


## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Portable Induction Loops in each Urgent Care Centre		Doc. No.	OP065																				
Scope	Clinical Directorate	Operational Directorate																						
Purpose	To ensure correct use of the portable induction loops supplied to each Primary Care 24 Urgent Care Centre (UCC).																							
Guidelines	<p>The portable induction loop units help hearing aid users to hear more clearly by directing speech and reducing background noise.</p> <p>These units are an important piece of reception equipment and need to be placed on the reception desk at start of shift and locked away in the equipment cupboard at the end of each shift.</p>																							
PROCEDURE			RESPONSIBILITY																					
1	<p>Each Urgent Care Centre (UCC) has been supplied with a portable induction loop system; they are kept in the locked equipment cupboard.</p> <p>Some Urgent Care Centres have integral Induction Loops please see the list</p> <table><tr><td>Site</td><td>Hearing loop portable/ integral</td></tr><tr><td>Aintree</td><td>Integral</td></tr><tr><td>Alder Hey</td><td>Integral</td></tr><tr><td>Garston</td><td>Integral</td></tr><tr><td>Huyton</td><td>Portable</td></tr><tr><td>Kirkby</td><td>Integral</td></tr><tr><td>Old Swan</td><td>Portable</td></tr><tr><td>Royal</td><td>Integral</td></tr><tr><td>Runcorn</td><td>Portable</td></tr><tr><td>Widnes</td><td>Portable</td></tr></table>		Site	Hearing loop portable/ integral	Aintree	Integral	Alder Hey	Integral	Garston	Integral	Huyton	Portable	Kirkby	Integral	Old Swan	Portable	Royal	Integral	Runcorn	Portable	Widnes	Portable	Primary Care 24 Medicines Management Team	
Site	Hearing loop portable/ integral																							
Aintree	Integral																							
Alder Hey	Integral																							
Garston	Integral																							
Huyton	Portable																							
Kirkby	Integral																							
Old Swan	Portable																							
Royal	Integral																							
Runcorn	Portable																							
Widnes	Portable																							
2	At the start of each shift the UCC receptionist takes the induction loop system from the cupboard and places it on the reception desk. The unit needs to be placed between the receptionist and patients with the		Primary Care 24 Receptionist																					

	<p>logo facing the patient. Notices are displayed to let patients know we have this equipment available to use.</p> <p>If you are located in an Urgent Care Centre where the Hearing Loop is integral you will need to inform the patient and no further action is required from the receptionist</p>	
<b>3</b>	If a hearing impaired patient attends a UCC and indicates they need to use the equipment the receptionist should press the green button on top of the unit to turn it on. The LED will illuminate green to indicate the unit is operational.	Primary Care 24 Receptionist
<b>4</b>	The patient then adjusts their hearing aid to the “T” mode.	Patient
<b>5</b>	The receptionist must then speak as normal towards the unit; the microphone is located near the centre of the rear face of unit. When speech is detected the LED on top of the unit will flicker orange to indicate the unit is actually transmitting.	Primary Care 24 Receptionist
<b>6</b>	When the patient goes in to see the clinician the loop system unit needs to be taken into the consulting room by the receptionist.	Primary Care 24 Receptionist
<b>7</b>	When the consultation is over the receptionist must press the red button on top of the unit to turn it off and return the unit to the reception desk.	Primary Care 24 Receptionist
<b>8</b>	At the end of every shift the receptionist must lock the induction loop system back in the cupboard.	Primary Care 24 Receptionist
<b>9</b>	Every Wednesday the receptionist is to test that the equipment is in working order and log it on the ‘Stock Sheet’.	Primary Care 24 Receptionist / Medicines Management Lead
<b>10</b>	All receptionists must notify the shift manager if the equipment is not working on their shift for the shift manager to record on the shift report for action.	Primary Care 24 Receptionist / Shift Manager

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Portable Induction Loops in each Urgent Care Centre		Doc. No.	OP065
Version		V10			
Supersedes		V9			
Approving Managers/Committee		Head of Service			
Date Ratified		October 2013			
Department of Originator		Integrated Urgent Care			
Responsible Executive Director		Director of Service Delivery			
Responsible Manager/Support		Head of Service			
Date Issued		October 2013			
Next Review Date		September 2022			
Target Audience		Operational teams			
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V8	October 2013 – March 2015	Review and update as required		Head of Operations and Performance	
V9	December 2017	Review and updated as required		UCC Service Manager	
V10	September 2019	Review and Updated		Head of Service	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet		Standard Operating Procedures File in the Call Centre.	
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.					