPERATURE CHECK

UCC Name:

[illegible]

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Role of an Primary Care 24 Receptionist		Doc. No.	OP060
Version			v10		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			October 2013		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Head of Service		
Date Issued			October 2013		
Next Review Date			January 2023		
Target Audience			Reception / Operational Staff		
Version	Date	Control Reason		Accountable Person for this Version	
v1 - v5	14.10.2013	Review		Head of Operations and Performance	
v6	05.11.2015	Review		OOH Service Manager / Lead Receptionist	
v7	15.12.2017	Reviewed and updated accordingly		OOH Service Manager	
v8	15.03.2018	Reviewed and updated		Head of IUC	
v9	10.05.2018	Included information re Aintree and A&E staff		Head of IUC	
v10	03.01.2020	Reviewed and updated		IUC Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
OP041 OP062		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre Primary Care Centres	
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