

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Role of Aintree Hospital Receptionists (COVID19)	Doc. No.	OP244
Scope	Receptionists for UCC and Primary Care Streaming		
Purpose	To ensure safe management of patients in order of clinical priority		
Guidelines	<p>The staff member undertaking this role must be able to communicate effectively with the ability to demonstrate good observations and listening skills</p> <p>Time of operation Saturday and Sunday 10:00 – 22:00 Aintree Hospital A&E will have 2 15 minute appointments per hour (on the hour and half past the hour) PC24 will have 2 15 minute appointments (on the quarter past and quarter to) for GP OOH patients</p> <p>Appendix A: Equipment Check List for UCCs</p>		
PROCEDURE		RESPONSIBILITY	
1	The receptionist must contact PC24 Shift Manager on extension 1020 to inform them of their arrival. If the clinician has not arrived by the shift start time this must be escalated to the Shift Manager as soon as possible.	PC24 Receptionist	
2	<p>In the event there is a clinician but no receptionist on duty, the senior urgent care coordinator will inform Aintree A&E Matron of the business continuity process which is to ring on the HCP line as per calls from a healthcare professional procedure.</p> <p>The urgent care coordinator will take all the patient details and book the next available appointment and inform the A&E nurse of the time slot booked. The A&E nurse will inform the patient of the appointment time and send the patient to the PC24 waiting area.</p> <p>The senior urgent care coordinator will arrive the patient on the clinical system. The clinician will call the patient in time order.</p> <p>If the patient does not attend at appointment time the clinician should inform the senior urgent care coordinator who will contact the patient</p>	PC24 Senior Urgent Care Coordinator/PC24 Clinician/ Aintree A&E Matron / PC24 Urgent Care Coordinator	










	<p>for safety netting and document the outcome on the patient record then inform the clinician. The clinician will review and record decision on the patient record before finishing the call.</p> <p>The clinician must be informed at the beginning of the session of the business continuity process to be followed until as and when a receptionist arrives.</p>	
3	<p>The receptionist will prepare the clinical room(s), turning on the computer and ensuring that all equipment is in good working order and available for the clinician to commence their duties. The receptionist will complete an equipment check list to confirm all equipment is available. The receptionist will clean all medical equipment using antibacterial wipes provided. Any problems with any equipment and or computer failures will be reported to the Shift Manager as soon as identified.</p> <p>All PC24 equipment is stored in the cupboard behind clinical room 10. Access can be gained through the clinical room or through door to the left of the clinical room in A&E,</p> <p>Keys are held in the key safe on the wall next to the store cupboard. Shift Manager at PC24 has the code to the key safe should you forget.</p> <p>Prescriptions are held in the cupboard and these should be signed out to the clinician and must be signed back in at the end of the session.</p>	PC24 Receptionist
4	<p>The receptionist will ensure all COVID-19 protocols are followed at all times observing and practicing social distancing, where possible, good hand hygiene and regular cleaning down of working area and surfaces.</p> <p>All PC24 staff and patients will be required to wear a face mask at all times. The receptionist should wear an apron, gloves along with a mask when entering the clinical room whilst maintaining a 2 metre distance chaperoning a patient.</p> <p>The clinician should wear full PPE as directed by PC24. The receptionist will ensure gloves, mask, visor and aprons are available for the clinician upon their arrival.</p>	PC24 Receptionist / PC24 Clinician
5	<p>The receptionist will be located at the far end of reception in the Frailty Unit at A&E. Entrance can be gained through A&E, turning right to the Frailty Unit which is straight ahead. The clinician is located in Room 10 to the right of the reception desk.</p> <p>As the clinical room is not next to reception, the receptionist must maintain regular contact with the clinician whilst on shift.</p>	PC24 Receptionist

	<p>Security is housed adjacent to the reception desk. Upon arrival to shift you should knock on security door and request the 2 fobs for PC24. One for the reception and one for the clinicians. Both fobs must be handed back to security at the end of shift.</p> <p>The receptionist must maintain regular contact with the clinician whilst on shift.</p>	
5	<p>The receptionist will greet patients once they have arrived, ensuring they are wearing a mask, and ask them to take a seat. You must then record the patient's details on Adastra and book an appointment for the patient.</p> <p>The patient must be informed if appointments are running to schedule or if a delay has occurred. You must alert the clinician of the patient's arrival.</p> <p>Patients must be seen in order of appointment time, unless the clinician feels a patients needs to be seen earlier for clinical reasons. Only the clinician can make this decision.</p> <p>In the interests of patient safety the receptionist must ensure all patients are kept in sight at all times.</p> <p><u>If a patient's condition deteriorates</u> after arriving early at the centre the receptionist must alert the clinician immediately</p>	PC24 Receptionist / Clinician
6	<p>In the event of an Adastra system failure, you must alert the PC24 Shift Manager and then implement the business continuity plan for systems failure.</p> <p>You should provide the clinician with paper consultation forms which can be found in the receptionist folder.</p>	PC24 Receptionist
7	<p>The receptionist is responsible for cleaning up split bodily fluids in the appropriate manner using the spill kit equipment provided. Ensure full PPE (mask, apron, gloves) is worn when carrying this out</p> <p>Should the clinical room need cleaning following a suspected COVID-19 patient, you should contact A&E reception on extension 2500 immediately and request they tannoy domestic team to attend Room 10 who will attend after 20 minutes (required time before access allowed) and carry out the necessary clean.</p> <p>If this makes a delay in appointments inform the PC24 Shift Manager and the A&E matron so the appointments can be managed appropriately.</p>	PC24 Receptionist / A&E Domestic team
8		

	Should security be required for any reason you should call using the internal phone line on 3333	PC24 Receptionist / Security
9	In the event of a complaint or incident, this must be reported to the PC24 Shift Manager with immediate effect and a Datix completed by the receptionist	PC24 Receptionist

**STANDARD OPERATING PROCEDURE DOCUMENT
(SOP)**

Title		Role of Aintree Receptionist (COVID-19)		Doc. No.	OP244
Version			V7		
Supersedes			V1		
Approving Managers/Committee			Head of IUC		
Date Ratified			26/01/2018		
Department of Originator			Integrated Urgent Care		
Responsible Executive Director			Director of Service Delivery		
Responsible Manager/Support			Service Manager		
Date Issued			26/01/2018		
Next Review Date			15/10/2023		
Target Audience			Aintree Primary Care Streaming Reception staff		
Version	Date	Control Reason		Accountable Person for this Version	
V2	15/10/2020	Review following resumption of Service		Service Manager	
V3	11/11/2020	Change of Location within Aintree hospital		Service Manager	
V4	13/11/2020	Change of location of drugs trolley and codes		Service Manager	
V5	19/11/2020	Addition of security detail		Service Manager	
V6	23/11/2020	Change to locking up procedure		Service Manager	
V7	19/03/2021	Change to Location, also Business Continuity		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.					

EQUIPMENT CHECK FOR UCC'S	DATE:
 <p>Digital Thermometer</p>  <p>Diagnostic set</p>  <p>BP Machine</p>  <p>Glucose monitor</p> <p>Name:</p> <p>Sign:</p>	 <p>Pulse oximeter</p>  <p>Peak Flow Meter</p>  <p>Ear Thermometer</p>  <p>Stethoscope</p>  <p>Patella Hammer</p>

Appendix A