



# Stockland Green Urgent Treatment Centre

## Site Manual for BADGER Staff



## Stockland Green Primary Care Centre

192 Reservoir Road,

Birmingham,

B23 6DJ

Tel: 0121 227 2863

(Direct line into Reception room 13)

## DOCUMENT CONTROL

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# Contents

<b>CONTENTS</b> .....	<b>3</b>
<b>1 INTRODUCTION</b> .....	<b>4</b>
<b>2 TELEPHONE NUMBERS</b> .....	<b>4</b>
<b>3 CAR PARKING</b> .....	<b>4</b>
<b>4 HOW TO ACCESS THE BUILDING / BADGER LOCATION</b> .....	<b>4</b>
<b>5 RECEPTION AND HCSW ROOM 13</b> .....	<b>5</b>
<b>6 SECURITY</b> .....	<b>5</b>
<b>7 FIRE ASSEMBLY POINT /GRITTING IN POOR WEATHER</b> .....	<b>5</b>
<b>8 CHANGING AREA</b> .....	<b>6</b>
<b>9 TOILET</b> .....	<b>6</b>
<b>10 TREATMENT ROOMS</b> .....	<b>6</b>
<b>11 KITCHEN / STAFF WELFARE AREA AND CLEANING ARRANGEMENTS ON SITE</b> .....	<b>6</b>
<b>12 PPE</b> .....	<b>6</b>
<b>13 CLINICAL LEADS</b> .....	<b>7</b>
<b>14 UTS TEAM LEADER NUMBER</b> .....	<b>7</b>
<b>15 LOGGING ON TO THE COMPUTERS</b> .....	<b>7</b>
<b>16 BOOKING PORTAL</b> .....	<b>8</b>
<b>17 IT ISSUES</b> .....	<b>8</b>
<b>18 HOW THE UTS WILL OPERATE</b> .....	<b>8</b>
<b>19 SHIFT TIMES AND SITE ROLES</b> .....	<b>9</b>
<b>20 STOCK ORDERING AND CONTROL</b> .....	<b>9</b>
<b>21 BADGER POLICIES AND GUIDELINES</b> .....	<b>10</b>
<b>22 PHARMACY INFORMATION</b> .....	<b>10</b>
<b>23 APPENDICES</b> .....	<b>11</b>
<b>A) ROLES AND RESPONSIBILITIES – UTS RECEPTIONIST</b> .....	<b>11</b>
<b>B) ROLES AND RESPONSIBILITIES – UTS HCSW</b> .....	<b>12</b>
<b>C) ROLES AND RESPONSIBILITIES – UTS BASE CLINICIAN</b> .....	<b>13</b>
<b>D) DAILY CHECKING SCHEDULE</b> .....	<b>14</b>

## 1 Introduction

Erdington Stockland Green UTS is operational from 10:30 - 22:30, 7 days a week. Please find below a list of useful information, which will help you whilst working on shift.

## 2 Telephone Numbers

Reception (Room 13) - 0121 227 2863

## 3 Car Parking

Park in the visitors car park at the front of the building and access the site via the surgery main entrance.



## 4 How to access the Building / Badger Location

Enter via main entrance. Go straight through the reception area and turn left into first corridor. This is the BADGER corridor. Reception room is room 13. The clinical rooms are rooms 14, 15 and 16. Please make sure you are wearing your Badger ID / security pass.



To gain access to the common areas you will need a swipe card. Swipe cards are to be distributed by the receptionist on arrival and are to be signed in and out at the end of each shift. Please do not take them home, if you do please let the Team Leader know immediately and return to either Glover Street or Stockland Green.

## 5 Reception and HCSW Room 13

Tel no 0121 277 2863

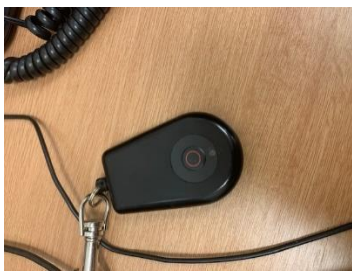
The Resus equipment, drugs cassettes, stat dose medication and stock are stored in the large grey clinical cabinet.

This room will house the printer, scanner, resus equipment, PPE cabinet and Grey clinical cabinet.

## 6 Security

Security will be present at all times whilst the centre is operational. If for any reason you need to contact the Security company it should be reported via the CHP helpdesk which is **0116 464 0748** and this is a 24/7 service, who will then forward any concerns onto Samson Security direct, if for example the guard doesn't turn up to open the site.

On each desk is a mobile panic alarm so that the staff can raise an alarm to call security and he will respond. The guard's internal line is **0121 465 2349**. **DO NOT PRESS THIS ALARM UNLESS THERE IS AN EMERGENCY.**



## 7 Fire assembly point /Gritting in poor weather

Fire assembly point for the rooms you will be using is in the staff car park on the far side near the fencing, or alternatively we have another one near the main exit barrier.

If the carpark has not been gritted and cleared of snow, during the week you will need to contact Annette on the first floor - if at the weekend please call CHP Helpdesk on 0116 464 0748



## 8 Changing Area

Staff toilets or room 12 can be used for changing. Rm 12 has a blind, a lockable door and also a curtained area that can be utilised.

## 9 Toilet

There are toilets located on the same corridor as the treatment rooms.

## 10 Treatment Rooms

We will be using rooms 14, 15 and 16.

## 11 Kitchen / Staff Welfare Area and cleaning arrangements on site

There are facilities upstairs however you will need a pass to gain access to them. Please can you be aware of the buildings social distancing measures and adhere to them. There is a kettle and fridge in Reception/HCSW Room 13. Food and drink must be kept in sealed containers and must not be consumed in active clinical areas.

The Management team CHP arrange the cleaning team for the whole building. The cleaning team will:

- Clean down the rooms
- Refill all the paper towel holders
- Re-stock the toilet roll
- Refill the handwash dispensers
- Take the secured orange bags from the corridor to the clinical waste bin - please remember all orange bags must have a Badger sticker on them and be secured with a cable tie.

The Cleaning Team **WILL NOT:**

- Empty the orange bins in each room and secure them with cable ties
- Put the orange bags into the corridor outside the rooms - This is the responsibility of the HCSW or Receptionist on duty

If you have any issues, please call CHP Helpdesk on 0116 464 0748

## 12 PPE

All staff must please wear scrubs or a set of “work only clothes” which should be supplemented by PPE according to Badger policy. We continue to wear the aprons, gloves and face masks. Standard PPE items (gloves, aprons, masks) will be provided. All work wear should be laundered at 60 degrees after your shift.

We ask every member of staff to bring their own scrubs/work only clothes to each shift.

Staff must not arrive or leave the centre in their scrubs – please make sure you arrive in a set of clothes you can change back into at the end of your shift. A cotton laundry bag or pillowcase make an ideal bag in which to carry your used PPE home to be placed directly into the washing machine. There is no laundry service on site or at Aston Bourne Road. As mentioned above you can use Room 12 to change, there are blinds and a curtain for privacy.

The HCSW and clinicians should wear FFP2 masks, apron and gloves, which are in the small grey cabinet in room 13.

### 13 Clinical Leads

The Clinical Lead team act to lead UTS sites on behalf of Dr Fay Wilson

The team members are:

Steve McDonnell  
Hilary Kemp  
Luke Richardson

The Clinical Leads endeavour to provide site cover and support across all sites. Clinical Leads will often work shifts alongside you. Please direct any questions, queries or concerns to a Clinical Lead on shift with you in the first instance. If the matter is urgent and affects the running of the shift and there is no CL on site at that time, please then call the UTS Team Leader at Glover Street on the number below.

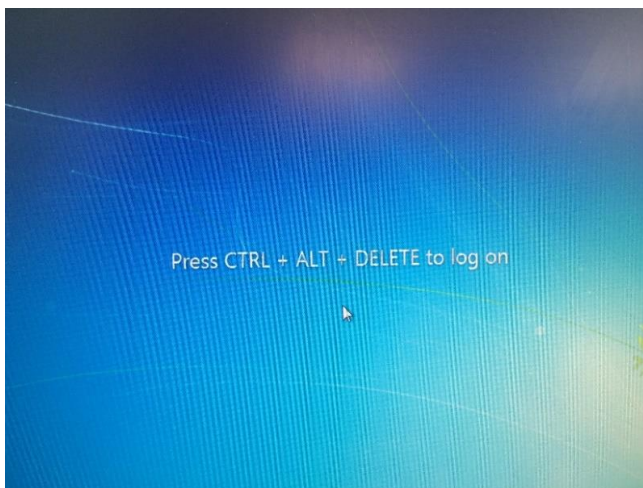
### 14 UTS Team Leader Number

0121 766 2145

### 15 Logging on to the Computers

To logon 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: badger.clinician**  
**Password: @dastra!6**

When logging into Adastra change the location to Erdington-Stockland Green (UTS).



## 16 Booking Portal

You will need to access both the CRC and UTS booking portals to record the patient's arrivals as well as Aداstra – this icon is stored on the desktop.

**Username – BUTCGATE**

**Password – Badger999**

**This is the username and password for both portals. You must arrive the patients on the portal before Aداstra!**

If you cannot log on, please speak to a Clinical Lead on duty if possible before contacting the UTS Team Leader.

## 17 IT Issues

If we have any issues where Aداstra cannot be launched on the PC we will need to go to manual case recording. The IT Recovery Forms can be found in the Receptionist 'Information and Forms' folder at the sites. When Aداstra is back up and running you will be able to access replacement forms on the Web Communications Tab – Badger Standard Forms – Operations – IT Recovery – OPS-F-102. All manual case forms will need to be returned to GS for inputting.

## 18 How the UTS will operate

Please see the Standard Operating procedure in appendices to supplement the information below.

### **ERDINGTON STOCKLAND GREEN CRC/UTC 10:30 – 22:30 (STAFF ON SITE FROM 10:00 TO 23:00)**

Please ensure you are familiar with the start and end of day procedures (see appendices). It is the responsibility of all staff on site to ensure these checks are carried out. Please ensure you are familiar with these checks and are ready to assist if asked.

Patients must use the self-booking system to make their appointments. The Receptionist will need to call the patient as soon as they appear on the ADASTRRA 'calls at this location' screen and inform them an appointment has been made for them at x o'clock. They must attend at or as close to this time as possible. The patient is also given the receptionist telephone number 0121 277 2863. When the patient arrives at ESGUTC they must call the number and let the receptionist know they have arrived. The patient will then be asked to park in the main car park. The patient will then need to be directed to enter the building via the main entrance and then follow signage for Badger. The receptionist will then arrive the patient on the Portal and then on Aداstra.

If a patient arrives on foot, they must be directed to use the main entrance and follow signage for Badger. The receptionist will then arrive the patient on the Portal and then on Aداstra.

If the patient does not arrive at their allocated arrival time, then reception staff should comfort-call the patient to check if they are still going to attend. If they are not attending the case should be passed to a clinician to be closed.



## 19 Shift times and site roles

### Early shift: 10.00 - 14.35

Clinical time is 10.30-14.30, with 10-10.30 to change, don PPE and assist with start of day processes, 14.30-14.45 is for doffing PPE and changing before leaving the site.

### Mid shift: 14.25 - 18.35

### Late shift: 18.15 - 23.00

Clinical time is 18.30 -22.30, Please do not sign up to a shift if you are not able to commit to the timings as stated and please arrive in good time. Please also ensure you do not leave the site early or ahead of other team members. We encourage a handover at the end of the shift to ensure the smooth running of sites and this should include all staff.

The roles at ESG on each shift are as follows:

- Receptionist x 1
- HCSW / Clinical Receptionist x 1
- Base Clinicians x 2

Please read the attached 'Roles & Responsibilities' documents for further detail about individual roles (appendices).

If staff are absent for any reason, please check with your Clinical Lead or with the UTS Coordinator that they are aware. We then ask for your flexibility and support in managing the service as efficiently as possible in their absence by ensuring those who are present on shift carry out all necessary processes. On occasion, it may be necessary to ask you to step into a role that is different to what you expect from the rota. Sometimes this may involve moving to another site to support with mutual aid. Such requests are never undertaken lightly, and you will not ever be asked to cover a role of duties outside of your skillset. Please be willing and supportive if you are called upon in this way.

## 20 Stock ordering and control

A designated member of staff undertakes regular stock checks and orders at least once weekly at ESG.

This process is designed to cover all aspects of site stock control, ordering and replenishment including:

- PPE (standard and special)
- Medication cassettes
- Prescriptions
- Consumables including hand towels, handwash, clinell wipes, alcogel, tea, coffee and toilet roll
- Oxygen

## 21 Badger Policies and Guidelines

Please remember the Web Communications section of Aداstra can be used to access all Badger documents including clinical and operational guidelines. Please familiarise yourself with these.

## 22 Pharmacy Information

This can be found on the Web Communications tab on Aداstra. Patients can be advised that they can access [www.nhs.uk/service-search/pharmacy](http://www.nhs.uk/service-search/pharmacy) for details of local pharmacies and opening hours. Patients can also call 111 for pharmacy info if they do not have access to the internet.

## 23 Appendices

### a) Roles and Responsibilities – UTS Receptionist

***PROVISIONAL - Last Updated 23.2.21***

#### **UTC Receptionist: Roles & responsibilities**

#### **Stockland Green Primary Care Centre (ESG)**

- Welcome to ESG, Badger's new home for the Erdington Urgent Treatment Centre.
- In each room you will find a site manual that contains all the information you require about the site and important information such as desktop login details.
- During your shift the team will consist of yourself, 1 HCSW / clinical receptionist and 2 clinicians.
- The cases for ESG will be identified when you log onto Aداstra at ' Stockland Green Treatment Centre' and select 'Calls At This Location' from the 'Clinician Options' tab on the left hand side. When patients are booked, they will have 'Treatment Centre Nurse' next to their name.
- When patients appear on Aداstra having been booked for ESG please call them to confirm the location and arrival details, also to seek confirmation of their car details, registration number and their mobile phone number. It is also important to check if they are coming with someone to accompany them.
- When a patient arrives to be seen, they will contact you (reception) via the admin phone to alert they have arrived. Patients must be directed to park in the main car park and then make their way to the Badger service following signage in the main building.
- If a patient is being referred on to hospital, you may be asked by the clinician to print a case record.
- The Receptionist will be responsible for checking the prescriptions and signing them out to the clinicians. At the end of the shift the Receptionist will need to check the prescriptions are all correct before the clinician leaves the site.
- If there is not a HCSW on duty, it will be the Receptionists responsibility to open the rooms and clear them away (including changing the bins) We encourage you to ask for assistance with this from other colleagues on site.

## b) Roles and Responsibilities – UTS HCSW

**PROVISIONAL - Last Updated 23.2.21**

### UTC HCSW: Roles & responsibilities

#### Stockland Green Primary Care Centre (ESG)

- Welcome to ESG, Badger's home for the Erdington Urgent Treatment Centre.
- In each room you will find a site manual that contains all the information you require about the site and important information such as desktop login details.
- During your shift the team will consist of yourself, 2 clinicians and 1 receptionist.
- The cases for ESG will be identified when you log onto Aadastra at 'Stockland Green Treatment Centre' and select 'Calls At This Location' from the 'Clinician Options' tab on the left hand side. When patients are booked they will have 'Treatment Centre Nurse' next to their name.
- When a patient arrives, they will contact reception via the Admin phone to alert that they have arrived. The receptionist will direct patients to park in the main car park and then request that the patient make their way to the Badger service following signage in the main building.

As HCSW / Clinical receptionist, you will then proceed to make your assessment and record the patient observations.

- Once you have made your assessment you can record your findings and 'forward' the case to 'Treatment Centre Doctor' and let the relevant clinician know that the patient is ready to be seen by them. You will notice at the stage the case has changed and now reads 'Treatment Centre Doctor' next to their name and when they click into the case, they will be able to view your HCSW assessment information.
- At this point the clinician will assess the patient.
- Please remember the room and equipment must be completely cleaned, and top gloves/apron must be changed between every patient contact.
- There are some start of day and end of day procedures at the centre that will be your responsibility if you are first HCSW on site (10am start) or last HCSW on site (23.00h finish.) These are detailed on a short list on the notice board in the HCSW room and include setting up the HCSW and clinical kit, completing the daily check sheet and opening up the cupboard that houses the emergency drugs and AED. We encourage you to ask for support with these as necessary from colleagues on site.

## c) Roles and Responsibilities – UTS Base Clinician

**PROVISIONAL - Last Updated 23.2.21**

### UTC Base Clinician; Roles & Responsibilities

#### Stockland Green Primary Care Centre (ESG)

- Welcome to ESG, Badger's home for the Erdington Urgent Treatment Centre.
- In each room you will find a site manual that contains all the information you require about the site and important information such as desktop login details.
- During your shift the team will consist of yourself, another clinician, 1 HCSW / Clinical receptionist and 1 receptionist.
- The cases for ESG will be identified when you log onto Aadastra at 'Stockland Green Treatment Centre' and select 'Calls At This Location' from the 'Clinician Options' tab on the left hand side. When patients are booked they will have 'Treatment Centre Nurse' next to their name.
- When a patient arrives to be seen The receptionist will direct patients to park in the main car park and then request that the patient make their way to the Badger service following signage in the main building.
- Once the HCSW has made their assessment they will record their findings and alert the relevant Base Clinician that the patient is ready to be seen.
- You will notice at the stage the case has changed and now reads 'Treatment Centre Doctor' next to their name and when you click into the case you will be able to view the HCSW assessment information.
- If you need to refer a patient for medical or surgical assessment, please endeavour to do so directly via : **Single Point of Access on 0300 555 1919, option 2**  
Specialty referrals e.g. T&O, ENT, Gynaecology or Paediatrics need to be made directly to the doctor on call.

**Patients should not be sent to A and E without an attempt to make a referral and a clear documented rationale should be entered in to the case notes if this has not been possible.**

- If you encounter a case that you feel needs to be flagged as inappropriate for any reason or as unsuitable for the service please see the patient as best you are able to in the usual way according to Badger protocol. Afterwards please complete and submit a yellow inappropriate referral / home visit form. These can be found in the prescription folder. This will allow formal review and feedback via the appropriate channels so that changes can be made if necessary. Phone-calls to the referrer, redirecting patients directly to ED or trying to divert patients to another service or centre are not acceptable. The patient should be allowed to arrive, then seen and managed appropriately to their need.
- Please remember the room and equipment must be completely cleaned, and top gloves/apron must be changed between every patient contact.

## d) Daily Checking Schedule

Please refer to Adatastra, Web Communications, Badger Forms, Clinical - **CL-F-013a - Stockland Green - Daily Checking Schedule** where the most up to date version will be available