

SevernSide
Integrated Urgent Care

**Christchurch Surgery
Base Set up Document**

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1.3	Nickey Walshaw	Jan 2025
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Location

SevernSide's Christchurch Surgery Treatment Centre is located on the ground floor of Christchurch Surgery, North Street, Downend BS16 5SG

Opening Times

The Severnside IUC OOH Christchurch Surgery Treatment Centre operates between the hours of 18.15 -08.00 Monday-Friday and 24hrs over the weekend and Bank Holidays. Christchurch Surgery is our overnight base for the South Gloucestershire area.

Space Allocation

SevernSide has access to six clinical consulting rooms, room 5, 6, 7 and 8 which are located along and at the end of the corridor on the right as you face the reception area, and rooms 1 and 2 which are located to the left of the reception area.

Room 8 is the isolation room, where patients with infectious symptoms will be seen. Please place the IPC trolley outside this room.

Reception Area

The reception area is located immediately as you enter the Surgery through the main entrance. This is a shared area with the Christchurch Surgery team, although it will be very infrequent when the two services are working at the same time. There are two PCs on reception, one will be configured to be used by SevernSide. The PC which the SevernSide Host should use is located on the right-hand side of reception desk (looking out into reception).

Store Rooms

Our Storage areas are located in the old pharmacy. Access to the old pharmacy area is via a corridor to the left of Reception, running past rooms 1 and 2. SevernSide will have exclusive use of the old pharmacy area. There are digital locks on both of the storerooms.

All Severnside equipment is kept within these storerooms. The main storeroom will house three drug cupboards (controlled drug cupboard, drug cupboard and liquid medication cabinet). Along one wall of the room will be shelving which will hold consumable equipment stocks. Medication for the car will be kept in this store room.

The smaller storage room will house all the driver's equipment (excluding medication), as well as the rugged laptop, driver mobile phone and the Business Continuity box.

Security

Public access to the Surgery in the out of hours periods will be restricted at the main entrance doors and access enabled using an automatic door release mechanism operated from Reception.

Patient Water/Refreshments

There is a water dispenser in the Waiting room area behind reception.

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Toilets

Staff & Patient toilets are located adjacent to rooms 1 and 2. There is a toilet which is adapted and equipped for use by those with a disability and as a baby changing facility. On the weekends, please place the laminated sign on the door stating Disabled and Staff only.

Sluice Facility

The sluice facility is located to the right of the main consulting rooms, in the Surgery Treatment room area. All testing of urine samples should be carried out in the sluice room and never in consulting rooms.

The SOP for urine samples needs to be followed without exception. Samples should not be poured down the sink in the sluice facility. The screw lid should be replaced on the sample pot after testing and disposed of in clinical waste bin.

Patients who arrive at base with samples in containers should be asked to decant into a urine sample pot and be requested to take their own container home for disposal.

Any full sharps bins should be placed in the sluice, properly labelled and closed.

Breastfeeding

There is no dedicated breast-feeding room. Consulting rooms 3 or 4 are available for this if and when required.

Access

Patient access is through the main entrance of the Surgery via the main doors off North Street. As per our patient arrival process, patients should upon arrival, call the Host mobile number, before entering. The Host should then invite the patient into the consulting room when it is ready.

There is an automatic door entrance system which will be controlled from behind the reception desk and buzzer/intercom system.

Bike Storage

There is a bike shed available to staff to store their bikes.

This is at the rear of the old pharmacy. Combination lock for access is 1379.

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Opening up Procedure for Hosts

- Go to the rear entrance to the old pharmacy via the path around the rear of the surgery building



- Take key out of key safe
- Unlock the door with key – open door and enter old pharmacy
- De activate intruder alarm in the old pharmacy

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- Whilst the outside door is open, lock the door from the outside (to reset the deadlock)
- Replace door key in key safe
- Re-enter old pharmacy and ensure door is closed securely behind you
- Switch on lights in old pharmacy



- Open main storeroom

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- Collect the Host trolley from the storeroom
- Open white shutters leading into surgery main building



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- Move host trolley into reception area
- Set up the PCs in the consulting rooms 5 and 6 and load CLEO EMIS, MOTD and the Clinical Toolkit for the clinician. Set up Telephony and video consulting equipment for each PC including headsets and Webcams
- Log onto the Host PC (right hand side of reception) and log into CLEO and telephony.
- Log into Radar and check the rota to identify clinical and operational rota.
- Switch main entrance automatic door release mechanism to ON
- Collect the Resus bag, blood glucose box and paediatric sats monitor and leave them in front of room 9.
- Collect an equipment box for each room from the storeroom. Ensure room 8 (Isolation room) has the appropriate box PPE trolley to be located outside of room 8. Check each box has sufficient stock and replace from storeroom if not. Clean all non-consumable equipment with Clinell wipes. Allocate clinical box to each clinician on their arrival
- When cleaning has finished set up the PCs in the consulting rooms 5 and 6 first and load CLEO, EMIS, MOTD and the Clinical Toolkit for the clinician. Set up Telephony and video consulting equipment for each PC including headsets and Webcams then complete setup for rooms 7, 8 1,2,
- Complete the tasks on the Daily Equipment checklist, signing against each item when complete as per the Host role requirements

Locking up procedure

- Check that all computers are logged off and that any are switched back to surgery PC's
- Check all areas used by SevernSide to ensure all equipment is cleared away – including video consulting equipment such as webcams and headsets.
- Check the sluice facility to ensure it has been left tidy and that no samples have been left behind
- Switch main entrance automatic door release mechanism to OFF
- Return all SevernSide equipment to the storeroom
- Ensure both drug cupboards and the safe are locked and secure
- Return all keys to the relevant key safes and ensure that these are locked and keycodes scrambled double checking the handle once locked to ensure it is secure.
- Ensure Storeroom door is closed and secure
- Inform Surgery reception staff that they can close the blue shutter that leads from the surgery in to the old pharmacy
- Close the white shutter door from the old pharmacy to the surgery
- Set intruder alarm for old pharmacy area
- Leave via the rear door to old pharmacy
- Lock the door using key in key safe
- Put key back into key safe and scramble keycode

Staff Facilities

The kitchen is located in the old pharmacy area and is exclusively for SevernSide use. It is the responsibility of all SevernSide colleagues to keep the kitchen area clean and tidy. There is a table and chairs in the old pharmacy for use during break times. We will need to ensure that the

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waste bin in the kitchen is emptied when required. Full Waste bags need to be deposited in the bin store located within the bike storage area at the rear of the surgery.

Medical Equipment Use

Oxygen- SevernSide will be providing our own large Oxygen cylinder. This will be stored in the Main store room. It will need to be moved on its trolley and be located with the resuscitation bag adjacent to the main consulting rooms.

Car oxygen spares- these are also located in the Drivers store room.

Resuscitation Bag- The resuscitation bag is stored within the storeroom and should be brought out and placed behind the reception area. This needs to be checked at the start of each shift to ensure that equipment is present, functioning and within date. **Emergency drugs are in the drugs cupboard and NOT in the resuscitation bag.**

Defib- The defib for the base is located in the Resus bag

Dual Keytone/Blood Glucose machine- This machine is kept in its own box which is to be kept in the Main store room and brought out and located adjacent to the main consulting rooms

Nebulisers- Nebulisers are kept with the dual machine and should also be brought out on shift and kept behind the reception area on the equipment trolley.

Drugs Management

All medication is to be stored in the Main store room within the drug cupboards. These cupboards should be locked at all times, and keys kept in the keysafe in the main store room and only accessed when required. If clinicians require medication the host must accompany the clinicians with the keys and unlock the drugs cupboards. Any medication taken from stock, must be recorded on the Medication Issued from Stock form which is on the door of the drug cupboard (replacements are available on Radar). The previous day's form should be posted in the black prescription post-box (kept on the Host trolley).

Car Parking

Staff cars should be parked in the car park at the rear of the surgery building, accessible via Christchurch Lane. The SevernSide vehicle car is also located at the rear of the building, opposite the rear of the old pharmacy.

Parking for patients is also available in the car park at the rear of the surgery building. There is also on the road parking close to the surgery. There is signage for Severnside on the back gate in the carpark.

Cleaning

Christchurch surgery cleaning team will conduct a clean in the evening between 17.30-19.00 of the ground floor. This will take place Monday to Friday. There will be no cleaning over the

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weekend. **If non clinical bins are full then please empty them. Please check there is soap and clinell wipes in all rooms.**

If there is a spill of bodily fluids, it is SevernSide's responsibility to clean this up using the appropriate spillage kits which can be found on the bottom shelf in the main store room.

BrisDoc Clinicians and hosts are responsible for instigating and escalating the enhanced cleaning process for suspected or confirmed in line with SevernSide HCID SOP

Computer Log ins

Logging into Consulting Rooms - PCs and Printers

We have our own separate PC's at the Treatment Centre which are connected to the same monitors that the practice use.

There is a black box next to each PC. This is the KVM and will allow you to switch the screens, keyboard and mouse between the SevernSide PC and the Christchurch PC by pressing the Select button. A green light will come on when the corresponding PC is enabled. BD refers to the SevernSide PC, and DHG refers to the Christchurch PC.

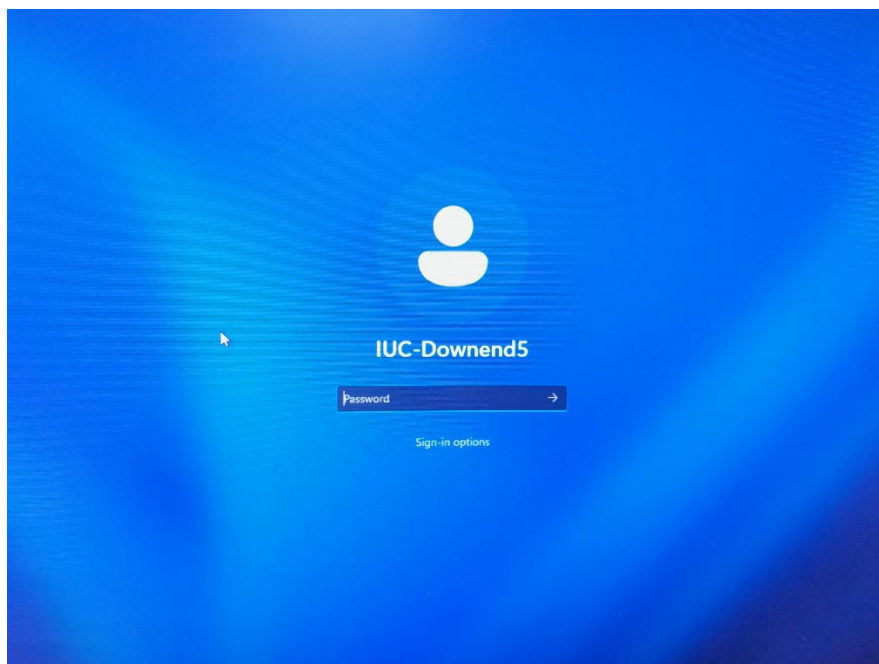
For our shifts we need to ensure BD is lit up/active, and as part of the close down process we need to ensure DHG is lit up/active.



- Once the KVM is switched to BD you can switch on our PC via the hard drive. Our hard drive will have a Brisdoc sticker and asset tag on it.

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- Ensure both monitor screens are switched on.
- The log in screen will load automatically for all PC's (see below)
- Enter the relevant password for each PC/room



PC Log ins

PC username	PC password	Location
IUC-DownendHost	IUC2020!	Reception
IUC-Downend1	IUC2020!	Room 1
IUC-Downend2	IUC2020!	Room 2
IUC-Downend5	IUC2020!	Room 5
IUC-Downend6	IUC2020!	Room 6
IUC-Downend7	IUC2020!	Room 7

Access to Cleo and all other programs will automatically arrive on your desktop as soon as you have logged in with the above. Please ensure you open all following apps.

- EMIS
- MOTD
- CLINICAL TOOLKIT
- CLEO

Video consultation equipment

For each of the five consulting rooms (excluding room 1) there should be:

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- 1 x webcam
- 1 x headset
- 1 x USB headset connector cable
- 1 x Phone jack cable

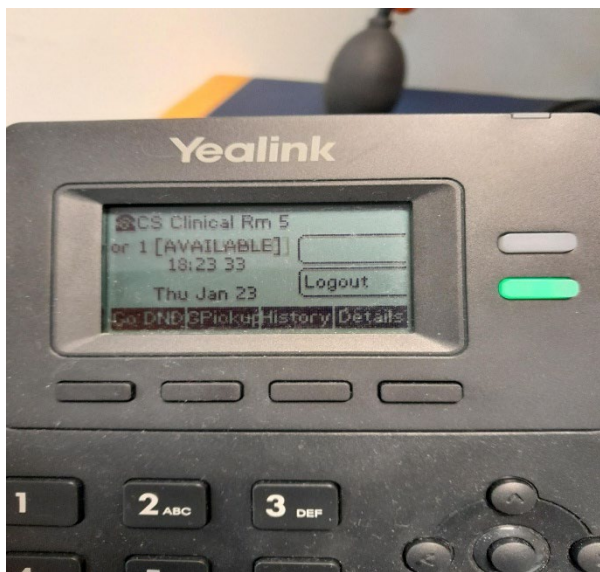
Headsets

These are provided and stored in the Main Storeroom. In the clinical rooms these can be plugged directly into the phone in the headset port on the rear of phone.

The headsets are double eared, and we have one for each room and the host.

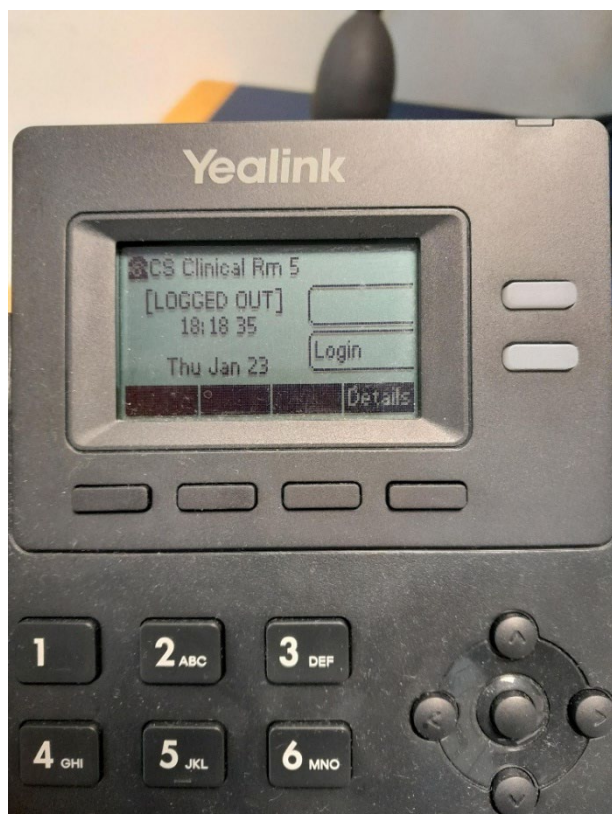
These must be signed out to clinicians at the start of shift and returned at the end of their shift and reassigned to the next clinician.

Telephone Setup



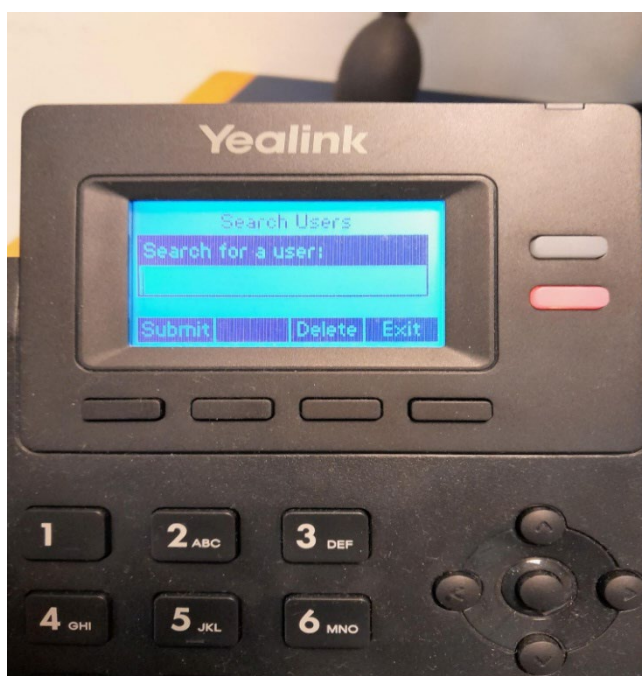
To log into the handset, press the green button and log out the current user (if necessary)

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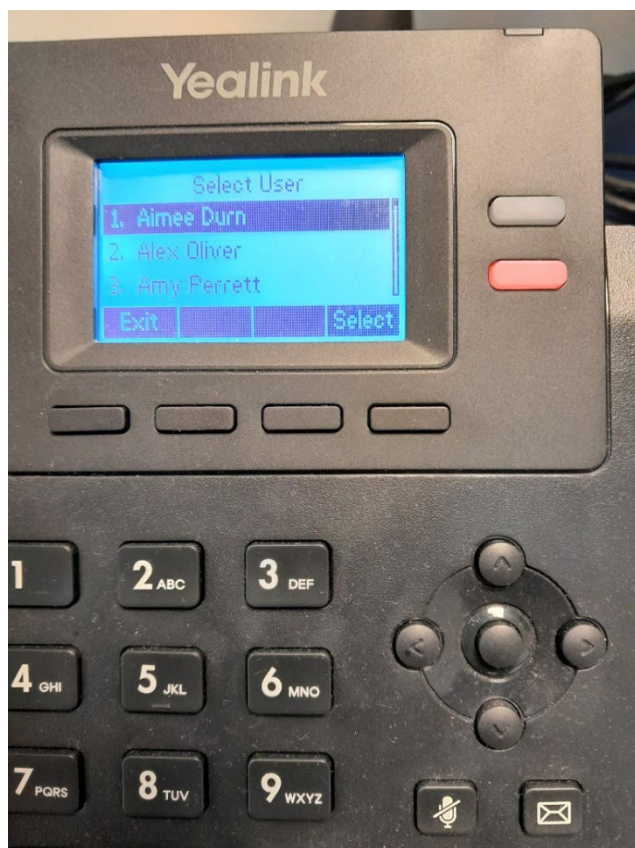


When login is showing, depress the same button

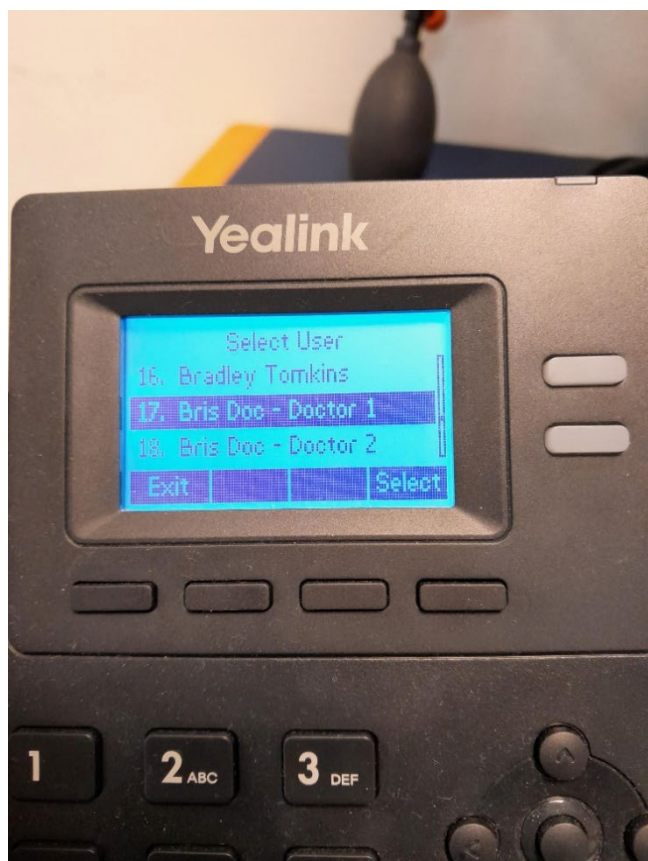
This will show Search option. Select the button on the far left, Submit.



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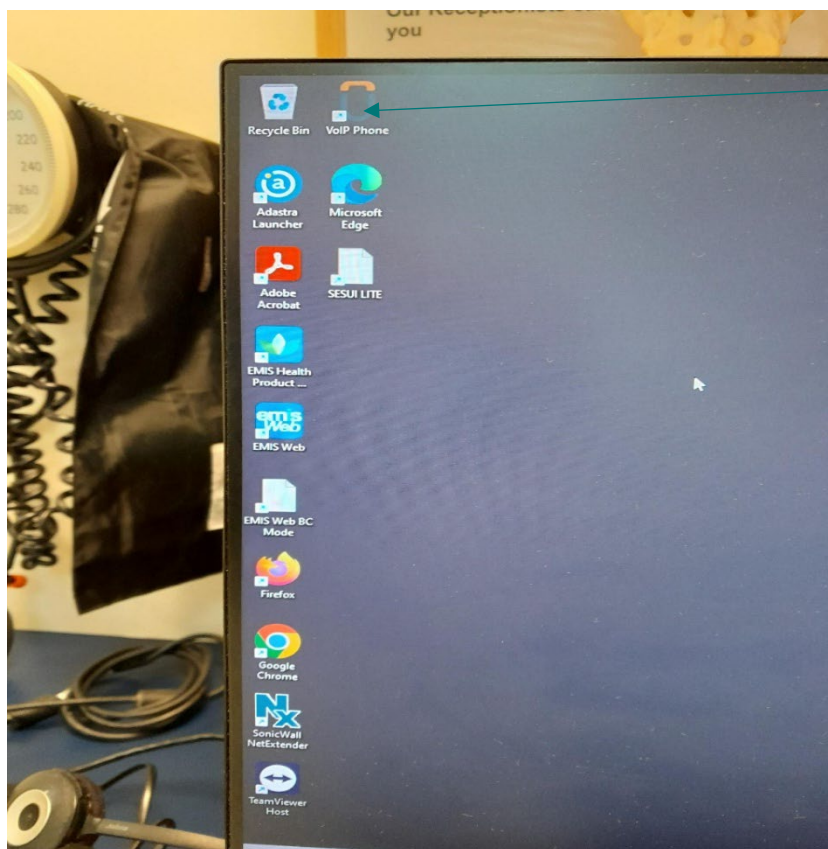
This will provide a list of users. Using the navigation buttons, scroll down the list.



Once you have scrolled down the appropriate Bris Doc account, hit Select button, far right

This phone is now logged in and you then need to set up Sesui Lite on the PC desktop

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Go to the desktop and find the **Sesui Shortcut**. You can also find this link on the BrisDoc Weblinks page under [‘SESUI Bases & Remote’](#)

Open this by double clicking on the icon

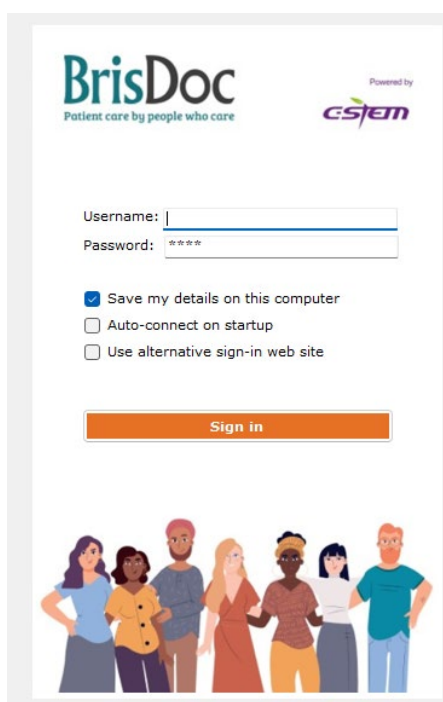
This will bring up the C-Stem page.

Enter Sesui Username in the top box and PIN number relevant to the phone/room you are logging into.

Hit Sign in.

This will bring up the Sesui Phone System assigned to the phone.

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The image shows the BrisDoc login interface. At the top left is the BrisDoc logo with the tagline 'Patient care by people who care'. To the right is a 'Powered by' logo for 'cstem'. Below the logos are input fields for 'Username:' and 'Password:'. Under the password field are three checkboxes: 'Save my details on this computer' (checked), 'Auto-connect on startup', and 'Use alternative sign-in web site'. An orange 'Sign in' button is below the checkboxes. At the bottom is an illustration of a diverse group of seven healthcare professionals standing together.

Computer and Telephony Logins

Room number	PC login username	PC password	Phone handset name	Sesui username	Sesui pin	DDI
Reception	IUC-DownendHost	IUC2020!	BrisDocs Receptions	DEHost	7922	01179709799
Room 1	IUC-Downend1	IUC2020!	Brisdoc Clinician1	DEClinician1	3471	01179709798
Room 2	IUC-Downend2	IUC2020!	Brisdoc Clinician2	DEClinician2	8707	01179709797
Room 5	IUC-Downend5	IUC2020!	Brisdoc Clinician3	DEClinician3	3130	01179709796
Room 6	IUC-Downend6	IUC2020!	Brisdoc Clinician4	DEClinician4	3585	01179709795
Room 7	IUC-Downend7	IUC2020!	Brisdoc Clinician5	DEClinician5	7833	01179709794
Room 8	IUC-Downend8	IUC2020!	Brisdoc Clinician6	DEClinician6	5023	01179709793

Brisdoc Chairs

There are 5 Brisdoc wipe clean chairs for the consulting rooms stored in the old pharmacy area. These should be wheeled into all our consulting rooms at the start of shift. There is also a fabric chair for the host desk. Please remember to move all chairs back in the old pharmacy storeroom at the end of Brisdoc sessions.

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Printing prescriptions

Consulting Rooms 2, 5, 6, 7 & 8 can print prescriptions. Printer prescriptions are stored in the medication cupboard.

First Aid Kit and Accident Book

The First Aid Kit and Accident Book can be found in the store room, on the Host trolley. Please alert the Shift Manager of any accidents being reported.

Visitors Book

Visitors Book, lanyards and passes will be kept on the Host trolley.

Fire Protocol and Procedures

In the event of a fire at Christchurch Surgery, you are required to following the Fire evacuation procedure (Appendix 1) The assembly point is in the car park, adjacent to the entrance off Christchurch Lane.

Fire Alarm Tests

The Fire Alarm Test will happen during Christchurch normal surgery times.

Personal alarms in clinical rooms and reception

There are personal alarms placed in all consulting rooms and reception desk. These must be placed on all consulting room desks during base set up.

Business Continuity Box

The Business Continuity box is located in the Drivers store room.

Wheelchair

A Brisdoc wheelchair can be found in the old pharmacy as the surgery wheelchair is Bariatric and does not fit into the consulting rooms.

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Handwashing Kit

The handwash kit is stored on the host trolley.

Hearing and Sight Impaired patients

Ensuring our services are accessible for everyone

It is important that our services are accessible and equitable for all patients. To ensure we are able to provide all patients with a high standard of care we have various tools available. The Interpreter Services and Assistance Dogs policies explain how we support patients who are deaf, need translation services and/or have an Assistance Dog.

Relevant Accessibility policies can be found on RADAR.

If you would like more information or support with using any of the services described above please speak to your line manager.

Appendices

Appendix one – Fire Procedure

FIRE EVACUATION PROCEDURE

IF YOU DISCOVER A FIRE OR SMOKE

1. **RAISE THE ALARM** By breaking glass at the nearest call point

Fire alarm points – see Fire Evacuation Plan

2. **LEAVE IMMEDIATELY** by the nearest **SAFE** exit and go directly to the **Fire Assembly Point** which is at the top righthand side of the car park, next to the church
3. **CALL THE FIRE SERVICE** By ringing 999 and give your name and full address: Christchurch Surgery, North Road, Downend, South Gloucestershire, BS16 5SG
4. **DO NOT STOP** to collect personal belongings but close all windows and doors on leaving the room) if it is safe to do so) to prevent the spread of fire or smoke
5. The Host is responsible for ensuring all patients and members of the public are evacuated and checking all the toilets.
6. **CONVENE** at the **Fire Assembly Point** which is at the top righthand side of the car park, next to the church

ON HEARING THE ALARM

1. **LEAVE IMMEDIATELY** by the nearest **SAFE** exit and go directly to the **Fire Assembly Point** which is at the top righthand side of the car park, next to the church.

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2. **DO NOT STOP** to collect personal belongings but close all windows and doors on leaving the room) if it is safe to do so) to prevent the spread of fire or smoke.
3. **CONVENE** at the **Fire Assembly Point** which is at the top righthand side of the car park, next to the church.

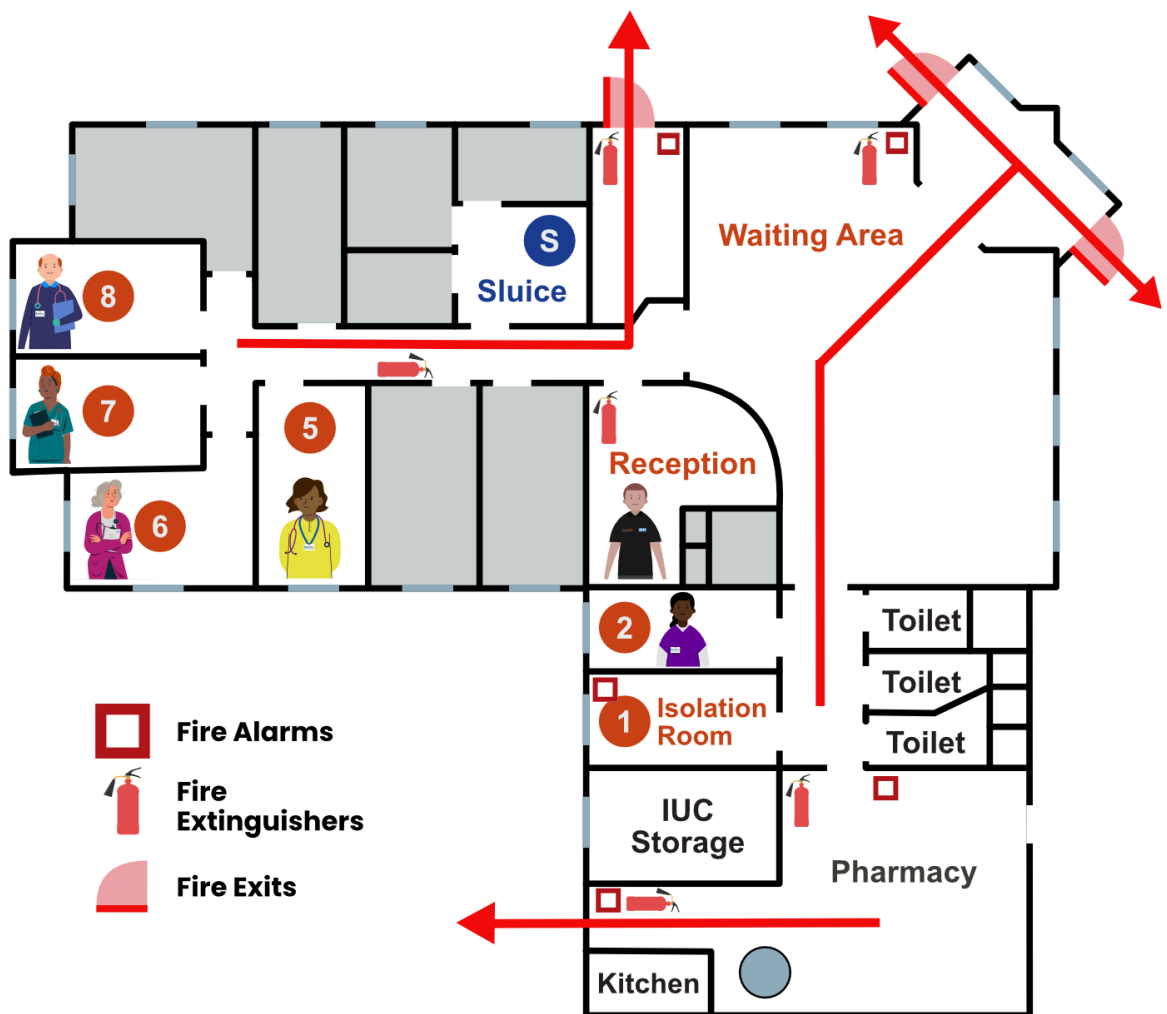
FIRE ASSEMBLY POINT

1. The Host should ring the Shift Manager to advise of Fire Evacuation Procedure and to do a roll call of colleagues on shift and patients that have arrived at base.
2. Check that the Fire Service is on their way by ensuring that a staff member has called 999. If no call has been made, a member of staff will be required to make this call. (Note that upon activation of the fire alarm, as signal is received at the monitoring station but the Fire Brigade will not attend unless they receive a 999 call.
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3. **Do not re enter** the building until the Fire Service gives the all clear

SevernSide

Integrated Urgent Care

Christchurch Ground Floor Fire Evacuation Plan



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Appendix two – Resetting Intruder Alarm Procedure

- The Control Panel is in Entrance foyer behind notice board.
- Pull out notice board the control panel is on the wall.
- Press the silence button then press the reset button. This should silence the alarm.

Fire Alarms – BAC Fire & Security (quote 3254107) – Christchurch (fire alarm is not monitored by the ARC)

If the alarm does not reset, you will need to ring BAC 01179583838

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Emergency contacts for BCP

	Christchurch Surgery
LIFT ENGINEER	A/C 32635765 Lift D1184 (Code: 16043) – Christchurch site 0800 181 363
Emergency lighting	BAC 0117 958 3838
Automatic Doors	BAC 0117 958 3838
Fire & Security alarms	BAC Security alarm 0117 9583838 (quote 3254107) – Christchurch Burglar Alarm monitored (ARC) 01752204911 Scutum company BAC Fire alarm 0117 9583838 (Fire alarm not monitored)
Key Holder for out of hours	Mitie 02080592474 tel number
Fire Extinguishers	1 st Attendance 01179573039
Boiler/ Heating/ Aircon	MFM 01173012520 OOH 02034762269
PLUMBER & Drainage	A & E Plumbing 07973414251 0117 9575092
ELECTRICIAN	J P Woods 07899963982
Bristol Lock smith 24hr	Mark Brunell 07770234514
GARDENER	Clive Trott 0742 3082443
CLEANERS	Minster cleaning Damon Brown 07891 860804 0117 9713553 damon@minstercleaning.co.uk
HAZARDOUS WASTE	Aventa /Tradebe 08446932033
GENERAL WASTE & mixed recycling	BIFFA 0800601601 Ac No: C51380
COMPUTER	SCW IT service desk 0300 561 0550

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RECEPTION TV SCREENS	Envisage Numed 0114 399 0010
PHONE SYSTEM	Surgery Connect 0333 332 6633
Water Cooler	02380643700
DIY Man	Mark Manley 07841624835
ITEM	Christchurch Practice
ELECTRICITY: FUSE BOX	Back reception behind wooden door
Electric MAIN SWITCH off	Boiler room 2 nd floor to the left once you enter into the room.
ELECTIC METER	Gents Toilet Cupboard
GAS: MAIN STOPCOCK	Side wall front of surgery behind gated area code 1379
GAS METER	Side wall front of surgery behind gated area code 1379
WATER: MAIN STOPCOCK	Front of Practice far right on pavement.
Water METER	Front of Practice on the pavement
TELEPHONE MAIN BOX	Electricity/telecoms cupboard & comms room upstairs
OUTSIDE TAP	REAR of Practice Garden
Yellow bin gate code	Rear garden gated area 1379
South Gloucestershire Council	01454 868009
Water– Water 2 Business	0345 6002600
Sewage – Water 2 Business	0345 6002600
National Grid (Elec)	105/0800 6783105
Emergency Gas escapes	0800 111 999
Fire alarm panel	Front lobby behind board.
Alarm keypad	Staff entrance door to the left 1114 ent

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Emergency contact for Christchurch surgery	Dianne Holbrook 07769681321 Facilities manager. Only contact when all other contacts are unsuccessful.
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Tables

Version	Date	Author	Comments
DRAFT	Jan 2025	Andrew Mellor	Draft document created
1	04.02.2025	Andrew Mellor	Document published
1.2	25.06.2025	Nickey Walshaw	Chair process, repositioning of equipment, emergency contacts
1.3	21.07.2025	Nickey Walshaw	Update from Adastra to CLEO