



Aston Bourne Road

Site Manual for BADGER Staff



Bourne Road,
Birmingham, B6 7RD
Tel: 0121 766 2120

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3.0	Oct 2023	Andrea Braham	Amendments made to reflect current practice.
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Approval

Version	Name	Position	Signature	Approved Date
V3.0	Andrea Braham	Operations Manager / H&S Committee	<i>A Braham</i>	Oct 2023

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1. Introduction

Aston Bourne Road is the home for the Badger call centre. After extensive building work the Medical Centre opened in full from 25th October 2021. The site is the first permanent drive through urgent treatment centre in the UK.

2. Car Parking

Bourne Road has 24/7 security on site. The security officer will be located in a cabin by the entrance to the car park. Security staff will use our staff rest area and bathroom facilities.



Once the Medical Centre is open to patients (currently every day from 19:00 – 22:30hrs) all staff will enter the site through the main gates. It is imperative that Badger staff members have a valid Badger parking permit and that this permit is displayed in their vehicle window so the site security team can easily identify staff and allow quick access to the site.

All staff members will need to drive through the medical centre to access the staff parking area, following a one way in, one way out process, following the marked roadway, at no more than 5mph. Staff members will exit the building and drive forwards into a staff only car park area. Badger

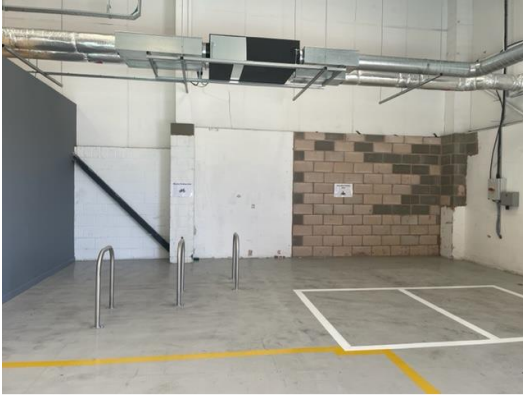
staff members are reminded to park considerately in one of the marked bays in the staff car park.



To exit Aston Bourne Road site, follow the signs being mindful of any oncoming traffic.



Only holders of white permits will continue to park on the left hand side as they enter the gates. To leave the site they will drive through the medical centre following the exit signs.



Motorbikes and bicycles can park in the designated bays next to room 7.

Pedestrian access is via the pedestrian gate and steps at the Lichfield Road end of Bourne Road.

The site operates 24 hours per day and these rules apply to everyone, at all times. The speed limit is there for everyone's safety and dangerous driving may result in the loss of parking privileges and possible forma action.

3. Accessing the Building

There is swipe card access to enter the offices and call centre building. The 'clocking in' machine is located opposite the entrance.

For staff working in the medical centre a clock in machine is located on the outside wall of room 7.

To access the building from the medical centre use code- C1234Y. Remove all PPE before leaving the Medical Centre.

4. Staff Rest Area



The staff rest area is located on the ground floor immediately on entering the call centre building. There is a fridge, kettle, toaster, drinking water machine, microwave and dishwasher available for staff use.

Please note all food must be consumed in this area only. No food is permitted on the call centre floor or in the medical centre. Food can only be consumed in the staff rest area.

Please ensure that all crockery and cutlery is placed neatly in the dishwasher after use.

5. Toilets



There are toilets on both the ground and first floor. The ground floor also has an accessibility toilet and a shower room. The shower room may be used for ablutions before prayer.

There are toilets in the medical centre for both patients and staff. Staff toilets are accessed with a code; male toilets C34589, ladies' toilets C089XZ. The toilets in the medical centre are not to be used by call centre staff.

6. Security

Security staff are present at all times. They have access to the call centre building and are permitted to use the staff rest area.

7. Fire Assembly Point

The fire assembly point is located on the external car park adjacent to the metal fencing. It is clearly marked.

The fire evacuation policy for the building is clearly displayed on both floors adjacent to the fire extinguishers, fire marshal reflective jackets are available for use and associated checklists.

8. Call Centre



The call centre facility is located on the first floor and operates from both sides. The larger side of the call centre is for Out of Hours, the smaller area is where the Head of Operations and Operations Team are located.

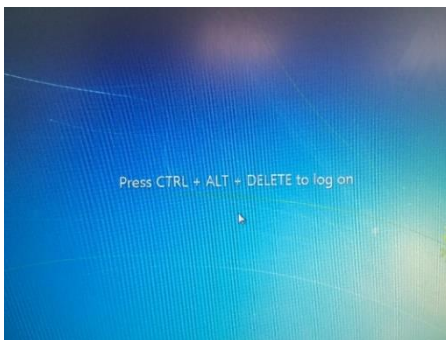
9. Offices



On the ground floor there are three offices occupied by the Executive Chair / Chief Executive and Medical Director, there is also a conference room (middle office) and the third room is currently used as a meeting room and training room.

Directly in front of these offices are 'Hot Desks' available for use by visiting Glover Street staff or management.

10. Logging on to the Computers



To log on to the computers please follow the instructions given to you by the Team Leader.

11. Facilities at Aston Bourne Road

There is a quiet area provided on the ground floor in the office block, which can be used for prayer.

There is a platform lift which is situated in the ground floor staff / rest room and goes to the UTS side of the call centre.

Staff changing rooms within the medical centre are located next to room 7.



There are two clocking in/swipe machines at Aston Bourne Road. One is located within the office block, as you enter the building it is located on the opposite wall, next to the door that leads up to the call centre floor. The second clocking in /swipe machine is located outside the changing room next to room 7 within the medical centre.

12. Masks and PPE

Staff must not walk across the medical centre except when on duty and wearing approved PPE.