

Opening/Locking Procedure – Kingston Health Centre

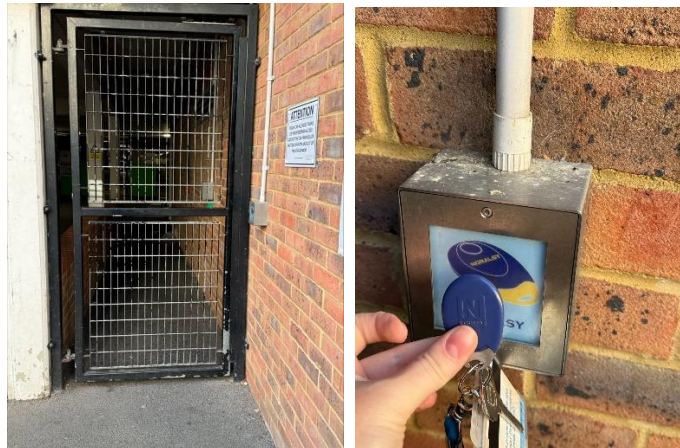
Ensure you have collected keys prior to shift – no keys, no access!

Opening:

1. You will need to gain access to the surgery via the car park (next door to the surgery)



2. Use the blue fob on the keys to open the pedestrian gate.



3. Walk around to your right and use the silver key to open the white door.



4. If, when you enter, the alarm is on, enter it will illuminate green **4747** and then the 'tick' – if the alarm is not set no action needed this will illuminate red



5. Make sure you double lock the white door behind you.
6. Walk through the notes room.
7. Switch lights on from white panel.



8. Open automatic doors by pressing this button.



9. Walk up stairs and make sure the door leading up to the second floor is held open by the magnet at the top of the doors.

10. Do the same for the door on the second floor by the lifts – this magnet is slightly broken but will eventually work!

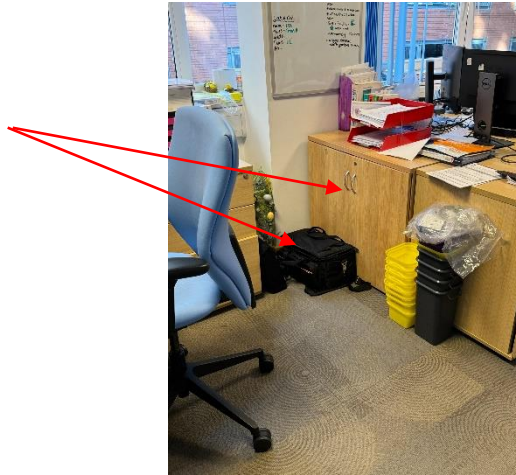


11. Switch lights on in reception area.



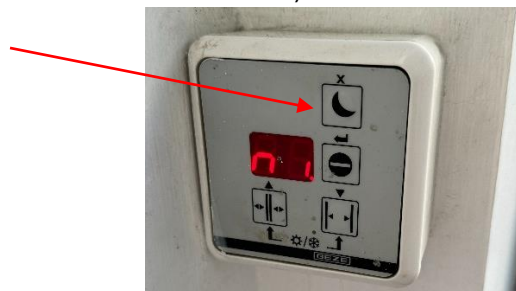
12. Open windows.
13. Walk through reception area, go through x2 sets of doors, and round to the right for the staff area.
14. Toilets and kitchen are on your left-hand side.
15. To the right is the door for the reception area, prop this open with the wedge.
16. Switch lights on in reception area.
17. You can use either of the two computers to log on.

18. Get GP bag from admin area (behind second desk, on the floor) Give this to the GP when they arrive – they will be able to use any room. Headphones for the computer are in the cupboard behind where the GP bag is (feel free to use your own if preferred – USB-C port)



Closing:

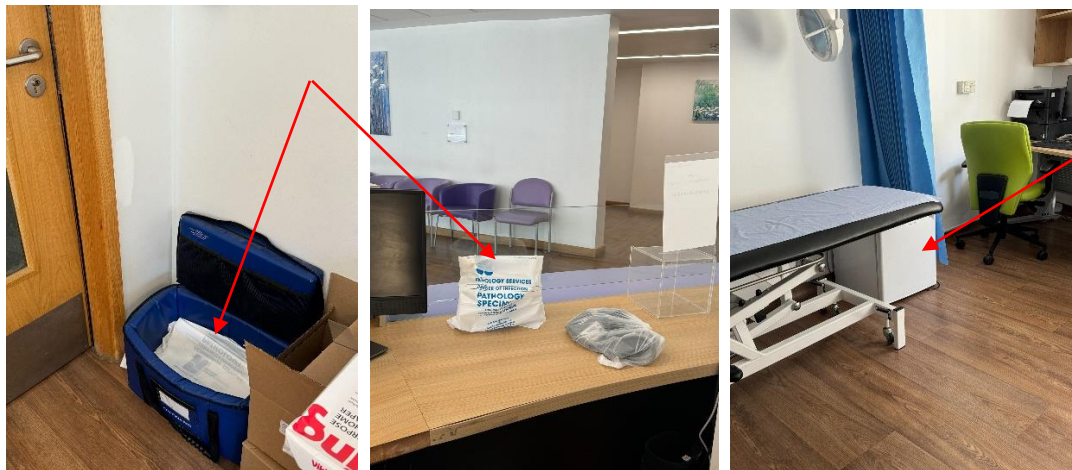
1. Put GP bag/headphones back in admin area.
2. Ensure all cups/plates have been washed up.
3. Tidy/wipe down desk area.
4. Close all windows.
5. Switch off all lights.
6. Close all fire doors (release by pressing little black button on magnet/removing door wedge/moving chair) – this can be done when walking out.
7. Check toilets as you leave – as mentioned in ‘useful information’ – patients often walk in and use the toilets.
8. To leave the building, press the ‘moon’ button – this will automatically lock the doors. (Step to the side when outside of the building, and you should hear the door ‘lock/click’ – step in front just to make sure it is closed)



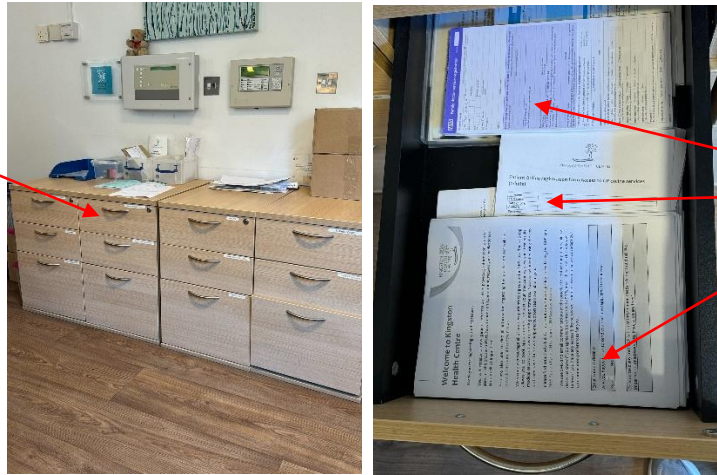
9. Post keys back through letterbox – which is to the righthand side of the automatic doors.

Useful Information:

- Oxygen, defib, nebuliser, emergency medicine and spill kits are in the clean utility. Make yourself familiar with the location of this room, in case of an emergency. Code for door if locked: C1234
- You will get patients walking in asking to book appointments/check results etc. Just politely explain that you do not work for Kingston Health Centre and do not have access to their system, we just rent a room here on Saturdays for the out of hours clinic. Inform them to contact the surgery on Monday.
- If a patient does have an acute issue, and there is availability to book them into the enhanced clinic, then do so.
- Urine sample pots and sick bowls are under the reception desk.
- If you need to print any consultation notes out for a patient, then remove the blood forms that are in the manual feeder tray and replace with plain paper.
- Patients will often drop back 24-hour blood pressure machines – just get them to pop it over the glass and leave it there – the reception team will deal with it on Monday. Same goes for samples – get the patients to put them in the sample bag (put an empty bag out first thing) (double check with the patient, if they are dropping off a stool sample, that the date and time is on the form) – and before you leave, put the sample bag in Treatment Room 2 (small fridge at the end of the couch)



- Patients may also ask for registration forms – these are in the drawers behind reception desk as pictured. They need x1 of each of the below:
 - Purple form
 - New patient registration form
 - Online access form



- Patients may accidentally press the emergency alarm by the lift – this will need to be turned off. The key is in Cassie’s office in a black cabinet by the window, on a Kingston GP Chambers lanyard (small black key) The box is down on the ground floor (by the front door).
 - Use the key to open the glass door.
 - Lift the handset.
 - Press the number that is flashing.
 - Replace handset.
 - If it continues to ring – repeat the steps above.



- Patients will often walk in and use the toilets/weight and blood pressure machine.
- Kitchen has a microwave, toaster, water fountain, and tea/coffee/sugar/milk.
- If there are any issues (relating to Kingston Health Centre – not Enhanced) when working on a Saturday, leave a detailed note on the reception desk for the staff to pick up on Monday.