

STANDARD OPERATING PROCEDURE CLINICS HELD AT PROSPECT ROAD - HTFT COMMUNITY SERVICES

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| Document Reference | SOP22-035 |
| Version Number | 1.1 |
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| Date Last Reviewed: | 21 September 2023 |
| Date of Next Review: | September 2026 |
| Consultation: | Service Manager Clinical Teams IPC Team Administrator |
| Ratified and Quality Checked by: Date Ratified: | Community Clinical Network Group 21 September 2023 |
| Name of Trust Strategy / Policy / Guidelines this SOP refers to: | |

VALIDITY – All local SOPS can be accessed via the Trust intranet.

CHANGE RECORD

| Version | Date | Change details |
|---------|------------|--|
| 1.0 | 15.12.2022 | New SOP. Approved at Community CNG Group (15 December 2022). |
| 1.1 | Sept 2023 | Reviewed. Minor amends to document - names removed (now just job titles), contact numbers of team leaders, details of who checks defibrillator. Approved at Community CNG (21 September 2023). |
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1. INTRODUCTION

Following the move into 174, Prospect Road, YO12 7LB, in Spring 2021, we have been working with our corporate team colleagues to be able to deliver patient clinics from designated rooms on the grounds floor at this base.

The clinics will be held by clinicians across our specialist, and where appropriate, core service teams.

This SOP is to promote safe and robust clinical and administrative processes for the patient clinics running from Prospect Road Hub.

2. SCOPE

This SOP will be used across all Community teams within Humber NHS Foundation Trust. It includes both registered and unregistered community nursing and therapy staff who are permanent, temporary, bank and agency staff, and supporting a clinic.

It will cover all patients referred to community from a range of sources.

3. DUTIES AND RESPONSIBILITIES

Service Managers, Modern Matrons and appropriate professional leads will ensure dissemination and implementation of the policy within the sphere of their responsibility. They should also ensure staff are supported in attending relevant training and that time is dedicated to the provision and uptake of training and sign off competencies.

Clinical Leads/Team Leaders will disseminate and implement the agreed SOP. They will maintain an overview of associated training needs for their respective teams. The Charge Nurse/Team Leader will ensure mechanisms and systems are in place to facilitate staff to attend relevant training as part of their Performance and Development Review (PADR) process in order to undertake training and sign off competencies.

All clinical staff employed by the Trust will familiarise themselves and follow the agreed SOP and associated guidance and competency documents. They will use approved documentation and complete relevant paperwork as per policy and Standard Operating Procedures as relevant to each clinical activity. They will make their line managers aware of barriers to implementation and completion.

4. PROCEDURES

4.1. Booking Clinic Rooms

It is the Clinicians responsibility to book the required clinic room using the "Shared Space" room booking system www.sharedspace.uk.com or by contacting the Administration Officer at the Prospect Road Hub House will be responsible for overview of the clinic schedule.

Face to face appointments should be of a clinically appropriate duration ensuring that all relevant Infection prevention and control guidance is adhered to in accordance with the [NHS England » National infection prevention and control manual \(NIPCM\) for England](#) .

If a clinic is cancelled e.g. due to clinician sickness absence, a message must be sent to hnf-tr.scarboroughmanagers@nhs.net to ensure whoever is on site at Prospect Road is aware should

any patients arrive expecting an appointment. Please inform Scarborough Managers what advice should be given to any patient who may attend regarding rescheduling of their appointment.

4.2. Prep for Clinic Rooms – Clinician

The Clinician will be responsible for the preparation and cleaning of the clinic room during use.

Please refer to:

Appendix 1 – Guidance for Clinic Rooms

Appendix 2 – Housekeeping for Clinic Rooms

Chairs, handles, desks and other equipment used must be sanitised after each patient and when you have finished with the room. Cleaning must be recorded on the cleaning checklist form below and left in the room.

Please refer to **Appendix 3 – Clinical Room Cleaning Schedule**

Other useful resources

Please refer to:

Appendix 4 – Clinical Room in Use

Appendix 5 – Your Clinician Today Is

PPE can be located in each of the clinic rooms or from the PPE store on the ground floor in the Administration / reception office.

Replacement privacy curtains can be found in the PPE/dressings store opposite. These must be replaced when visibly soiled, or every 6 months (Scarborough Information Assistant to diarise this action).

A supply of friends and family test surveys which include a service specific code should be brought to clinic by the clinician and given to the patient at the end of the consultation. These can be sourced in the PPE store in Reception.

4.3. Meet and Greet Waiting Area Preparation

A Volunteer Service will be responsible for preparing the Reception and waiting area for clinic(s) on the day using the attached checklist.

Please refer to **Appendix 6 – Waiting Area Preparation Checklist**

If a volunteer is unavailable to support the clinic, this role will be picked up by one of the following Hub team members:

- Information Assistant, Scarborough
- Site Support Assistant, Scarborough
- Information Assistant, Whitby
- Information Assistant, Malton

4.4. Meet and Greet – Patient Arrival and Departure Procedure

The Volunteer service will provide a welcome service using the attached meet and greet and COVID checklists.

Please refer to **Appendix 7 – Meet and Greet Checklist**

Patients will be requested to use the digital self-check in, via the touch screen situated between the entrance hall and the waiting room. This will allow the clinician to see that the patient has

arrived – as the clinic entry in S1 will change colour. The clinician will then be responsible for collecting the patient from the waiting room when they are ready for them to attend the clinic room.

If a patient, or person escorting a patient, reports any respiratory symptoms suggestive of COVID-19 or influenza they should be asked to refrain from entering the building unless it is essential from a clinical perspective. All Government guidance should be followed if COVID-19 is suspected:

[Symptoms of coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)
<https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19>
[19Coronavirus » Every action counts \(england.nhs.uk\)](https://www.nhs.uk) – June 2022

The waiting room area will be cleaned following departure of the last patient and the cleaning schedule must be completed by the Volunteer and left in the waiting room.

5. HEALTH AND SAFETY INFORMATION

Information relating to fire procedures is within the entrance hall.

General Health and Safety information is held on the H&S notice board, behind reception, above the Konica printer.

A first aid kit is located behind reception.

The S1 panic button function allows you to call for immediate assistance if required. Once the panic button is triggered a message including your name, PC location and the time you triggered the button will be displayed on the screens of all users currently logged on at your organisation. Anyone seeing the alert should try to make contact with the person to find out what assistance they need and let their team lead know. If you do not have any contact details for that person, contact their team lead to let them know of the alert.

Leadership and emergency contact details are below:

Single point of contact (SPOC) number for Community Services:
01653 609609

Team Leaders – Tel: 07970 235210, 07974 593228, 07890 953471

Service Manager Scarborough - Tel 07976 939046
Locality Matron Scarborough – Tel 07966 183756

A Defibrillator is available at Prospect Road, this is located on the ground floor, Reception Area, on the back wall next to the 'Emergency and regular equipment' cupboard.

Please note:

- The defibrillator will self-test every day at 03.00 and should be visually checked daily that it displays 'OK', with more than one bar showing to the right of 'OK'. This is checked by Information Assistant, Scarborough or Site Support Assistant, Scarborough
- One bar indicates a low battery and requires battery replacement via the Resuscitation Department.

In the event the display shows a spanner symbol or is only displaying one bar, contact Resuscitation Training Facilitator or Resuscitation Officer at The Learning Centre.

Contacts:

- Resuscitation Training Facilitator – 07908 527229 / 01482 301900
- Resuscitation Officer – 01482 389265

Risk Assessment for Prospect Road:
Please refer to:

Appendix 8 – Prospect Road General Risk Assessment
Appendix 9 – Estates Fire Risk Assessment Prospect Road

6. FURTHER REFERENCES

[Voluntary Services Team \(humber.nhs.uk\)](http://humber.nhs.uk)

[Clinical Governance and Patient Safety Team \(humber.nhs.uk\)](http://humber.nhs.uk)

[Freedom to Speak Up Team \(humber.nhs.uk\)](http://humber.nhs.uk)

[Complaints and Feedback Team \(humber.nhs.uk\)](http://humber.nhs.uk)

APPENDIX 1 – GUIDANCE FOR CLINIC ROOMS

- All surfaces in the room to be wipeable / covered in a wipeable material including chairs, to be smooth and impervious.
- Sharps bins to be managed in accordance with i.e., Health and Safety (Sharps Instruments in Healthcare) Regulations 2013.
 - No sharps to protrude from the container Correctly assemble of the container – ensuring the lid is correctly fitted – video on IPC home page.
 - Always complete the label on the container when assembled / first use (pre-assembled containers) and on closure for disposal.
 - The lid and label on the container must match in colour.
 - Never fill the sharps container above the fill line.
 - Never store sharps containers on the floor or at an unsuitable height.
 - Only dispose of sharps in the containers (no packaging, gloves, cotton wool, tissues, gauze, plasters).
 - Use the $\frac{3}{4}$ shut mechanism on the lid when the sharp bin is not in use.
 - The Occupational health poster depicting the actions that must be taken when a needlestick injury has occurred attached) to be laminated and displayed for staff reference.
- Foot operated clinical waste bin required.
- No material tourniquets, single use to be used.
- Examination beds if using a pillow to purchase the vinyl covered pillows to allow to be wiped between each use, no use of linen pillowcases, as they are required to be changed between use and you would then require a process in place for the laundering of the pillowcases.
- Disposable paper roll to be in a wall mounted dispenser or on the bar if available on the underneath of the exam bed (not to be stored on the floor) to cover the pillow / exam bed when in use.
- Any high surfaces (tops of cupboards) to be kept clear to allow access for cleaning.
- No items to be stored on the floor.
- Room to be kept clutter free.
- Hand wash basin, elbow lever taps or sensor, no overflow – wall mounted hand soap dispenser and paper towel dispensers to be fitted, domestic waste bin.
- Hand washing poster (attached) to be laminated and displayed, also attached the hand gel technique poster for displaying next to wall mounted hand gel dispensers.
- Privacy curtains to be the disposable type.
- PPE to be available and stored appropriately.
- Any storage cupboards to be kept tidy.
- Drawered units are often used to store equipment for procedures in clinic rooms.
- Cleaning checklist for any items of reusable patient equipment to be available and kept up to date, attached is a template in word so items can be removed/added as required.
- Clinell wipes to be available.
- Any air vents / ceiling vents to be clean, dust free.
- Flooring to be vinyl, coved edge.
- Blue reusable polypropylene trays to be used for clinical equipment required for invasive procedures – bloods, injections. They can be wiped after each use. No pulp kidney shaped dishes to be used. Link to the website, various sizes available <https://millermedicalsupplies.com/reusable-polypropylene-trays.html>
- Trust approved disinfection product to be available for enhanced cleaning level, disinfecting an area after a blood or bodily fluid spill.

APPENDIX 2 – HOUSEKEEPING FOR CLINIC ROOMS



HOUSEKEEPING FOR CLINIC ROOMS

THE FIRE ALARM IS TESTED EVERY TUESDAY AT 1.30PM

You will find:

- Full observation equipment is stored in the set of drawers.
- First aid kit is available, and a resus mask and anaphylaxis kit are in the set of drawers.
- Various batteries for equipment are kept in the top drawer however if you need more, they are stored in Stationary cabinet in Reception.
- PPE on wall in Dani Centre. Additional stores are kept in Reception.
- Manuals for scales and height bar are in a red wallet in the set of drawers.
- Vomit and blood spill kits and wipes are kept in the set of drawers.
- Blood/treatment tray on treatment trolley with cleaning sheet for equipment.
- Additional blood forms are kept in Reception.
- Additional CAS cards are kept in Reception.
- Additional dressings, sharps bins, bed rolls, blood taking equipment and pillows if required are kept in Central dressing store (opposite).
- All rubbish and Sharps bins are disposed of at the rear of the building.
- Please sign off your cleaning sheets at the end of each clinic.

APPENDIX 3 – CLINICAL ROOM CLEANING SCHEDULE

| CLINICAL ROOM PROSPECT ROAD HUB SCARBOROUGH | | | | | | | | | | | | |
|--|--|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| STANDARD | ITEM | CLEANING MATERIAL / EQUIPMENT | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL | DATE & INITIAL |
| All surfaces should be visibly clean with no blood and body substances, dust, dirt, debris, or spillages. | Bed Scales Height measure Pillows (if used) | Disinfectant wipes i.e., Clinell Universal wipes | | | | | | | | | | |
| All parts including the underneath and wheels should be visibly clean with no blood or body substances, dust, dirt, debris or spillages. | Mobile equipment e.g., bladder scanners | Disinfectant wipes | | | | | | | | | | |
| Should be free of blood stains or body substances, dust, dirt, and debris | Blood Glucose monitoring machine BP monitor and stethoscope. Thermometer Oximeter | Disinfectant wipes | | | | | | | | | | |
| All parts including the underneath and wheels should be visibly clean with no blood or body substances, dust, dirt, debris or spillages. | Treatment trolley | Disinfectant wipes | | | | | | | | | | |

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|---|--|--------------------|--|--|--|--|--|--|--|--|--|--|--|
| All surfaces should be visibly clean from dust, dirt, or debris. | Workstation surfaces including Dani Centre | Disinfectant wipes | | | | | | | | | | | |
| All parts, including the underneath and wheels should be visibly clean with no blood and body substances, stains, dust, dirt, debris, or spillages. | Chairs - patients and visitors | Disinfectant wipes | | | | | | | | | | | |
| All surfaces should be visibly clean from dust, dirt, or debris | Telephones (desk and work mobile phone) Keyboard, mouse, laptop and screen Light switch and door handle | Disinfectant wipes | | | | | | | | | | | |



CLINICAL ROOM IN USE

PLEASE KNOCK BEFORE ENTERING
THANK YOU

APPENDIX 5 – YOUR CLINICIAN TODAY IS



YOUR CLINICIAN TODAY IS
ADD NAME HERE
ADD JOB TITLE HERE

APPENDIX 6 – WAITING AREA PREPARATION CHECK LIST

| Action | | Tick when completed |
|--------------|---|---------------------|
| 1 | Ensure PPE, (masks and hand sanitiser), pens and parking permits are available in entrance hall. | |
| 2 | Ensure a supply of cleaning equipment and hand sanitiser is available in waiting area. | |
| 3 | Ensure waiting room chairs/wheelchairs are sanitised. | |
| 3a | Turn on self-check in screen (Screen 1 located in waiting room) using the computer next to the printer in Reception (Screen 2 in Reception) | |
| 4 | Log in to self-check in screen with username and password. Username is ScarRyeJayex02101 Password is SpringLamb8* | |
| 5 | Sanitise self-check in screen. | |
| 6 | Turn on TV/Radio using remote located in Admin office. Remote must be returned to Admin office for security purposes. | |
| 7 | Ensure all internal doors off the waiting area are closed. | |
| Completed by | | |
| Signed | | |
| Date | | |

Please note: If further supplies are needed these can be found in the PPE store in Reception. If any items are not available, please speak to a member of staff in the Administration office or the Clinician running the clinic.

APPENDIX 7 – MEET AND GREET CHECK LIST

Answer the front doorbell to all callers and give a warm Humber welcome.

| Action | | Tick when completed |
|--------|---|---------------------|
| 1 | <p>Parking in the Prospect Road area is restricted to a three-hour period and a parking permit must be displayed.</p> <p>Provide the patient/visitor with a parking permit to display if required. (Available in the entrance hall)</p> | |
| 2 | Direct visitor/patient to use the hand sanitiser provided. | |
| 3 | Ensure that visitors/patients are wearing PPE if as required during and provide mask if necessary. | |
| 4 | Ask patient/visitor to use the sign in book in the entrance hall. This is for fire safety purposes. | |
| 5 | If the patient has mobility issues, a wheelchair located in reception is available to use. | |
| 6 | Direct/assist the patient to use the self-check in screen then ask them to take a seat in the waiting area until the clinician comes to collect them. | |
| 7 | Wipe down self-check screen after each patient. | |
| 8 | Wipe down chair/wheelchair after each patient. | |
| 9 | As patient is leaving, ask them to return parking permit if used. | |
| 10 | Provide the patient/visitor with a friends and family test to complete. These can be completed on site or online at their convenience. | |

APPENDIX 8 – GENERAL RISK ASSESSMENT FORM

<V:\PCC\S&R - Community Management\Shared\Risk Assessments\Prospect Road Hub House Risk Assessments\Prospect Road General Risk Assessment.doc>

APPENDIX 9 – ESTATES FIRE RISK ASSESSMENT PROSPECT ROAD

<V:\PCC\S&R - Community Management\Shared\Risk Assessments\Prospect Road Hub House Risk Assessments\Estates Fire Risk Assessment Prospect Rd 2021.doc>