

Glover Street Treatment Centre

Site Manual for BADGER Staff



Badger House, Glover Street

Birmingham, B9 4EY

Tel: 0121 766 2163 / 2172

Contents

1.	Introduction	4
2.	Car Parking	4
2.1	Disabled Parking Space	4
3.	Opening and Closing Down of Glover Street	4
3.1	Instructions for Accessing Glover Street.....	4
3.2	Instructions for Locking Up Glover Street.....	7
3.3	Key Guide	9
4.	Accessing the Building once opened up	10
5.	Rooms allocated for Badger Treatment Centre use	10
5.1	First Floor – Operations Floor	10
5.2	Ground Floor - Treatment Room 1	10
6.	How centre will operate	11
7.	Equipment usage in rooms	11
8.	Kitchen	11
9.	Toilets.....	12
10.	How to maintain a good relationship with colleagues	12
11.	Supplies and Consumables	12
11.1	OOH Stationery	12
11.2	Large Metal Cupboard by clocking in machine	13
11.3	Treatment room.....	13
12.	Prescribing and Management of Prescriptions.....	13
12.1	Prescriptions	13
12.2	Responsibility of distribution	13
12.3	The prescriber’s responsibility	14
12.4	At the end of the session	14
12.5	Any loss or discrepancy.....	14
13.	Pharmacy Details	14
14.	Clean Air Zone/Parking for Service Users	14
15.	Fire assembly point/procedure.....	15
15.1	When discovering a fire	15
16.	PPE	16
17.	COMPUTER LOG ON AND TELEPHONY	16
18.	Hardware or Software issues	17
19.	Making external calls	17

20.	Internal numbers	17
21.	Private Telephone Calls & Use of Mobile Telephones.....	18
	21.1 Telephones in Treatment Centre	18
	21.2 Mobile Telephones	18
22.	Welfare.....	18
23.	Health and Safety.....	18
24.	Incident Reporting	18
25.	Complaints	18
26.	Appendix 1 – Voucher Log Sheet	19
26.	Appendix 1.....	19

DOCUMENT CONTROL

Document Storage

Location: p:\ops team\site manuals - word doc\glover street - site manual\glover street - treatment centre site manual v1.1.docx

Version Control Log (Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

Version	Date	Author	Description of Changes
V1.0	May 2021/June 2021	Sarah Brooks Trevor Hood Victoria Young	Original Document
V1.1	July 2021	Sarah Brooks	Additional Mission control telephone number, S11.1 & 11.2 location of keys

Distribution:

Copy No	Distribution
1	Badger House, Glover Street
1	Aston Bourne Road

1. Introduction

Glover Street Primary Care Centre is used by BADGER as a Treatment Centre for Patients. The service delivery times for the centre are weekday evenings, 18.30-23.00 and weekends/Bank Holidays, 09.30-23.00 hours.

Babylon operational - Monday to Friday 08:00 – 19:00

2. Car Parking



Please use the Staff parking area located through the metal gates and adjacent to the main building. If necessary, on road parking is also available on Glover Street.


2.1 Disabled Parking Space

Reserved for blue badge holders at all times. The blue badge must be displayed on the dashboard or fascia panel of the car where it can be read through the windscreen. The front of the badger must face upwards showing the wheelchair symbol.

3. Opening and Closing Down of Glover Street

3.1 Instructions for Accessing Glover Street

****Please follow close down procedure rather than reverse these steps as there are subtle yet important differences****

1. When you arrive, the gate will be closed and locked with a chain lock. You will need to use the padlock key  to unlock the gate and take the chain lock with you.






Close up of the chain lock. It wraps neatly twice around the 2 most central columns in the gate. The padlock has been set to the rear so it is not visible to passers-by.

2. Push open the gates so that staff can use the car park.


3. The Automatic Doors will be locked and you will need 2 keys to open them from the outside. The locks will need to be opened in order.

Lock 1 will be opened with key  but the doors will not open. There is an upper and lower lock that both use the same key.

Lock 2 is the small key , this only turns part way to the right and will open the automatic doors.



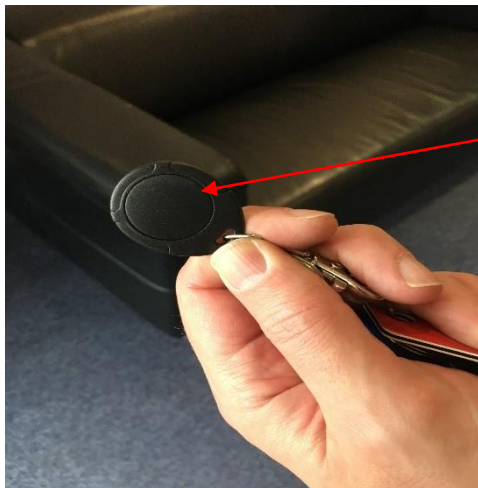
- Once in the foyer, the double doors will need to be unlocked AND your Badger ID swiped to get in (in that order).

Have the key  and alarm fob ready as when this door opens the alarm will be tripped.

- Step 1** – unlock the door
- Step 2** – swipe your Badger ID
- Step 3** – push the right hand door



- Deactivate the alarm, the panel is located immediately to the left of the entrance on the wall. Swipe the alarm fob over the panel as shown in the pictures. **Once the alarm is deactivated, stay still until the sound stops and it is completely disarmed.**



Alarm fob on keyring

Where to swipe fob on alarm panel



- You will then need to set the Automatic Doors so that they auto open. The control panel is next to the alarm control panel on the wall. It is not a touch screen, the physical button that is in line with the on-screen command needs to be pressed.

Physical buttons



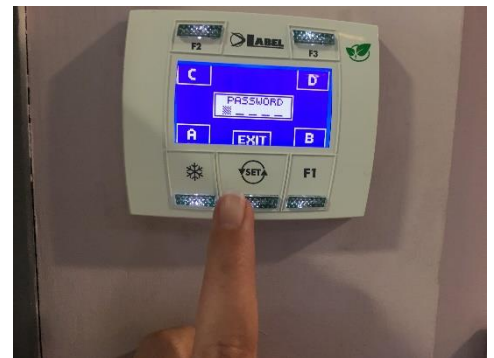
7. Press the lower centre button to SET



8. The display will then ask you for a Passcode:

The passcode is **ADBCA**

The screen will show that the passcode has been accepted and you will be able to change the settings.



9. Keep pressing the SET button until you see TWO WAY. The setting will apply immediately.




10. Leave the keys and chain lock on Mission Control on the call centre, opposite the swipe in machine.

3.2 Instructions for Locking Up Glover Street

1. Ensure that the building is empty, particularly the offices on the top floor, and ensure your colleagues are ready to exit the building before commencing the lock up process.
2. Check that lights are off and windows are closed, especially in the Treatment Rooms and Downstairs Kitchen. You may want to look at the building from outside to check for lights and windows.
3. Pick up the keys and the chain lock from Mission Control on the call centre, opposite the swipe in machine.

4. Follow the procedure in steps 6-9 of the access instructions, however you will now need to set the door to EXIT ONLY so that the doors stay closed when you lock them.







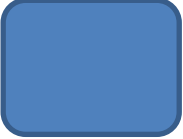

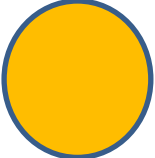




5. Make sure you have the correct key for locking the double doors to hand as well as the alarm fob.
6. Ask any colleagues to exit the building and go to the car park so that the alarm is not tripped by them leaving.
7. Swipe the alarm fob over the top left of the panel to arm the alarm (see Step 5 of access procedure). You will then need to move into the foyer and lock the double doors.
8. The Automatic door will now close behind you and not open, allowing you to lock it using key 

NOTE 1 – if the door will not lock, try adjusting the door by pushing forward slightly or pulling towards you. They have been checked by the maintenance staff and do work but may need ‘a wiggle’ as the doors are on runners and may not line up perfectly first time round.

NOTE 2 – the bottom lock may be easier to lock first and should line up the top lock more easily

9. Close the gates and securely wrap the chain lock around the central columns of the gate as per step 1 of the access procedure.

3.3 Key Guide

<p>CHAIN LOCK – MAIN GATES</p>	<p>ORANGE STAR</p> 	
<p>AUTO DOORS - UNLOCK</p>	<p>RED TRIANGLE</p> 	
<p>AUTO DOORS - OPEN</p>	<p>BLUE SQUARE</p> 	
<p>DOUBLE DOORS</p>	<p>ORANGE CIRCLE</p> 	
<p>ALARM FOB</p>	<p>NO LABEL</p>	
<p>BACK GATE (key not currently working)</p>	<p>YELLOW SQUARE</p> 	

4. Accessing the Building once opened up



To gain access to the building, use the main entrance doors adjacent to the car park by utilising your Badger ID card. Proceed passed reception area and use your badger ID Card to gain access to the stairwell/lift.

Once on the first-floor access can be gained to the main operations area located to the left of the stairwell and opposite the lift.

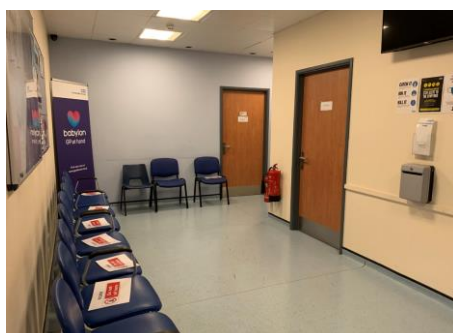
Glover Street Out of Hours Monday to Friday 18:30 – 23:00
Weekends, Bank Holidays 09:30 – 23:00

5. Rooms allocated for Badger Treatment Centre use

5.1 First Floor – Operations Floor



5.2 Ground Floor - Treatment Room 1





We will be using treatment room 1 for Clinicians to see patients.

6. How centre will operate

Staff will remain on the operation floor until a patient arrives.

Patients will be invited, when required, to see a clinician at Glover Street.

On their arrival they will contact a receptionist located in the main operations room by using the intercom facility provided and invited to confirm their name and details relevant to the appointment made. They are to be told to take a seat in the outer waiting room area and await the arrival of a receptionist who will allow them access into the building. At all times whilst the patient is on the premises a receptionist will remain behind the reception desk area in the event of the clinician requiring any assistance or any adverse occurrence.

On patient arrival, a member of the reception team will come down and greet patient and allow access where then patient will be advised to take a seat in the waiting area by the treatment room.

Receptionist to remain on reception whilst a patient is on site. To either assist clinician if needed or to prevent any adverse events i.e. patient becoming unwell.

7. Equipment usage in rooms

Any equipment used in any of the treatment rooms or operational floor, need to be placed back as originally found or replenished if needs be.

8. Kitchen



There are facilities on the ground floor. Please can you be aware of the buildings current social distancing measures. There is a kettle and fridge, microwave and dishwasher for your convenience. Please ensure these are left clean after use to aid infection prevention measures in place.

9. Toilets

Toilet facilities are available on both the ground and first floor of Glover Street and include facilities for any person with a physical disability. Toilets on the ground floor are situated passed the reception desk to the right-hand side. On the first floor they are accessed by turning left out of the main operations room door and following the short corridor area.

10. How to maintain a good relationship with colleagues

The following will help to maintain a good relationship with our colleagues:

- Ensure food kept in the fridge is labelled with Badger, staff name and the date. This is a requirement of the CQC under Infection Prevention measures
- Please do not take and/or consume food in the consulting rooms or behind reception
- Wash up all cups and put away prior to leaving
- Do not leave cups in the consulting rooms
- Ensure that all bodily fluids and their receptacles are correctly disposed of prior to leaving

11. Supplies and Consumables

11.1 OOH Stationery



Will be placed in the locked drawer by the printers/clinician working area.

The key for these drawers can be found in the small metal key cabinet on mission control. They must be returned at the end of shift/closing of centre back to the key cabinet.

11.2 Large Metal Cupboard by clocking in machine



- Drug Cassettes, available for clinicians to use with a complete list of their contents located on the lid. The procedure to follow when using these cases is contained in CL47-Protocol for the use of Drug Cassettes. This can be found in Adastra Communications, Operational and Clinical procedures.
- Drug Registers
- Prescriptions

The key for this cabinet can be found in the Blue cloth bag on mission control. They must be returned at the end of shift/closing of centre back to the key cabinet.

11.3 Treatment room

Single Dose Medications

Emergency Drug Cassette

Nebulisers

12. Prescribing and Management of Prescriptions

The use of the Electronic Prescribing System (EPS) should be used where possible. If this is not achievable due to system failure or any other reason please follow the below:

12.1 Prescriptions

Prescriptions are retained in plastic wallets. Each wallet will hold 25 prescriptions, a prescription log sheet with a list of all the prescription numbers and envelope to retain any voided prescriptions.

Each wallet will be recorded and signed out from the Glover Street Receptionist to the clinician working in Treatment Room 1.

Supplies of prescriptions are securely stored in the metal cabinet located on the operational floor adjacent to the fire exit leading to the external stair case.

12.2 Responsibility of distribution

It is the responsibility of the receptionist to distribute one wallet to each of the clinicians at the commencement of their session. The receptionist will sign the log sheet to record the name of the clinician to whom the wallet has been issued. The clinician will sign the log sheet to acknowledge receipt and responsibility for the prescriptions prior to placing them in the printer.

The log sheet must be fully completed by the clinician whenever a prescription is used or voided. Their entry must include the date, ADASTRA call number and prescription number issued. The clinician must then sign each individual entry.

12.3 The prescriber's responsibility

It is the clinicians (prescribers) responsibility to ensure these records are completed. Should a clinician note that a prescription has not been correctly accounted for they should report this to the receptionist immediately. The clinician who has failed to add all the information is to be contacted to ascertain and add the information. Any such omissions must be reported to the Team Leader immediately.

12.4 At the end of the session

At the end of a session the prescriptions are to be removed by the clinician from the printers, including overnight periods at weekends and bank holidays. They are to be checked by the receptionist to ensure that the unused prescriptions and log sheet tally with each other. Any discrepancies must be corrected with the clinician prior to them leaving the treatment centre. The prescriptions are then to be securely stored in the metal cabinet drawer in the kitchen/staff room.

12.5 Any loss or discrepancy

In the event of any loss or discrepancy involving a prescription an Incident Form must be raised and forwarded to Glover Street.

The stock of prescriptions at the treatment centre cover both blank and printed formats. The printed prescriptions are to be brought into use in the event of a printer fault which cannot be remedied.

13. Pharmacy Details

The full list of pharmacies is available by accessing Aadastra on: Aadastra Communications -> General Information -> full List of Pharmacies-Birmingham and Solihull.

In event of system failure one master copy will be available on the operations floor.

14. Clean Air Zone/Parking for Service Users

From the 1st June 2021 Birmingham City Council Clean Air Zone goes live. Patients attending Glover Street Treatment centre for a consultation; who do not have a compliant vehicle, will be required to collect a voucher for their visit to Glover Street Treatment Centre and redeem it online within seven days to void the charge. The patient is responsible for redeeming the voucher online themselves.

The Glover Street Treatment Centre Receptionist that is on duty, is responsible for issuing patients a clean air zone voucher when requested to.

In order to check if a patient requires a voucher, please use the following website to check whether their vehicle is exempt from the charges

https://vehiclecheck.drive-clean-air-zone.service.gov.uk/vehicle_checkers/enter_details

Vouchers are batched up into packs of 50. Clean Air Zone vouchers are kept in 4 drawer cabinet on the Call Centre Floor. These are then ready to be issued to patients by the receptionist on duty.

Each time a patient requests a voucher the receptionist will need to fill in the log sheet; please add the voucher number, the ADASTRA case number, date, your name and signature (see appendix 1). It is the Receptionist's responsibility to ensure this is completed.

If any receptionists see that vouchers have not been accounted for, they should report this to the Team Leader at Aston Bourne Road and it should be recorded on the TL Shift Report.

At the end of each day the vouchers must be checked to ensure all the vouchers are accounted for. Once they have been checked the vouchers should be kept in 4 drawer cabinet on the Call Centre Floor.

An incident form will need to be completed and forwarded to Sarah Brooks (Brookss@badger.nhs.uk) for any loss or discrepancies of the vouchers.

Every three months the Operations Team will carry out an audit of the vouchers. The audit will ensure the receptionist has the required stock level, the stock that is being held has been documented and the vouchers are being stored in the secure place.

15. Fire assembly point/procedure



Fire assembly point will be out the main doors and the muster point is at the end of Glover Street. Fire evacuation policy/protocol is available in the reception area and by the Prayer Room on the operation floor.

In the event of a fire or other evacuations, reception staff will be required to wear the Fire Marshall Yellow tabard located either behind reception on the ground floor or on the operation floor and collect the staff attendance sheet. The Receptionist will need to check the attendance sheet with staff/service user at the assembly point. Report any missing people to the Fire Brigade on arrival.

They are then required to marshal staff and service user to the designated Muster Point located as above.

They are required to liaise with the Team Leader and only authorise staff and service user return to the building when the Fire and Rescue Service deem it safe to do so. Reception staff must raise an Incident Report to record the event.

15.1 When discovering a fire

DO NOT TACKLE THE FIRE – THE FIRE EXTINGUISHERS ARE TO BE USED ONLY IF A FIRE IS BLOCKING YOUR EXIT.

On discovering a fire, the glass on the nearest and safest alarm call point is to be broken. Dial 999 from the nearest internal telephone reporting the incident and then call the Team Leader at Bourne Road to inform them. The Team Leader at Aston Bourne Road will then inform the Medical Director.

Nominate a staff member to help with the collection of the **Emergency phone** if safe to do so; (**telephone number to be confirmed**), and the staff register and checklist which can be found with tabards (ground floor reception area).

Evacuate the building quickly and safely helping anyone who needs assistance.

Close the door of the room involved. Leave the building by the nearest available exit avoiding the use of any lifts or stopping to collect personal belongings and make your way to the 'Muster Point'.

Roll Call to be conducted by Receptionist to confirm all staff/visitors/patients are accounted for. Inform the Fire Service of anyone missing from the roll call and their last sighted position within the building.

Do not re-enter the building until it is confirmed safe to do so by Fire and Rescue Service

If fire service deemed a false alarm or there is a fault with the system you will need to notify the team leader at Aston Bourne Road so this can be added to their shift report.

Please ensure that an Incident Report is completed and placed in the blue tray on the operation floor for the attention of Sarah Brooks.

16. PPE

PPE packs are available in Treatment room 1 for clinicians to use. You can use treatment room 1 to change for privacy before seeing patients.

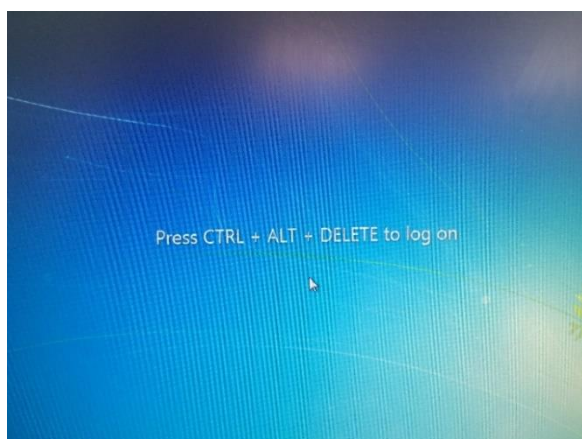
If Receptionists are required to chaperon a patient when with clinician they should use NHS standard issue PPE i.e. apron, gloves, surgical mask and augmented by a face shield. These can be found in the OOH Stationery drawer (bottom drawer)

17. COMPUTER LOG ON AND TELEPHONY

Reception team will be located on the raised section on the operation floor.

To log on to the computers please follow the instructions below

Press **Ctrl-ALT-Del**



Once you have pressed CTRL + ALT + DEL you will be presented with the following login box

username :
Password :

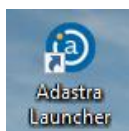
The Reception/ HCSW login is as follows:

Username: adastra **Password: adastra**

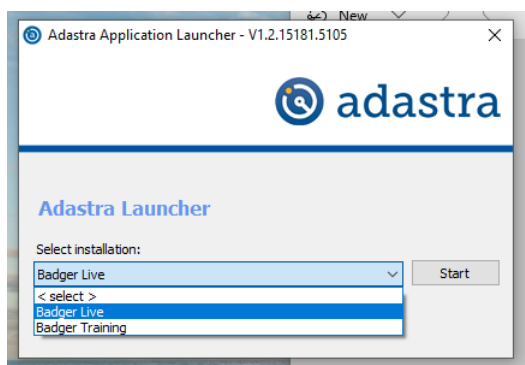
Clinicians / Treatment room 1

Username: doctor **Password: doctor**

On the desktop select Adastra Launcher, double click



From dropdown box select Badger Live



When logging into Adastra change the location to Heartlands

18. Hardware or Software issues

In the event of any hardware or software faults occurring, these are to be reported to the Team Leader at ABR for further reporting and remedial action to be taken.

19. Making external calls

Dial 9 and then number calling

20. Internal numbers

Treatment room 1	2044
Ground floor receptionist	2169
Receptionist – operation floor	2163 / 2172
Aston Bourne Team leader / Assistant	2120 / 2121

21. Private Telephone Calls & Use of Mobile Telephones

21.1 Telephones in Treatment Centre

Telephones in the Treatment Centre are not to be used for private calls except in an emergency. Regular audits are undertaken to ensure that there is no abuse of the system.

21.2 Mobile Telephones

Badger staff on session must switch off their mobile telephones or set to silent mode. It is inappropriate to make or receive calls whilst staff are dealing with patients or representatives.

22. Welfare

There is a kitchen/staff room located on the ground floor. Staff toilets are located on Ground floor next to the kitchen / 1st floor – turn right at top of the stairs.

23. Health and Safety

In the event of any Health and Safety incident or near miss, an Accident and Incident Report is to be fully completed and returned to Glover Street for the attention of the Health and Safety Advisor. This can be found on Adastra, Web comms, Badger Standard Forms, Health & Safety.

24. Incident Reporting

In the event of an incident occurring, this must be reported on a Badger Incident Form. The incident may be clinical, access or organisational based and is to be submitted to Kate Evans. The form can be downloaded and printed from the Adastra Communications tab, Badger Standard Forms.

25. Complaints

Should a patient or their representative wish to record a complaint, they are to be handed the Badger leaflet 'A Guide to our Complaints Process' and advised to submit the complaint in writing to the Quality and Compliance Department, Badger House, 121, Glover Street, Birmingham, B9 4EY.

A copy of the complaint's procedure is available on request from the Quality and Compliance Department on 0121-766-2170 or by writing to the above address.

26. Appendix 1 – Voucher Log Sheet

Voucher No	Call Number	Date Issued	Receptionist Name (Please Print)	Receptionist Signature