

SevernSide

Integrated Urgent Care

Clevedon Base Set Up

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Setup info for Clevedon Treatment Centre

This document is designed to aid the Host in the smooth management of the Out of Hours base. It is intended to form the base information for handover and the development of a base folder.

Location

Clevedon Hospital
Old Street
Clevedon
Somerset
BS21 6BS



Site Contacts

Jenny Ganfield Jenny.Ganfield@property.nhs.uk (Facilities Service Manager) 07799 071753

Rebecca Poulton rebecca.poulton@property.nhs.uk (Facilities Co-ordinator) 07593 457375

Cleaning

The cleaning of the hospital is managed by the landlord and there are logs mounted on the door of each room to indicate when they were last cleaned.

In cases where the patient has or is suspected to have a highly infectious disease, the room they were consulted in will need to be isolated and not used again until it has had an "enhanced clean". Toilets (if used by the patient) should be closed to other patients and co-owners until an "enhanced clean" has been undertaken. Cleaning should be asked to be undertaken as quickly as possible. Hosts will need to place a 'Do Not Use' sign on the doors of the affected areas and request an "enhanced clean" by calling NHS property services on **08081962045** and reporting areas used.

It is the clinician's responsibility to advise Hosts/Shift managers if they have seen a highly infectious patient, for example someone returning from foreign travel who are symptomatic with vomiting, diarrhoea, unexplained high temperature.

Building Maintenance

Any building maintenance issues should be reported to NHS Property Services on 08081962045. All maintenance issues should also be reported to the shift manager to be included on the shift report.

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Space Allocation/Reception

The Host Desk is located at the top of the steps on the First Floor of the hospital, above the MIU. The reception area is equipped with a Computer Workstation, Telephone (Internal and External) Printer, Confidential Waste Disposal and Filing facilities.

Access/ Keys/ Cupboards

Room 3 contains a lockable grey cabinet, where a small selection of emergency and urgently required medications are kept.

Hanging inside this cabinet are keys to cabinet 2 and 3, which are located on the left side of the same room. This is where all consumable equipment, resus bag, Infections Diseases box etc are kept.

Waiting Area

The waiting area is situated between the Host Desk and Consulting rooms. For patient comfort there is a Television, Chilled Water Dispenser and General Information Displays. Unisex and Disabled Toilets are adjacent to the seating area to the left of reception as you enter from the stairs.

Clinical Rooms

We have access to 2 clinical consultation rooms. These rooms are named 'Room 3' and 'Room 1', All Rooms have Clinical Waste bins and sharps boxes.

Clinical equipment for each room is kept in clear plastic boxes, which are stored in the cupboard in room 3 and signed out to the clinician as part of the hosts set up of the base. Webcams and headsets are also stored there.



Isolation Room & All other patients

Room 1 is our dedicated isolation room, with all other patients being seen in room 3. The host should refer to CLEO and ensure each patient is seen in the appropriate consulting room. Please keep a full clinical equipment box in each room.

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Staff Access and Opening up procedure

The premises are usually unlocked when we arrive so entry can be via the main entrance. However, we can also enter the building through the rear entrance. This is also how we leave the building at the end of our shift should we be the last to leave. On such occasions, we must ensure the front main doors are locked from the inside.

The rear door is unlocked by entering a code, which is changed regularly. The code is on Bitwarden which can be accessed via the Shift Manager. There is no alarm to be deactivated. Take the stairs on your left and make your way to the first floor. A key safe located at the top of the rear stairs, to the right of the fire door and directly opposite the storage cupboard. The code to open the safe is also changed regularly.



This safe contains the key to the grey metal cabinet in Room 3 on your right as you enter. Other keys needed such as Petty Cash Tin and Front main entrance. These keys are kept on a hook on the left-hand side.

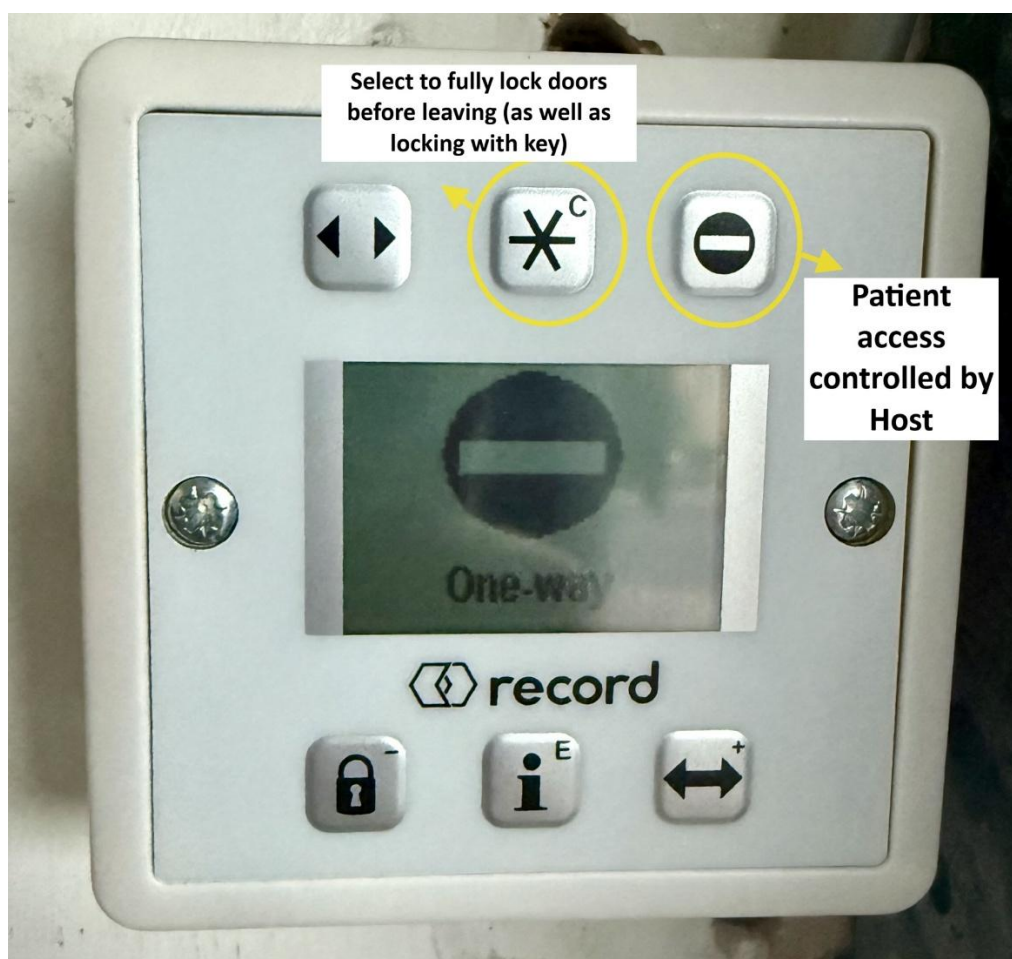
Locking up Procedure

The Base shares premises with Clevedon Hospital MIU which is open 08:00 – 20:00, 7 days a week, 365 days a year. This means that although the main doors will invariably already be unlocked at commencement of our shifts, we will be responsible for the security of the building from 20:00 daily until we close later that night. When MIU finish at 20:00 their staff will adjust the door before they leave so that it only opens when approached from the inside (exit only mode- this can be activated by pressing the top right-hand button on the panel). Admission to the building can then only be made on request via the intercom.

When we leave the building after MIU we are responsible for locking the front door. Instructions on how to do this are as follows:

- **Press the star button (middle button on the top row)**
- **Lock the door with the key**

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Please note that should we ever close before MIU we must let them know we are leaving early so that they can fully secure the premises when they leave

Once the front doors are locked you must make sure that all our equipment is packed away and leave by the rear of the building. Please ensure all keys are put back in the key safe ready for the next Host i.e. consumable keys in the drug cupboard, drug cupboard keys in the key safe at the top of the stairs.

Patient Access

Patient access is through the front door which is also the entrance to the MIU, the patient will need to press the buzzer which alerts the Host to lift the handset to talk to the patient and then press the button to open the door. There is a CCTV Camera so that patients can be observed before admitting them. When the MIU is closed the front door is locked and access is requested via an intercom.

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Cleaning of consulting rooms including the isolation room

The isolation room should be used for patients as defined in the Infectious Diseases Management SOP. The SOP identifies the responsibilities of all involved in the management of patients including Hosts and Clinicians. It is the responsibility of the clinician to clean the room.

Patients with a suspected High Consequence Infectious Disease (HCID) should not be offered appointments within our bases. In the unlikely case of a patient with a suspected High Consequence Infection Disease (HCID) presenting at the base, please follow the actions within the Infectious Diseases Management SOP.

Logging in PC's

Switch each PC on and after booting up, the Windows log in page will display requiring User name and passwords. The User name that is applicable to each PC is shown below. They are unique to each machine and it is essential that the correct details are entered for any particular machine:

Reception PC: NS.ConsultingRoom02

Room 1: NS.ConsultingRoom01

Room 3: NS.ConsultingRoom03

Phones

Direct Dial and extension numbers for the phones are as below:

Reception: 01275546872 Ext 6872

Room 3: 01275546863 Ext 6863

Sesui

You will need to log into SevernSide telephony portal before any calls are made.

Sesui username's & Sesui password's as below:-

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Clevedon Host

username CLVHost
password 4516

Clevedon Room 1

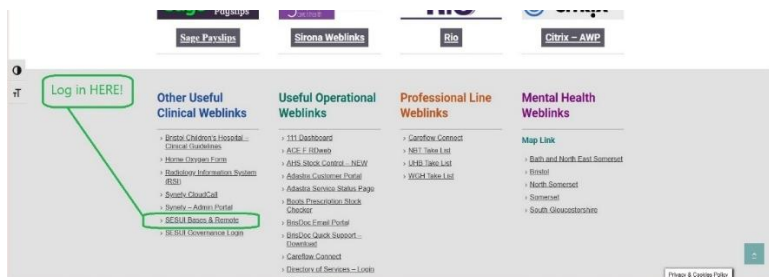
username CLVClinician1
password 9484

Clevedon Room 3

username CLVClinician2
password 9501

Logging into Sesui

Sesui is accessed via the **BrisDoc Weblinks** page. You will need to scroll to the bottom of the Weblinks page and select SESUI Bases & Remote to access the log in page



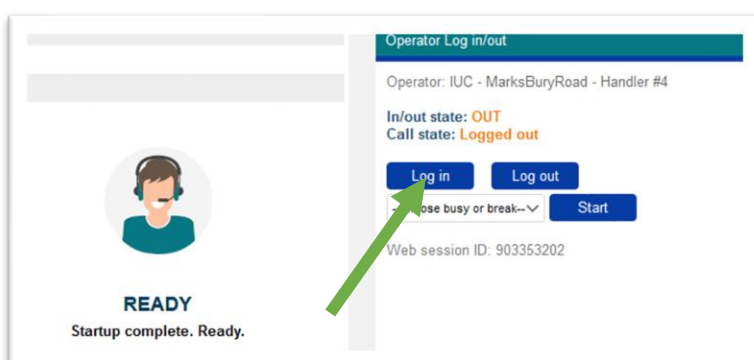
Once the web page loads you will be presented with C-STEM login page.

- Enter the Sesui user and the passcode:

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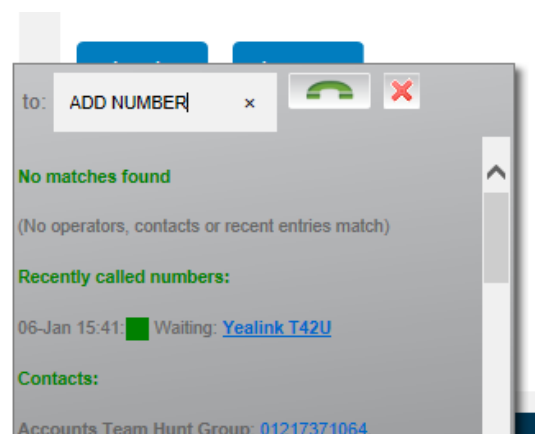
- Once logged in you will need to select the blue 'log in' box. This means you are available and able to make calls



Making a Call

1. Select the green handset icon
2. Add in phone number or copy and paste from Adastra
3. Press green handset to make the call

The phone handset will ring first before connecting to patient



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- Once a call is live, Sesui Lite will update to IN CALL and the caller will be presented with additional options; hold, 3-way, Transfer, Mute and Enquire



IN CALL

In outbound call with 07881262321

- Hold and Mute work as titled
- Transfer allows you to transfer the call to other users on Sesui or Sesui Lite

		
HOLD	3-WAY	TRANSFER
	MUTE	ENQUIRY

Logging Out / Ending Sessions

- Under Operator section click Log out.
- Close Browser.

Operator Log in/out

Operator: IUC - MarksBuryRoad

In/out state: OUT

Call state: Logged out

Log in

Log out

For Full Sesui Lite user information, please see the Sesui Lite guide on Radar

IT Equipment/ Troubleshooting

Clevedon PC's, Monitors, Printers, Servers and Networks are all managed by Sirona IM&T's Helpdesk.
For any urgent IT issues, please call Sirona IT on 03001256120

If you are unable to resolve any IT or Telephony problems locally you must provide the Shift Manager with details of the problem. Should you jointly be unable to resolve the issue you need to escalate the matter to BrisDoc's Digital Team by completing and submitting an IT Support Form.

Business continuity box

The Business Continuity box is located in the No 3 cupboard in Room 3.

Host folder/Accident Book/ Visitors Book

The Accident and Visitor Books are located in reception in the brown metal cabinet along with the host folder and host communication book.

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PPE

The PPE is stored in the Room 3 cupboard, please keep it in there so the clinicians can access as and when they need. When we're on shift this should be kept on a trolley outside the isolation room.

Paper Script Management

The consulting rooms are not set up to print scripts, it must be done via EPS or sent through to the Consult & Hold queue for the CC to send via EPS if needed. We have a small supply of Manual prescriptions for use if the patient is out of area or we are unable to validate the case for any reason.

When taking items for patients from stock clinicians must complete the Medication Issue from Stock form. At the end of every shift the form must be put in the form box ready for collection.

Medication

Clevedon will stock emergency medications and a small selection of other urgently required medications only. These are accessed using the drug cupboard keys.

Sharps boxes

Sharps boxes are shared with the daytime services. These are checked and changed by our daytime colleagues.

Sluice/Clinical waste

A sluice room is located opposite the toilets, next to Reception, which should always be used for urine testing. Clinical Waste can also be disposed of here.

Spillage Kits

The spillage kits are located in the cupboard in room 3.

Confidential Paper Disposal

There is a green paper confidential waste bin located in the reception area. This is for shared use by us and the practice.

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Panic Alarms

Panic alarms for host and clinicians can be found in a plastic box in the host drawer. Alarms should be allocated to the clinician on shift returned to the box at the end of the shift.

Oxygen Equipment Use

Oxygen is to be shared use and is kept in room 3 – please inform the shift manager if the Oxygen is running low.

First Aid Kit

The First Aid Kit is located in reception on top of the metal cabinet next to the reception desk.

Resuscitation Bag and Defib Bag

The Resuscitation Bog and Defib Bag is located in the number 2 cupboard; The bags should be checked at the start of each shift to ensure that the equipment is present and functioning. The Resus bag and Defib bag should then be left in the corridor opposite room 3. Emergency drugs are in the grey metal cabinet and **not** the resus box.

Staff Facilities

There is a small Kitchenette adjacent to Reception which contains a microwave, fridge and tea & coffee making facilities. Please ensure you tidy up after use, ensuring that you leave the facility in the same state as we would wish to find it. BrisDoc supplies tea, coffee, milk and sugar.

Breast Feeding

Should a Patient require privacy for Breast Feeding you should first identify an appropriate room that is vacant and available for use. Check that the room is clear of any sensitive data and escort the patient/visitor to the room. If a patient, please put a note on CLEO to advise the Clinician of where to find her. Ensure the room is tidied after use

Taxis

When ordering a taxi for patients please log this in your taxi log book, located in the metal cabinet next to the reception desk. Please call:

Apple Central Taxis on 01934 413413 Account number GP001.

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Veezu Taxis on 01179252626

Account ID - BR-B593

Account name - BrisDoc Severnside IUC

PIN – X8092

Accessibility

To ensure the highest standards of patient care we must ensure that our service is accessible and equitable for all our patients. BrisDoc's Interpreter Services policy and Assistance Dogs Policy explain how we support patients who are deaf, need translation services and or need an Assistance dog, both can be accessed via Radar.

Sample Safe

There is a 'sample safe' at base, which can be used to store samples needing to be collected by a SevernSide driver outside of Clevedon opening times – i.e. if the treatment centre is due to close before a driver is available to collect the sample and transport it to the lab.

Clevedon's safe is located on the external wall next to the back door entrance. The code is on Bitwarden which can be accessed via the Shift Manager.



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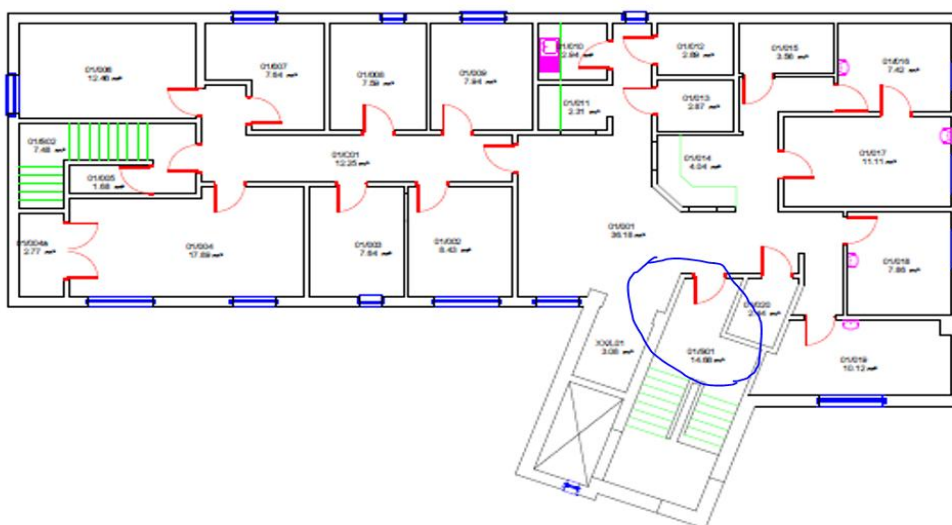
Fire Protocol

On discovering a fire, the following procedure should be followed:-

- The person discovering the fire should alert other members of staff immediately by shouting “Fire” and if possible, activating the nearest fire alarm point. These are located just inside the front and back doors of the clinic.
- Immediately upon establishing that there is a fire, someone should dial 999 and ask for the fire service. You should clearly state the location of the fire (North Somerset Community Hospital), including which floor of the building the fire is on.
- Persons in the vicinity of the fire should assist in evacuating all patients/children from the building. Patients unable to evacuate due to disability, injury or impassable escape route should be moved to the ‘safe area’ at the top of the main entrance stairwell. If this is not accessible due to the location of the fire, there is also a safe area at the top of the back stairwell. If a person has been left in the building, ensure that you clearly state this on the 999 call so that attending firefighters are aware.
- If safe to do so, close all windows and doors as you leave the building. Ensure you take the Host mobile phone with you when evacuating.
- Only use firefighting equipment (extinguishers) if safe to do so and if you have received training.
- Evacuate the building, congregating at the fire assembly point which is located across the road from the building’s main entrance, next to the café.
- Complete a roll call to ensure all members of staff and patients you are expecting are present at the fire assembly point. Do not leave the assembly point or re-enter the building until advised to do so by the coordinating authorities. As soon as you are able to, call the Shift Manager to inform them of the incident.

Appendices

Appendix 1. disabled fire evacuation safe haven (circled in blue)



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Change Log

Date	Version	Author	Comments
Nov20	V2	HE	Updated with additional room (physio room 3)
Oct 21	V3	HE	Updated clinical room usage
Dec 21	V4	HE	Updated logins for PC's
June21	V5	HE	Overall review and updates
June 22	V6	HE	Overall review and updates
Sep22	V7	TSC	Adastra and general Updates
Dec22	V8	HE	Tidy up
Feb23	V9	HE	Base codes update/ room update
April 24	V10	He	Update re Panic buttons
June 23	V10.1	HE	review
July 24	V10.1	HE	Re added phone extensions/ disabled fire evacuation procedure
Oct 23	V10.2	HE	
Dec 23	V10.3	HE	Enhanced cleaning details
Jan 24	V10.4	HE	Revamp
April 24	V10.5	HE	Added Synety info
September 24	V10.6	HE	Addition of Sample safe info and full review including removal of medication keysafe code, Medication Issued from Stock form and update to close down process
January 2025	V10.7	JP	Addition of cleaning log location, p4 Alteration of Locking up procedure due to main new door installation, p9-10
January 2025	V10.8	JP	Removal of Synety log-in instructions, addition of Sesui log-in instructions + passwords (p7-9).
26.06.2025	V10.9	Sarah Eaton	Update to PC log in's

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27.01.2026	V10.10	Aimee Henley/Julie Marshall/Hollie Gage	Addition of medication information
27.01.2026	V10.11	Hollie Gage	Full review - Tweaking of wording, addition of HCID information, rearranging of sections Removal of key safe code in place
29.04.2026	V10.12	Hollie Gage	Review and re-write of fire procedure
03.07.2026	V10.13	Hollie Gage	Updated locking up procedure due to new door locking mechanism
06.08.2026	V10.14	Dan Cotton	Updates to Isolation room cleaning, reference to new Infectious Diseases SOP Updates to PC Logins