

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Managing Equipment and Stock Levels at the Urgent Care Centre (UCC)		Doc. No.	OP063
Scope		Operational Directorate	Urgent Care 24 Receptionists Medicines Management Lead		
Purpose		To ensure that all equipment is maintained in good working order and procedures are followed with regard to reporting faults with equipment. To ensure appropriate stock levels are maintained and procedures for re-ordering are followed.			
Guidelines		It is the responsibility of all receptionists to ensure no centre is left without, or short of equipment or stock. Appendix A: UCC Stock Request Tick Sheet			
PROCEDURE				RESPONSIBILITY	
1	It is the receptionist’s responsibility to prepare the consultation room in readiness for the arrival of the clinician. This involves having the computer switched on and the Adastra V3 login screen visible. Equipment required for shift should be out and ready for use: <ul style="list-style-type: none">Digital thermometerPulse oximeterDiagnostic setPeak flow meterBP cuff / machineEar thermometerGlucose monitorStethoscopePrescription printer loaded and ready for useDocumentation (referral letters and headed notepaper available) 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.			Urgent Care 24 Receptionist / Medicines Management Lead	
2	A list of all stock is kept in the centre file. If the receptionist notices stock running low on shift a stock sheet must be completed and faxed to Wavertree HQ for the attention of the medicines management			Urgent Care 24 Receptionist / Shift Manager / Medicines	

	team. The shift manager is to leave a copy for collection by the administration team – medicines management.	Management Team
3	<p>The receptionist must be able to set-up and be able to operate the following equipment:</p> <ul style="list-style-type: none"> • Fax machine • Nebuliser • Hearing loop • Bodily fluid spillage kit • Mobile phones must be checked and fully charged 	Urgent Care 24 Receptionist
4	<p>The Wednesday evening receptionist will undertake a full inventory of stock levels, but it is the responsibility of all receptionists to ensure no centre is left without or short of equipment or stock.</p> <p>If no equipment is needed then please send an email on Adastra to Joe Heron or Julie Williams to advise them nothing is needed.</p>	Urgent Care 24 Receptionist
5	<p>At the close of a shift, all receptionists will ensure that all equipment is put away in the appropriate place and complete the equipment check list then put it away with paperwork to be collected. The consultation room will be left in a clean and tidy manner, keys to the drugs trolley will be returned to the safe together with unused prescriptions.</p> <p><u>Failure to comply with this instruction may result in disciplinary action being taken.</u></p>	Urgent Care 24 Receptionist

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Title		Managing Equipment and Stock Levels at the Urgent Care Centre (UCC)		Doc. No.	OP063
Version			V5		
Supersedes			All previous versions		
Approving Managers/Committee			Head of Service		
Date Ratified			May 2010		
Department of Originator			Out-of-Hours		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Head of Service		
Date Issued			May 2010		
Next Review Date			December 2019		
Target Audience			Operational Staff		
Version	Date	Control Reason		Accountable Person for this Version	
V1 - V3	2010 - 2013	Reviewed and updated accordingly		Head of Operations and Performance	
V4	05.11.2015	Reviewed and updated accordingly		OOH Service Manager / Lead Receptionist	
V5	19.12.2017	Reviewed and updated accordingly		OOH service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet		Standard Operating Procedures File in the Call Centre	
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