



Solihull Urgent Treatment Centre

Site Manual for BADGER Staff



Solihull Hospital, Lode Lane, Solihull B91 2JL

(Badger Reception: 0121 424 4097)

DOCUMENT CONTROL

Document Storage

Location: p:\ops team\site manuals - word doc\solihull - site manual\sm-sh-01 - solihull sutc sop site manual - v1.0.doc

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	Oct 2023	L Richardson, Head of Clinical Dept	Original Document

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1. Introduction

BADGER have been the provider of an Urgent Treatment Centre at Solihull Hospital since 28th June 2023. We work in conjunction with University Hospital Birmingham (UHB) who are commissioned to provide a minor injury service (MIU).

BADGER will manage and treat patients presenting with an illness whilst UHB will provide care and treatment to those patients presenting with an injury.

2. Location of the Centre

The BADGER Centre is located next to the Urology Treatment Centre near the North entrance. There is both internal and external signposting to the Centre.

3. Access to the Premises

To access the service it can be accessed via the front of the hospital. Automatic doors are present. There is a key code for the automatic doors when the centre is closed for staff use.

The four-digit code is available from the Head of clinical dept or from the MIU/UHB staff.

4. Staff Car Parking

Staff are to park their vehicles in the North Staff car park.

In order to park at Solihull Hospital site, you are required to display a car parking permit.

In order to register your vehicle details and obtain a car parking permit, please can you copy the following link into your internet browser and then complete the onscreen application for your car parking permit.

<https://www.cpppermitsystem.co.uk/heartofenglandtrust/login.php>

The online form will ask for details of your line manager.

Luke Richardson – Head of Clinical Dept.

Email address: Lukerichardson2@nhs.net

Once you have completed your application, your Line Manager will receive an e-mail request asking them to authorise your application, once they have given authorisation you should then be directed back to the website and then allowed to print out your car parking permit.

Please note that it is your responsibility to register and display your car parking permit. Failure to do so may result in parking fines which Badger will not be responsible for.

If you have any queries, please contact your Line Manager at Glover Street.

5. Opening times

The centre is open to receive patients between 0800 – 2000. Last patient registration is 20.00

6. Computers / IT

IT hardware is provided by UHB. The IT dept within UHB are responsible for fixing problems relating to hardware and everything else, except problems with our adastra clinician system. BADGER IT will provide assistance and support for issues with adastra.

7. Patient Referrals

Patients can be referred to Heartlands Hospital (or other appropriate hospital) via calling switchboard and asking for the specialty or via single point of access (SPA). There are no direct referrals to Solihull hospital and therefore patients cannot be admitted to Solihull from the UTC. Emergency patients can be sent to the nearest emergency dept. via 999/WMAS.

8. Equipment, medicines and emergency equipment

7 automatic obs machines are available to be shared across both services within the UTC. These machines are capable of recording BP, SpO2, temperature, heart rate simultaneously.

Urinalysis dipstick strips
Blood glucose monitoring
Tendon hammers
stethoscopes
Auriscopes/otoscopes

are also available.

Emergency medical equipment, portable oxygen, suction, and AED is located on the 'crash trolley' at the staff base, next to the photocopier. The maintenance, stocking, checking and testing of this equipment is the responsibility of UHB/MIU Staff.

If any of this equipment is used or tampered with, please request UHB staff to replenish. A first aid kit is available in the clean utility. Other dressings, and wound care can be found in the main store room, opposite cubicle 3/4.

9. Stock Replenishment

Drugs, medical and other consumables are kept in the clean utility and store room within the UTC. For stock replacement and replenishment orders can be placed via meds management or via finance dept at Glover St.

Cleaning wipes, masks, PPE are provided by UHB. Badger will continue to provide 'keeler' covers, cassette drug replenishment, batteries and any other necessary requests required.

Stat dose drugs (paracetamol, piriton, ibuprofen etc) are available within the clean utility room and are provided and replenished by UHB.

Drug cassettes are now available for clinicians to use and are organised into two cases. Case One contains Antibiotics and other formulary medicines and Case Two containing Injections and other formulary medicines. For ease of reference there is a complete list of contents for each case affixed to its lid. These cassettes are stored in cupboards in the clean utility room.

10. Prescribing

Prescriptions are in plastic wallets; each wallet will contain 50 prescriptions, and a prescription log sheet, which will have a list of all the prescriptions numbers on. Fixed to the inside of the wallet will be a brown envelope this will be for any void prescriptions. Each pack will be signed out from Glover Street in a dedicated book and when they are received at Solihull UTC they will be signed into the centre.

It will be the Receptionists' responsibility at the beginning of the shift to distribute one wallet to each of the rooms/Clinicians. The Receptionist will sign to say they are the issuer, and the Clinician will sign to say they have been issued to them. The prescriptions will then be placed into the printer.

The top section of the log sheet needs to be filled in each time the Clinician uses a prescription; they should sign, date and add the call number to the corresponding prescription number.

It is the Clinicians (prescribers) responsibility to ensure this is completed. If any Clinicians see that prescriptions have not been accounted for they should report this to the Receptionist. The Clinician that has not added the required information should be contacted so that the necessary information can be found and added. If you are unable to contact the Clinician please forward the details to the Team Leader so it can be added to the report.

At the end of each day the prescriptions will need to be removed from the printers (including overnight periods at weekends and bank holidays) and locked away securely; there will be a designated drawer for this behind reception.

An incident form will need to be completed and forwarded to Glover Street for any loss or discrepancies of prescriptions. Prescriptions that are void will need to be recorded on the prescription log sheet as void and then returned to Glover Street in the brown envelope for safe disposal.

11. Refreshments

Refreshments, tea, coffee and milk will be available as per other Badger Treatment Centres. There are facilities that can be used in the kitchen area. Tea, coffee, milk is provided kindly by UHB.

12. Staff toilets

There are toilets on the back corridor, near the mental health room/plaster room.

13. Fire Alarm Procedure

In the event of a fire or evacuation staff are required to check each room and area that is occupied by Badger Medical Group to ensure that no-one is inside and shut all doors on their departure. They are required to marshal staff and service users to the designated fire muster point and take a roll call of staff. A print off of patients within the department should be made by reception staff.

They are required to liaise with the hospital fire marshals and only authorised staff and service users to return to the building when the fire brigade authorise them it is safe.

Receptionists will be required to raise in incident report to record the event.

An intermittent fire alarm signals a fire alarm activation within a nearby area and no evacuation is required. A continuous alarm signals an activated fire alarm within the immediate vicinity and evacuation should be performed.

Red 'break glass' fire call points and firefighting equipment is located throughout the UTC and hospital site and should be activated if fire is suspected. If fire is confirmed a 2222 call should be made to inform switchboard of the location and nature of the fire. The fire service will automatically be called by hospital switchboard.

14. Staff Responsibilities:

14.1 Receptionists

Receptionists are responsible for the following:

- Preparing the UTC/Badger aspect
- Putting out all Badger information signage.
- Filling/removing treatment room printers with prescriptions.
- Switching on the Receptionist computer
- Reporting any faults or problems to the Team Leader.
- Report any staff non attendance to the Team Leader.
- Recording patient arrivals on the Adastra system.
- Hand out a patient feedback card to all patients or their representatives.
- Recording Walk in patients details on to the Adastra system.
- Provide local pharmacy advice to patients.
- Reporting any incidents that occur in the centre.
- Provide refreshments to Clinical staff.
- At the end of the shift ensure that all computers are logged out of Adastra and switched off.
- Check that all rooms are left tidy.

- Ensure all script numbers are logged in the book when new boxes of scripts arrive at the centre.
- Put prescriptions back into folder at the end of the shift; also make sure that there are enough wallets to last the Treatment Centre

14.2 Clinical Receptionist (the above and following):

Clinical receptionists are also responsible for the following:

- Carry out daily equipment checks and complete relevant paperwork.
- Receive and register a patient.
- Take a brief history of presenting problem.
- Conduct baseline observations.
- Conduct near-patient tests e.g. urinalysis, peak flow, blood glucose.
- Set up having medication specified and checked by a clinician.
- Alert a clinician of patient needing immediate or urgent attention.
- Assist in managing the waiting room, e.g. informing patients of delays
- Order stock and equipment.
- Assist any clinician as required.
- Check that all rooms are left tidy and all cupboards are locked in the doctors rooms and HCSW rooms.

15. Incident Reporting

In the event of an incident occurring this must be reported on the Badger Incident form a copy is provided on adastra under web coms tab. The incident may be clinical, access or organisation and should be completed and returned to Sarah Brooks at Glover St.

16. Complaints

In the event of a patient or their representative wishing to make 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:

Quality and Compliance Department
Badger House
121 Glover Street
Birmingham
B9 4EY

A copy of the complaints procedure is available on request from the Quality and Compliance Department on 0121 766 2170 or in writing to the above address.

17. Pharmacy Details

This can be found on the Web Communications tab on Adastra. Patients can be advised that they can access 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.

18. Useful Contacts

Facilities:

India.godwin@uhb.nhs.uk - facilities administrator
jo.bagnall@uhb.nhs.uk - facilities manager
julie.taylor@uhb.nhs.uk - senior facilities manager - Sol/GHH
Karen.dent@uhb.nhs.uk - facilities ops manager
ben.mears@uhb.nhs.uk - Assistant Director of facilities
glen.hawkes@uhb.nhs.uk - environmental audit and compliance manager

Clinical governance:

margret.griffiths@uhb.nhs.uk
sylvie.bidonde@uhb.nhs.uk - deputy head of clinical governance

infection prevention and control:

caroline.smith@uhb.nhs.uk - Lead IPC Nurse
jane.codd@uhb.nhs.uk - Lead IPC Nurse
ranjit.virdee@uhb.nhs.uk - Lead IPC Nurse
saah.wilkes@uhb.nhs.uk - Lead IPC Nurse

security:

grant.moss@uhb.nhs.uk - security specialist
Lisa.flavin@uhb.nhs.uk - security advisor

Health and safety:

Ian.johnson@uhb.nhs.uk - head of H&S
Keith.donegan@uhb.nhs.uk
claire.sheldon@uhb.nhs.uk
fatema.mulla@uhb.nhs.uk

Fire Safety:

David.burns2@uhb.nhs.uk
Brian.Ball@uhb.nhs.uk

Estates:

Alan.parker@uhb.nhs.uk - estates officer
Andrew.mould@uhb.nhs.uk - estates assistant director
dave.smith@uhb.nhs.uk - estates manager

19. Appendix – Solihull Site Map

