

Receptionist Programme

Module 1:

Basic Receptionist Training Manual

Name of Employee: _____

Date of Training: _____

Trainers Name: _____

Date Training Completed: _____

Contents

Prepare for your Shift – Internal Procedures	3 – 4
Introduction	5
Current Sites	6
Site Specific Information	7
Dress Code	8
Staff sign in & out & temperature check procedure	9
Log on to Badger Network	10-11
Lock screen facility	12
How to arrive a patient	13-14
Database search	14
Printing a case	15
Manual call sheets	16
Modify case details	17
Event list edits	18
Patients who do not attend a centre (DNA)	19
Feedback and complaints	20
Prescription management	21
Important information	22
Medical advice	23
Press and Media Enquiries	23
Appendix 1	24-29

RECEPTIONIST

PREPARE FOR YOUR SHIFT - INTERNAL PROCEDURES

Module 1: Basic Receptionist Module Content and Expectations:

- Keeps a safe and clean reception area/site by complying with procedures, rules, and regulations.
- Support continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- contributes to team effort by accomplishing related results as needed.

Site Guide and Knowledge

Use the UTC Site Guide for the site you are working at to demonstrate your knowledge and understanding of the following tasks at each site:

- Site Location, Contact Details and Opening Hours
- Site opening and closing procedures.
- Storage and distribution of PPE, equipment, medicines, and prescription sheets.
- Staff scheduled on the Rota.

Shift Duties and Expectations

You will be required to obtain Module 1: Basic Receptionist Training Module Sign-Off to be able to be competent in the following tasks:

- Open and close site (if applicable to your shift)
- Obtain list of scheduled staff on rota, sign-in and sign-out all scheduled staff and notify TL of non-attendance or late arrival time.
- At the start of your shift check site stock levels for prescriptions, stationery, PPE, and equipment to be correct.
- Check and sign out the clinical equipment boxes.
- Support staff with site PPE requirements.
- Ensure clinicians sign in/out prescriptions – follow procedure CL22.
- Direct staff, patients, and visitors to site facilities i.e., toilets, changing areas, welfare and refreshment areas; fire assembly points.
- Support new staff to the site with show-round, site guide; dress code; equipment; site procedures.

Staff Arrivals

- Record Health & Safety Sign In/Out for all staff.
- Swipe in using Badger ID card.
- Record temperature check.
- Support staff with PPE (if required).
- Ensure all staff scheduled on rota have arrived on shift start time and notify Team Leader if non-arrival or late arrival.

Patient Arrivals

- Login to Windows
- Login to Aadastra
- Log on to UTS Booking System
- Use Smartcard – have available to review Spine.
- Lock and Unlock Screen
- Arrive a Patient
- Carry out a Database Search
- Print a Case
- Patient Requesting copy of notes (see guide on issuing of patient notes)
- Manual Procedure if Aadastra is not available.
- Modify Case Details
- Demographics Edit
- Event List Edits
- Comfort call **NB: Cases are only to be closed by Clinician only at Centre's if pt contactable – ref back to ABR if unable to contact.**
- Patients who do not attend appointment (DNA)
- Unable to Contact a Patient process.
- Patient Feedback and Complaints
- Prescription Management procedure and distribution and storage
- Prescriptions Management - Reporting discrepancies
- Prescriptions Management - Replenishment.

Important Information

- H&S
- Security
- Confidentiality
- Access to Information
- Patient requesting notes.
- Medical Advice
- Press and media enquiries

INTRODUCTION

This Training Module provides you with all the information that you should require to carry out your daily tasks.

As procedures and processes change rapidly because of Covid-19, please keep yourself updated with other Badger communications i.e., weekly updates, emails, site manuals and communications book. If you are unsure of anything, please check with the UTS Team Leader.

The Training Module guides you through the key requirements of the knowledge and skills required which includes knowledge of the urgent treatment centre (UTC), your duties and competency expectations, support you will provide to staff and patients.

When you have completed your training, your clinical lead/Trainer will complete an assessment and recommend whether you are ready to move to the next stage.

Please do not hesitate to ask your more experienced colleagues, clinical leads or team leaders should you require help - it may make the difference between the life and death of a patient.

We want all staff to be trained to a high standard so that our patients always receive the best possible service from Badger.

CURRENT SITES

Site Locations and Contact Numbers

Solihull Hospital UTC

Address: Urgent Treatment Centre, Solihull Hospital, Lode Lane, Solihull, B91 2JL

Telephone Number: 0121 424 4097

Stockland Green

Address: 192 Reservoir Road, Birmingham, B23 6DJ

Telephone Number: 0121 227 2863

Aston Bourne Road

Address: Bourne Road, Birmingham, B6 7RD

UTS Team Leader 0121 766 2145

Team Leader 0121 766 2120

SITE SPECIFIC INFORMATION

Each site has information which is specific for this site only. Site handbooks are available on Aداstra (*communication tab – UTS/PCC information*), also from the Team Leader at Aston Bourne Road and at the site itself. Be very mindful that things may change from one shift to another so make sure you keep yourself up to date. You will need to make yourself aware of differences at each site, specifically:

- Car parking
- Welfare and refreshment areas
- Toilets
- Changing areas
- Security and traffic management
- Fire assembly points
- Site opening and closing procedures.
- PPE, medicines, and prescription storage
- Computer log in.

Appendix 1 of this document provides you with further information about:

- Hurst Lane
- Stockland Green
- Aston Bourne Road

DRESS CODE

All clinical staff on live sites must wear scrubs.

Receptionists should use NHS standard issue PPE i.e., apron, gloves and surgical mask.

There is no laundry service, all scrubs must be taken home in a wash bag and laundered at 60°C.

Scrubs should be worn for duty supplemented by standard PPE according to the protocol at the site. Please bring scrubs. We continue to wear the same protective PPE that we have worn throughout the Covid-19 pandemic. Standard PPE items (gloves, aprons, surgical masks) will be provided, as will FFP2 masks for patient contact. There is a small supply of single use gowns for emergency use if necessary. A small number of scrubs and re-useable gowns are available if you should need them. ***Scrubs/Gowns need to be requested and collected in person from Aston Bourne Road ahead of your first shift.***

Please contact hasmit.parmar@badger.nhs.uk if you require scrubs.

All scrubs and launderable gowns need to be washed at 60 degrees after your shift and you should not travel to and from work in your scrubs.

STAFF SIGN IN & OUT & TEMPERATURE CHECK PROCEDURE

As a receptionist you are responsible to ensure that all staff attending shift sign in and out of their shift as per health and safety policy. All staff must swipe in and out using their Badger ID.

LOG ON TO BADGER NETWORK

You will need to log on to Windows to access the Badger network. If you are required to log on to Windows, you will need to obtain a username & password for the site. When you have accessed Windows, you may log on to Adastra. You will be provided with your own Adastra password during your training. Always ensure you are logged in the 'Badger Live' tab of Adastra. **NB: Your username & passwords must not be written down or shared with colleagues. You must follow IT procedures in respect of password control.**

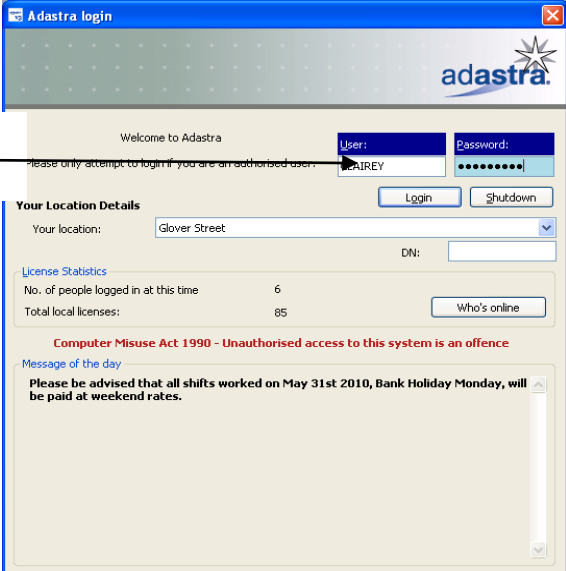
Example Screenshots

The windows desktop will load showing several icons. Select the Adastra V3 icon and double click with the left mouse button to launch the application.

Note: Please ensure to read the **Message of the day** section on the log-in screen, at the beginning of your shift

Log onto Adastra using your unique user-id and password issued to you at induction.

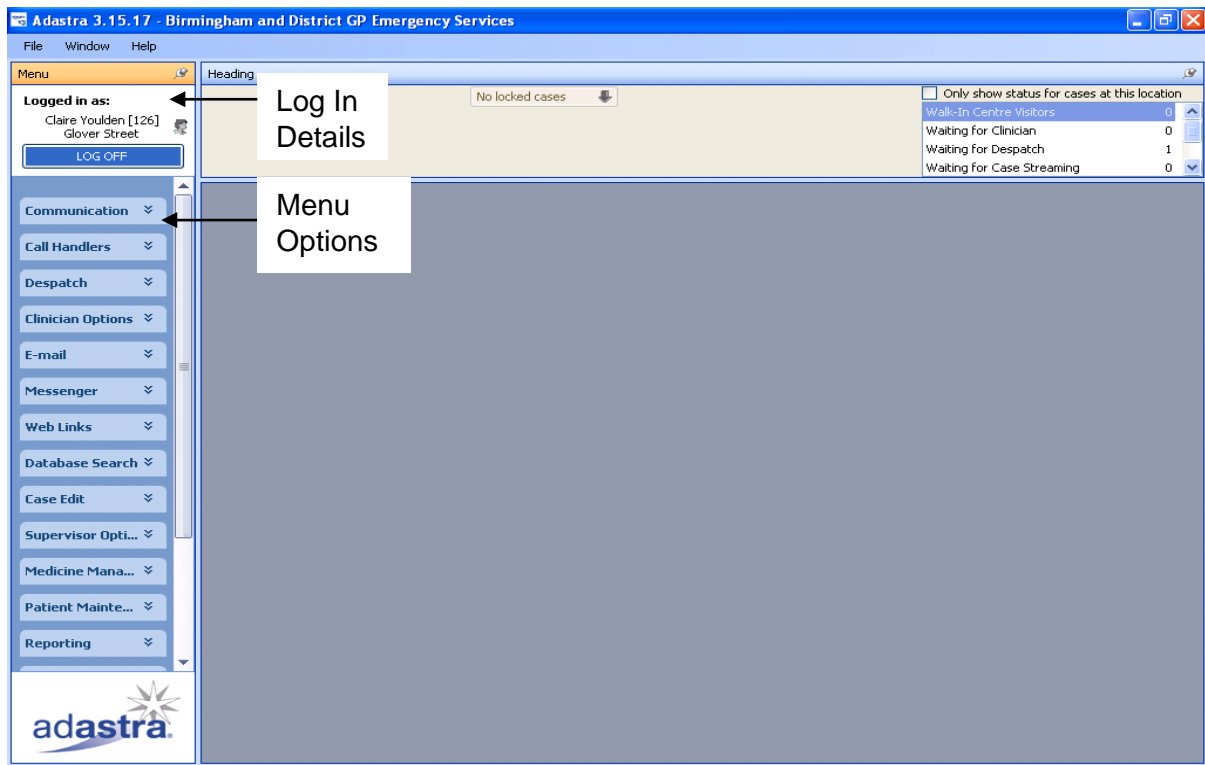
Username: _____ Password: _____



The screenshot shows the 'Adastra login' window. It features a header with the 'adastra' logo and a 'Welcome to Adastra' message. Below the header, there are fields for 'User:' (containing 'AIREY') and 'Password:' (masked with dots). There are 'Login' and 'Shutdown' buttons. A 'Your Location Details' section includes a dropdown menu for 'Your location:' (set to 'Glover Street') and a 'DN:' field. Below this is a 'License Statistics' section with 'No. of people logged in at this time' (6) and 'Total local licenses' (85), along with a 'Who's online' button. A red warning message states 'Computer Misuse Act 1990 - Unauthorised access to this system is an offence'. At the bottom, a 'Message of the day' section contains a notice about bank holiday rates for May 31st 2010. Annotations with arrows point to the 'User:' field ('Enter your username'), the 'Password:' field ('Enter your password'), the location dropdown ('Select the Centre you are working at from the drop down list.'), and the 'Message of the day' section.

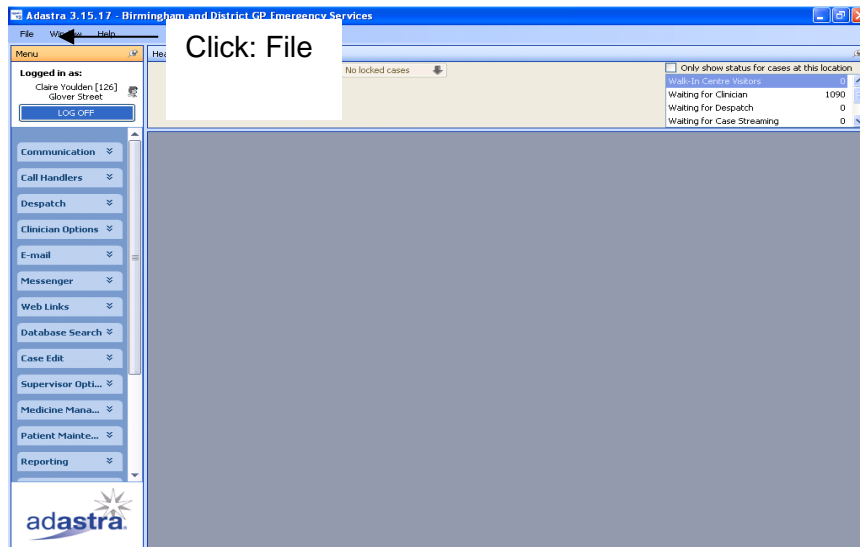
Click on the Login button to log in to the Adastra programme; the Adastra main screen will be displayed as shown overleaf.

The appearance of your screen may differ to the one shown as users have different screens configured according to the rights assigned to their user group.

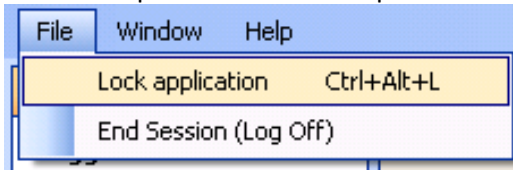


LOCK SCREEN FACILITY

There is a lock screen facility on Adastra V3. Using the screen lock reduces the risk of patients' details being available on-screen whilst you are away from the workstation and ensures compliance with Information Governance policies. This is of high importance at the UTCs where Receptionists are working face-to-face with members of the public or non-Badger staff who may be in view of the screen.



You will be presented with an option screen:



Select: Lock application

The screen below will be presented, and the screen will be locked.



To unlock the screen

1. Unlock Session: Type in your password to unlock the system (only current user)
2. Exit application: Type in your username and password to exit the application (any user)

DO NOT LET ANYONE USE YOUR LOG IN OR USE ANOTHER LOG IN

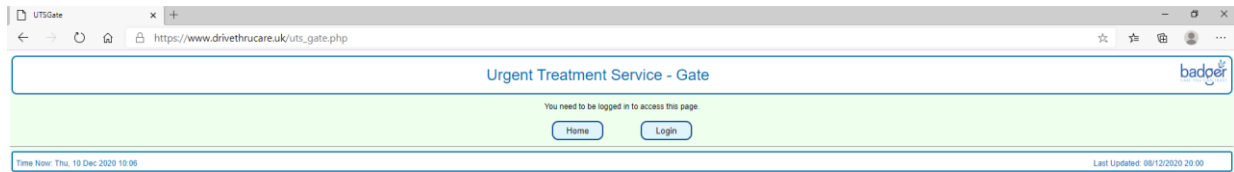
Note: Everyone should follow these steps when moving from their workstation even for a short while.

HOW TO ARRIVE A PATIENT

To arrive patients, you must access the internet and use the following web address to login.

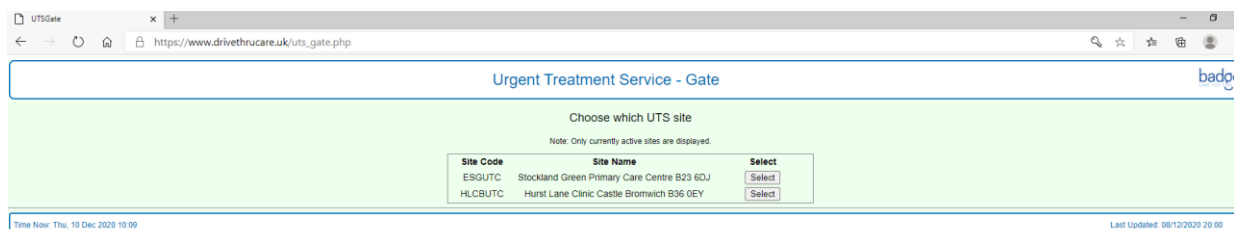
www.drivethrucares.uk/uts_gate.php

SELF BOOKING UTC



Login: BUTCGATE

Password: check with UTS Team Leader



Then select the relevant site to the one that you are working at.

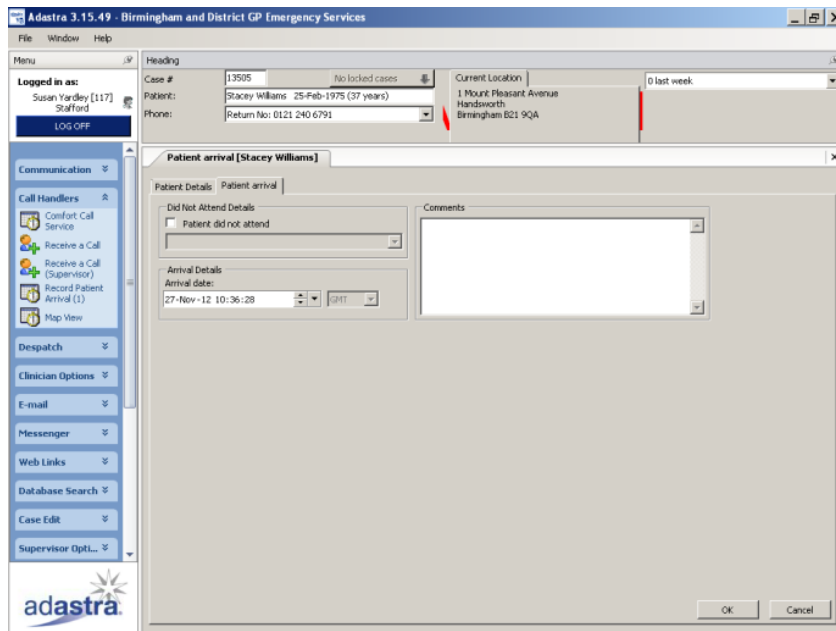
When a patient arrives confirm their unique Referral Code enter this into the booking system and press Check Code.

Patient's check-in must be done immediately on arrival to verify the patient is booked in and log their arrival time on the site. It should not be delayed until after the Aداstra "Arrival". A patient with a verified booking code must be checked in and seen in order of arrival unless an immediate life-threatening emergency is suspected.

A patient with a valid booking code must be checked in and seen, not redirected somewhere else. If an Aداstra case cannot be found, please ask the patient to wait at one side while you contact the UTS Team Leader to either find the Aداstra case note or raise a new one. Some receptionists with training in other roles may be able to do this.

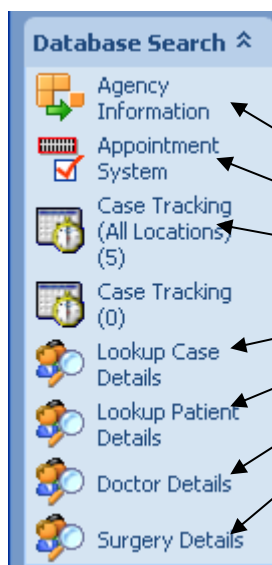
Once this step is complete you must then arrive the patient on the Aداstra system so clinical notes can be added to their case.

Check patient demographics are correct before arriving.



To arrive a Patient, click on Call Handlers, Record Patient Arrival and double click the selected patient and click on ok.

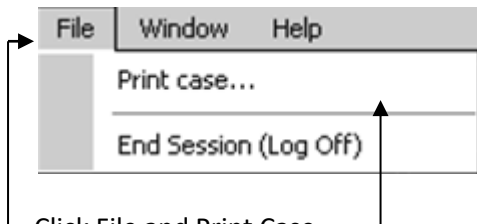
DATABASE SEARCH



Your Trainer will take
you through the
Database Search Tab
and the sub-sections

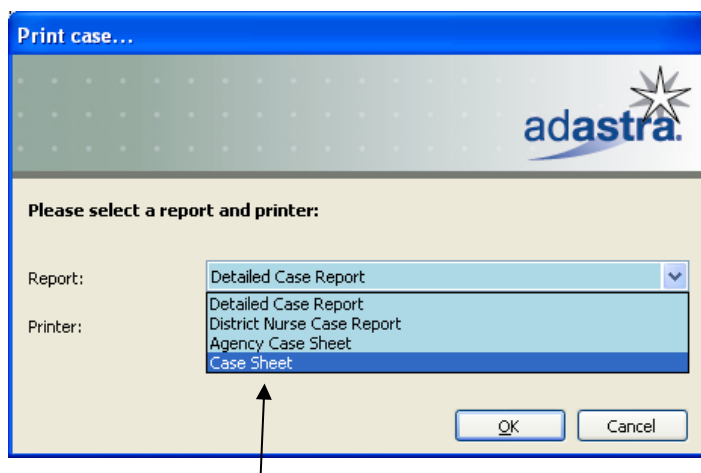
PRINTING A CASE

To print a call sheet, open the call, once the call details are displayed on the screen as shown below.



Click File and Print Case

Once you have clicked 'Print Case' the following window will appear



Always select **Case Sheet** from the report drop down box before selecting 'OK'.

IF A PATIENT REQUESTS A COPY OF THEIR NOTES THEY MUST DO SO IN WRITING TO:

Badger Quality & Compliance Department

Badger Medical Group

121 Glover Street

Birmingham

B9 4EY

Tel: 0121 766 217

Email: qualityandcompliance@badger.nhs.uk

Website: www.badger-group.com

MANUAL CALL SHEETS

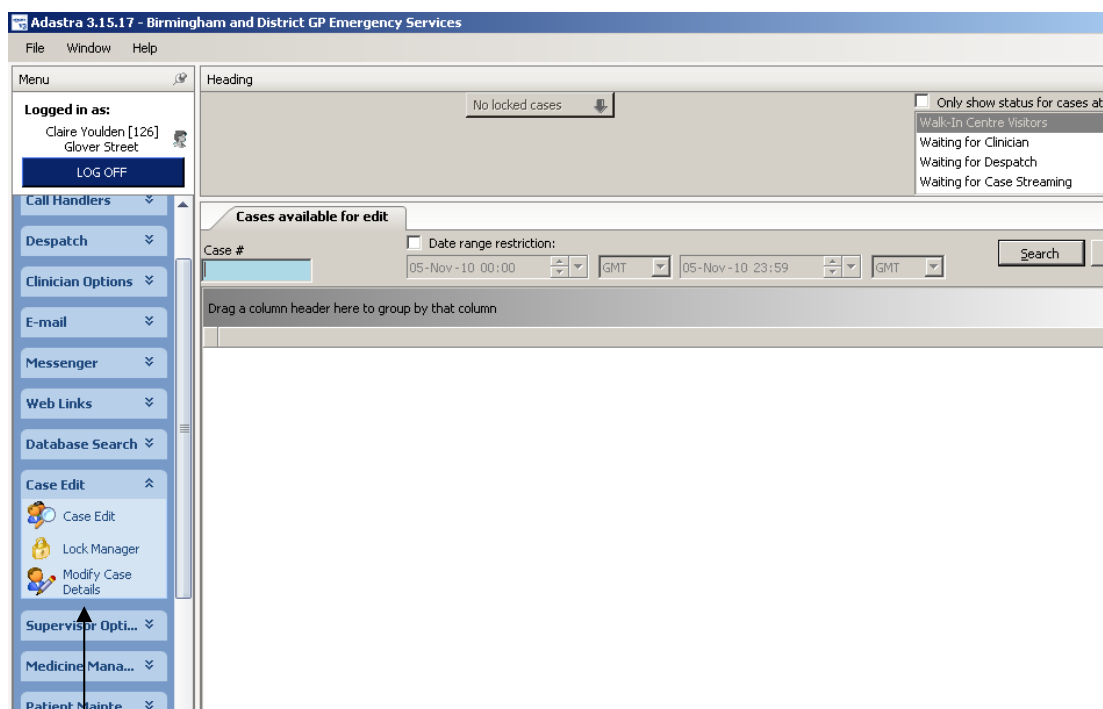
Manual call sheets are designed to enable Badger to continue to deal with live cases if Aداstra goes down. Receptionists record all the patients' demographic details and current condition on the manual call sheet.

Using Manual Call Sheets

If the Aداstra system is not available, the Duty Team Leader instructs call handlers to work manually. The Team leader will distribute manual call sheets SD01 to all Call Handlers and Receptionists working in the UTCs. The master copy of SD01 is in the Standard Forms folder and there is a folder with a backup supply of fifty manual forms, both are kept behind mission control. Additional copies should be taken from the master. Manual call sheets can also be found at each site in the reception information folder.

MODIFY CASE DETAILS

Modify Case Details shows a list of all active cases and only allows you to edit active cases.



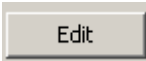
Modify case details will only allow the case details of an active case to be modified and are displayed after you select the option on the menu as shown.

Once you have found the case you were searching for double click on it to open it.

There will be 3 tabs available:

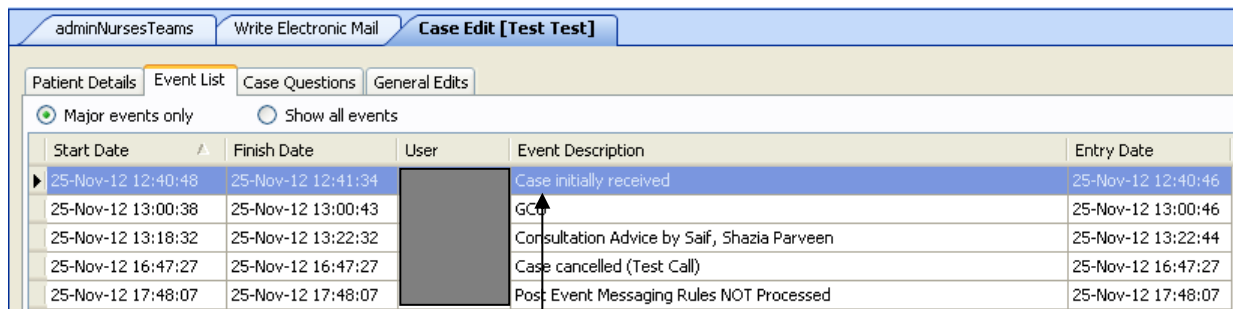


Demographics Edit

To edit the patient demographic details, click on the  button on the bottom right of the Patient details screen.

EVENT LIST EDITS

To amend or add information to the Patients symptoms click on the Event List.

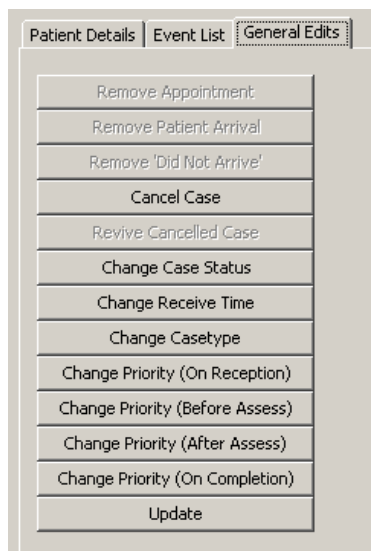


Start Date	Finish Date	User	Event Description	Entry Date
25-Nov-12 12:40:48	25-Nov-12 12:41:34		Case initially received	25-Nov-12 12:40:46
25-Nov-12 13:00:38	25-Nov-12 13:00:43		GC	25-Nov-12 13:00:46
25-Nov-12 13:18:32	25-Nov-12 13:22:32		Consultation Advice by Saif, Shazia Parveen	25-Nov-12 13:22:44
25-Nov-12 16:47:27	25-Nov-12 16:47:27		Case cancelled (Test Call)	25-Nov-12 16:47:27
25-Nov-12 17:48:07	25-Nov-12 17:48:07		Post Event Messaging Rules NOT Processed	25-Nov-12 17:48:07

Next right clicks on Case initially received; click on Edit, the symptoms box will now be live. Make your changes.

General Case Edits

Click on the General Edits Tab, the following buttons will be displayed:



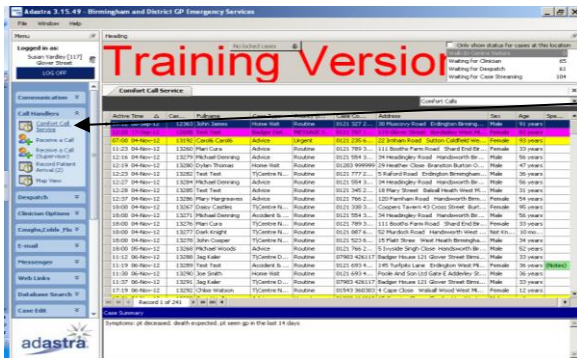
Dependent on how the case has been dealt with and the Information available some of the buttons may not be active.

NOTE: Once you have made any changes to the call you **MUST** document the reason in General Edits and then **UPDATE**.

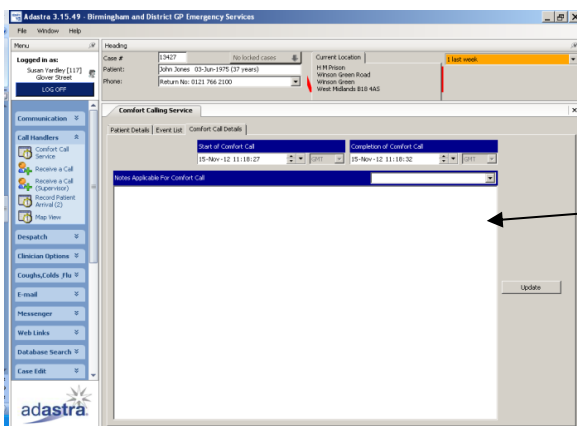
PATIENTS WHO DO NOT ATTEND A CENTRE (DNA)

Patients who fail to attend any centre that they have been booked into should always be investigated and only closed by a Clinician.

To complete a comfort call you should select Comfort Call from the Call Handler menu and then find your case.



Select Comfort Call Service and double click to open your case.



Here you should enter details of your conversation with the caller/patient and then click update.

Unable to Contact

Should you be unable to contact the caller/patient you must document this in your comfort call and then let your UTC Team Leader know. They will need to make the relevant checks (including ringing local A&E, checks with Ambulance Control etc) before referring to a clinician for a decision to be made on what to do next.

Cancel / Advice

Any cases that need to be removed from the system should be done so by a clinician.

FEEDBACK AND COMPLAINTS

Feedback Cards

Receptionists must issue a feedback card to all patients and a prepaid envelope for patient to return their feedback to Badger.

At the sites where the receptionist does not have any face-to-face contact with the patient

Receptionists must ensure the HCSW or clinicians are handing out feedback cards to patients.

Complaints

Should a patient advise you that they wish to make a complaint Receptionists must advise the patient to return their feedback form clearly marking that it is a complaint. Alternatively, patients can contact:

Badger Quality & Compliance Department

Badger Medical Group, 121 Glover Street, Birmingham, B9 4EY

Telephone: 0121 766 2170

Email: qualityandcompliance@badger.nhs.uk

Website: www.badger-group.com

PRESCRIPTION MANAGEMENT

Introduction

Prescriptions are controlled documents which need to be carefully managed. Prescription management is in place to ensure the safety of the document and minimise the risk to the prescribers, business, and patients.

Prescription Management Procedure – See CL22 Procedure

Prescriptions are stored in plastic wallets; each wallet contains 25 prescriptions, and a prescription log sheet, which have a list of all the prescriptions numbers on. Inside of the wallet is a brown envelope this will be for any void prescriptions. Each pack is signed out from Aston Bourne Road and signed in when received at the treatment centre, also in a dedicated book.

It is the receptionists' responsibility at the beginning of the shift to distribute one wallet to each of the clinicians. The receptionist signs to say they are the issuer and documents the clinician's name on the sheet.

The prescriptions are then placed into the printer by the clinician. 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 the clinician's shift, the prescriptions need to be removed from the printers and checked to ensure all the prescriptions are accounted for. The prescriptions should be locked away securely; each centre has a designated area where the prescriptions are stored.

An incident form will need to be completed and forwarded to Glover St 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 Meds Management, Aston Bourne Road in the brown envelope for safe disposal.

Back up prescriptions are stored at each of the Urgent Treatment Centres (handwritten prescriptions). These should be used in the event of the printer failing or Adastral is down. The prescriptions can be found in a blue plastic wallet.

Please familiarise yourself with the prescription management process and the location of where the prescriptions are stored.

IMPORTANT INFORMATION

Health and Safety

All staff must always conform to Badger's Health & Safety policy. All staff must observe safety rules and work in a manner that is safe to themselves and their colleagues. During your induction you will be advised on the Badger policies that cover all aspects of Health and Safety.

Confidentiality

Confidential information can be anything that relates to patients and Badger staff. It can take many forms including medical notes, computer files & printouts, information stored on digital devices and mobile phones etc. **Everyone who works for Badger is under a legal duty of confidence.**

It is strictly forbidden for employees to look at any information relating to their own family, friends, acquaintances, or employees unless they are directly involved in the patient's clinical care or with the employee's administration on behalf of Badger.

Access to Information

Patient clinical information should only be accessed as a direct consequence of a problem or query.

In order to avoid any such inadvertent disclosure, employees should consult the following best practice guidelines:

- Do not talk about patients in public places or where you can be overheard.
- Do not leave any medical records or confidential information lying around unattended.
- Make sure that any computer screens, or other displays of information, cannot be seen by the public.
- Do not share passwords with other members of staff and do not leave your logon id and/or password written down and left on the desk or fixed on the side of the computer.
- Ensure the physical security of the building is not breached. Lock all doors, windows and lockable filing cabinets when leaving the building.
- Wherever possible individuals should adopt a **clear desk and clear screen policy** to reduce the risk of unauthorised access or loss or damage to sensitive information outside normal working hours or when areas are unattended. Information left on desks is also likely to be damaged or destroyed in a disaster such as fire, flood, or explosion.

MEDICAL ADVICE

Under no circumstances should non clinical staff say or do anything which may be construed by a patient as medical advice. The Receptionists role a communications facilitator, to ensure all the appropriate information is obtained accurately from the patient. All walk in patients should be received and managed in accordance with Badger guidance.

PRESS AND MEDIA ENQUIRIES

Under no circumstances should any member of staff discuss any Badger matter with a representative from the media. If a situation has occurred and you receive a press or media enquiry you should always advise that it is not company policy for staff to comment on any matters or provide any patient details. You should take their contact details and advise you will pass the information to the Team Leader, who will pass details of your enquiry to the Medical Director or the manager on call.

APPENDIX 1

Solihull Hospital UTC (SUTC)

Urgent Treatment Centre, Solihull Hospital, Lode Lane, Solihull, B91 2JL

- Welcome to Solihull Hospital UTC where we see patients who have self-referred or 'walk in'.
- The Cleaning staff will be at the centre from 08.00 and will open for us.
- Scrubs should be worn for duty supplemented by standard PPE according to the protocol at the site. Please bring scrubs and a washable gown if you wish to wear one. We continue to wear the same protective PPE that we have worn throughout the Covid-19 pandemic. Standard PPE items (gloves, aprons, surgical masks) will be provided, as will FFP2 masks for patient contact. There is a small supply of single use gowns for emergency use if necessary. A small number of scrubs and re-useable gowns are available if you should need them, **they need to be requested and collected in person from Aston Bourne Road ahead of your first shift.**
- Please contact hasmit.parmar@badger.nhs.uk if you require scrubs. All scrubs and launderable gowns need to be washed at 60 degrees after your shift and you should not travel to and from work in your scrubs.
- 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.
- Please note that toilet facilities are available for all patients.
- Please make yourself familiar with the start and end of day processes, at the centre. All staff must be reminded to swipe in and out before and after shifts.
- You will need to sign out the prescriptions to the clinicians at the start of each shift and sign them back in once the clinician has finished their shift.
- Please can you keep check of the prescription packs as we need to make sure we do not run out – there should be 6 clear packs of printer prescriptions and 2 blue packs of handwritten prescriptions.
- The cases for SUTC will be identified when you log onto Adastra at Solihull Hospital UTC 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 appears on the screen, you will need to call to give the patient our address and how to access the centre when they arrive.
- All patients should have an 11-digit reference number. Please make sure you check the Adastra notes for a reference code. The patient's reference number is sent to the patient on the confirmatory text they receive when their booking is made. The reference number needs to be entered onto the Gate Portal before the patient is 'arrived' on Adastra. There is a printout on the desk to guide you.

- If we are referring a patient on to hospital, you will be asked by the clinician to print a case record.
- Any concerns during your shift please contact the UTC Team Leader 0121 766 2145.
- Please also remember that if you feel at all unwell, especially if you develop a new continuous cough, fever or loss of taste or smell then you should not come to work. Please alert the UTC Team Leader at Aston Bourne Road at the earliest opportunity on **0121 766 2145**. Outside of UTC hours please notify the Aston Bourne Road Team Leader on **0121 766 2120**.

Stockland Green (ESG UTC)

Stockland Green Primary Care Centre

192 Reservoir Rd, Erdington, B23 6DJ - (Staff parking through barrier, on Staff Carpark)

- Welcome to ESG, Badger's home for the Erdington Urgent Treatment Centre. When you arrive, please park on the staff car park this accessible via going through a barrier past the main car park. If the barrier is down entering code 2512 to release barrier.
- Once you have parked on the staff car park. Enter the building via the grey metal gates situated off the staff car park- There is an intercom (grey box with video link) on the wall on the left-hand side. Press the larger box intercom and security will let you in. If you have trouble gaining entry, please ring the Badger reception number 0121 227 2863 and one of the team will come and let you in.
- Masks must be worn when moving about the building please.
- Scrubs should be worn for duty supplemented by standard PPE according to the protocol at the site. Please bring scrubs. We continue to wear the same protective PPE that we have worn throughout the Covid-19 pandemic. Standard PPE items (gloves, aprons, surgical masks) will be provided, as will FFP2 masks for patient contact. There is a small supply of single use gowns for emergency use if necessary. A small number of scrubs and re-useable gowns are available if you should need them, but **they need to be requested and collected in person from Aston Bourne Road ahead of your first shift.**
- Please contact hasmit.parmar@badger.nhs.uk if you require scrubs. All scrubs and launderable gowns need to be washed at 60 degrees after your shift and you should not travel to and from work in your scrubs.
- 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.
- Toilet facilities are available on site for all patients.
- Please make yourself familiar with the start and end of day processes, at the centre. All staff must be reminded to swipe in and out before and after shifts.
- You will need to sign out the prescription packs to the clinicians at the start of each shift and sign them back in once the clinician has finished their shift.
- Please can you also keep check of the prescription packs supply as we need to make sure we do not run out – we should have 6 clear packs of printer prescriptions and 2 blue packs of handwritten prescriptions.
- The cases for ESG will be identified when you log onto Adastra at Erdington-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 appears on the screen you will need to call them to inform of the centre address and phone number, so the patient can contact ESG when they arrive as they will need the barrier code.
- Once patients are through the barrier, please ask the driver to park as close as they can to the grey door. **ABR Call Centre no longer call the patients – it is up to the Receptionist at the centre to call and inform the patients of the above.**
- When the patient arrives, you will need to arrive the patient on the Gate portal with the patient's 11-digit reference number that is on their confirmation text message and then on Adastra.
- If a patient is being referred on to hospital you will be asked by the clinician to print a case record.

If you have any concerns during your shift, please speak to the Team Leader on duty.

Aston Bourne Road (ABR UTS)

Aston Bourne Road UTS

Units 1-2 Bourne Road, Aston, B6 7RD (Staff carpark on right hand side of site)

- Welcome to ABR, Badger's home for the Aston Bourne Road drive-through UTC. When you arrive, please park on the right-hand side of the carpark. You must obtain a purple parking pass via the Operations team (andrea.braham@badger.nhs.uk) You will be directed to the car park on arrival by security staff.
- Scrubs should be worn for duty supplemented by standard PPE according to the protocol at the site. Please bring scrubs and a washable gown if you wish to wear one. We continue to wear the same protective PPE that we have worn throughout the Covid-19 pandemic. Standard PPE items (gloves, aprons, surgical masks) will be provided, as will FFP2 masks for patient contact. There is a small supply of single use gowns for emergency use if necessary. A small number of scrubs and re-useable gowns are available if you should need them, **they need to be requested and collected in person from Aston Bourne Road ahead of your first shift.**
- Please contact hasmit.parmar@badger.nhs.uk if you require scrubs. All scrubs and launderable gowns need to be washed at 60 degrees after your shift and you should not travel to and from work in your scrubs.
- Once parked, you will need to enter the main Aston Bourne Road building and swipe in using your Badger ID card before and after your shift.
- To access the drive-through, please obtain the site keys from the Team Leaders on the first floor of the main building.
- Using the keys, open the drive-through and change into your scrubs.
- Once in scrubs, open the cabins and medicine cabinet.
- Toilet facilities are available on site for all patients.
- Please make yourself familiar with the start and end of day processes, at the centre.
- You will need to sign out the prescriptions to the clinicians at the start of each shift and sign them back in once the clinician has finished their shift.
- Please can you keep check of the prescription packs as we need to make sure we do not run out – we should have 6 clear packs of printer prescriptions and 2 blue packs of handwritten prescriptions.
- The cases for ABR will be identified when you log onto Adastra at Aston Bourne Road UTC 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 appears on the screen, staff from the Call Centre will contact the patients and confirm details and give instructions on how to access the site.

- When the patient arrives, Security will guide them to the cabins. You will need to arrive the patient on the UTS Gate Portal with the patient's 11-digit reference number that shown on their confirmatory text message and is on their notes and then Adastra (there is a printout on the desk to guide you).
- If a patient is being referred on to hospital, you will be asked by the clinician to print a case record.
- If you have any concerns during your shift, please speak to the Team Leader on duty.
- Please also remember that if you feel at all unwell, especially if you develop a new continuous cough, fever or loss of taste or smell then you should not come to work. Please alert the UTC Team Leader at Aston Bourne Road at the earliest opportunity on **0121 766 2145**. Outside of UTC hours please notify the Aston Bourne Road Team Leader on **0121 766 2120**.

MODULE 1 – BASIC RECEPTIONIST TRAINING

Please use this page to make notes within your training, write down questions and record any reflections or observations.

MODULE 1: BASIC RECEPTION SIGN OFF

Module	Demonstrated	Trainer's signature
Site manuals, address, and locations <ul style="list-style-type: none"> • Aston Bourne Road • Hurst Lane • Erdington Stockland Green 		
Procedure for opening centre		
Consulting rooms lay out/location		
Waiting room location		
Communication book		
Kitchen location / what is stored		
Toilet locations (staff & patient)		
Sign In/Out Staff and Visitors		
Computer – able to log in using passwords		
Lock Screen Facility		
How to Arrive a Patient		
How to log into the UTC Gate Portal		
Data base search		
Printing a case		
What happens if Adastra is not working. Manual process		
Modify a patient		
Did not attend		
Feedback cards & complaints procedures		
Prescription Management procedure		
Health & Safety procedure		
Security – Emergency Alert		
Adherence to full PPE requirements (on site)		
Infection control procedures		
Disposal of clinical waste and emptying orange bins		
Fire Procedure at site: <ul style="list-style-type: none"> • Fire Alarm • Fire Exits • Fire Blanket • Fire Extinguishers 		
Location of sluice		
Location of spillage kit/usage		
Drug Cupboard / Cassettes		
AED designated location		
Emergency drug box location		
Clinical equipment boxes		
Communication Tab <ul style="list-style-type: none"> • Standard Forms • Weekly Update • Receptionist Information • Chemist Information 		

• UTC Information and Training Information		
IT Support		
Close centre		

Review Date:	Carried out by:	Comments to be discussed:

Training / Clinical Lead Sign-off

Please obtain signatures confirming that you are now able to work independently on this module.

Date: _____

Staff member (Full name): _____

Staff member signature: _____

Training / Clinical Lead (Full name): _____

Training / Clinical Lead Signature: _____

This Sign Off Form must be returned to Glover Street FAO: Training Team

RECEPTIONIST PROGRAMME
MODULE 1 TRAINING LOG

TRAINEE NAME:

Please use this log to record your training sessions with the Training Team Trainer or Clinical Lead for each Module.

Session	Date	Time	Trainer / Clinical Lead Name	Trainer / Clinical Lead Sign	Trainee Sign
1					

**PLEASE RETURN THIS FORM WITH YOUR SIGN OFF FOR THIS MODULE TO
GLOVER STREET FAO: THE BADGER TRAINING TEAM.**