

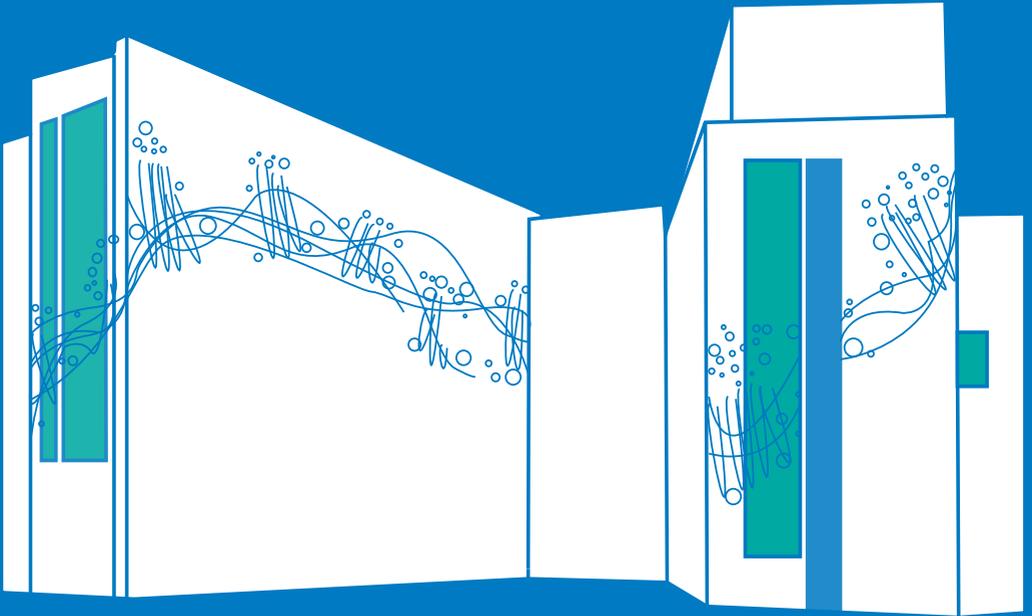


Better Care: Healthier Communities

PROOF

Birmingham Dental Hospital and School of Dentistry

Building Manual



UNIVERSITY OF
BIRMINGHAM

Birmingham Community Healthcare 
NHS Trust

Building manual

This manual will provide you with the information you require to work within Birmingham Dental Hospital and School of Dentistry. It is organised into sections to help guide navigation:

1. General information
2. Information for patients, visitors and clinics
3. Incidents and emergencies

These are indicated by the coloured tabs. The topics in each section are ordered alphabetically.

The information in this manual is intended as a guide for all staff and students and will be updated as information and policy changes.

If you have a specific question that is not answered by this manual, please see the General Manager or School Manager.

Section one: General information

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Section one: General information
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Access and identity cards

Access cards are coded to allow you access to the correct parts of the building. They are operated by a proximity sensor and do not need removing from the card holder in order to function.

This is compatible with both NHS access cards and University of Birmingham ID cards.

NHS access/ID cards

Cards are issued by the facilities manager. If you require an access card, or change to your access permissions, please see any members of facilities staff who will be able to direct you. If your access card is your NHS ID badge, you may require a photograph from clinical photography to be taken.

If you lose your access card, a charge of £5 will be applied which can be paid at the hospital cashier's office. The receipt of this payment is then used as proof to allow issue of a new card. A DATIX incident form for the lost card must be completed, at which point a new card can be issued.

Limited visitors cards are available on a restricted basis from the general management office and school office. All visitors cards must be signed out and returned after use.

University ID cards

University of Birmingham staff and students will be issued an ID card at registration for students and at sign on with HR for staff.

This will be done via the University of Birmingham, and any lost cards will be replaced via the University of Birmingham.

There will be restricted access through research laboratories in order to be Human Tissue Act (HTA) compliant. There are limited visitor cards held in the research labs for e.g. engineers and people using micro CT. Approvals for these restricted areas will be managed by the laboratory manager/senior academic in the first instance.

Building management

Birmingham and Solihull (BaS) LIFT, as landlord, is responsible for maintaining the building to the required standard and has contracted with a facilities management service provider (INTEGRAL) to fulfil this responsibility.

Integral facilities:

There are Integral staff on site Monday to Friday 8am to 6pm. The maintenance contract includes the maintenance of:

- The building fabric - superstructure, internal finishes etc.
- Fixtures and fittings
- Services - heating, cooling, electrics, lighting, plumbing, utilities, fire/security systems etc.
- 'Hard' landscaping - footpaths, paved areas etc.
- Fire safety/security systems and signage
- The internal security gates and library security tag system

If you have any issues/problems with any of the above, you should contact a 'nominated person', who will be a senior dental nurse or dental nurse manager, a member of general management office or School of Dentistry office relative to the area of the issue

They will act as the interface between you and Integral.

If appropriate, the nominated person will contact Integral's helpdesk to summon assistance to resolve the issue within contracted timeframes.

Integral helpdesk: **0114 228 2380**

Building alterations:

Items specified as 'small works' such as building alterations or putting up noticeboards must be undertaken by the landlord and must have prior approval from the School Manager for University staff and students or Hospital General Manager for BCHC.

Other facilities

Please note that Integral is **not** responsible for the following:

- IT and communications and patient call systems
- Dental chairs
- Dental equipment, including sedation equipment
- Cleaning
- Waste management – including clinical and special waste
- Security – manned or operation of security systems
- Replacement/additional keys/key fobs
- Replacement/additional panic alarm controllers
- 'Plugged in' appliances
- Kitchen equipment, kitchen appliances and grease filters.

However, if you have any issues/problems with any of these please discuss with the appropriate following contacts:

Trust IT service desk: 0121 466 5200

University IT service desk: 0121 414 7171

Audio visual equipment in lecture theatres, seminar and meeting rooms: 0121 466 5516

Clinical skills suite: 0121 466 5516

Dental chairs: Calls must be logged with the BCHC Trust estates helpdesk on 0845 226 6435. See the section marked **“dental chairs”** in the **“Information for patients, visitors and clinics”** section

Cleaning: queries must be logged via the domestic supervisor. See the section marked **“Cleaning”** in the **“General Information”** section.

Fuel and cylinders: All queries should be directed to a member of Trust facilities staff.

Keys: For queries regarding keys, or the key safe, please contact the BCHC Trust Estates helpdesk on 0845 226 6435

Loose furniture, and all other estates related queries:

BCHC Trust Estates helpdesk on 0845 226 6435

Building opening times

At this time (September 2015), Birmingham Dental Hospital and School of Dentistry has the following opening times:

Monday to Friday

Opening time: 7am (unlock process from 6.30am)

Closing time: 8.30pm (lock process from 8.30pm)

Saturday and Sunday

Opening time: 7am

Closing time: 4pm

Bank holidays: closed

These are the times the building is unlocked, and locked. The closing time will be announced over the building tannoy 30 minutes prior to the building being closed to allow staff, students and patients time to leave.

At the opening and closing of the building, there will be a minimum of two security-trained members of staff on site. The building will be swept for people prior to close-down.

If access to the building is required at other hours, permission must be sought from Trust and University management staff, to ensure there is appropriate cover from security and facilities staff, which would be facilitated accordingly.

Catering

Catering in the Birmingham Dental Hospital and School of Dentistry is provided by Catering Academy.

A coffee shop and café bar is provided in the entrance hall of the hospital and school. A staff and student restaurant is provided on the third floor. Opening times are displayed locally.

Prices and menus are available on site in the café bar and restaurant.

Hospitality catering is available and must be pre booked by contacting the hospital catering manager. The range of hospitality catering available is displayed in a brochure available from the staff restaurant.

For any queries on catering services, please contact the catering manager on **0121 466 5164**.

Beverage bays

Beverage bays are available throughout the hospital, and are fitted with filtered boiling and cold water, microwaves, and fridges. There are also dishwashers located in some bays. It is staff and students' own responsibility to keep these areas clean and tidy. Fridges will be cleared at weekends of any leftover food and drinks. All food stored in fridges should be sealed in airtight containers.

Individual kettles and kitchen appliances are not permitted in the building under any circumstances.

They will be removed without consultation from offices if discovered, as the building has strict energy targets which cannot be breached without financial penalties.

Note: food and drink items are only allowed in designated areas.

Cleaning

The cleaning schedule for each area of the building is displayed and should be followed by domestic staff as well as clinical staff where relevant. Time and frequency of cleaning is displayed on each schedule, and a record of cleaning is noted with each document.

If cleanliness is not up to the required standard, or a patient or visitor draws attention to an area or item that needs attention, please contact the domestic supervisor.

Spillages

For all spillages, please ensure patient, visitor, staff and student safety is safeguarded by clearing the affected area in the first instance and ensuring there is a member of staff in attendance to stop anyone entering the affected area. The process that should be followed for all spillages is detailed in the BCHC Trust waste management policy, available on the BCHC Trust intranet.

Contact the domestic team by the above method, and make sure they are fully informed of the substance that has been spilled. Please ensure a DATIX incident form is filled out.

- For blood or bodily fluid spillages, please refer to the BCHC policy 'management of clinical sharps injuries and exposure to blood and high risk body fluids' available on the BCHC intranet.
- For any chemical or clinical material spillage, please refer to on-clinic COSHH assessment folder.
- For spillages in the lift areas, please see "[lift procedure](#)" section.

Dental chairs

Chair maintenance

There will be a programme of planned preventative maintenance for all dental chairs in the hospital throughout the year, coordinated by the Trust estates team. Should a chair be required for maintenance, clinical staff will be informed at least six weeks beforehand to make necessary arrangements.

Chair malfunction

In the event a chair develops a fault, it must be immediately reported to the BCHC Trust Estates Helpdesk on: **0845 226 6435** who will give a call reference number, and arrange repair within 24 hours. The senior dental nurse/dental nurse manager should be immediately informed so that scheduled clinics can be arranged around this occurrence.

Chair allocation

Allocation of dental bays and chairs is the responsibility of the dental nurse manager and senior dental nurse for each area.

Queries and requests should be directed to them in the first instance. Any changes to individual clinician job plans, must be checked with these nurses to ensure the hospital has capacity to manage the change, working closely with undergraduate clinical programmes and related curriculum teams.

General management and clinical directorate

The General Management and Clinical Directorate office is located on the ground floor of the south block of the building, along with the booking office, IT, patient services, dental nursing and the school of dental hygiene and therapy.

BCHC services available from this office include:

- Access to records requests
- Annual leave forms
- Audit Support
- Cashiering
- Communications
- Complaints management
- Duty manager issues
- Fax machine
- Freedom of information
- General assistance
- Governance support (including incidents)
- Offices of clinical lead, associate director and general managers
- Photocopying and scanning (note: not clinical record scanning)
- Senior management staff diary management
- Sickness management
- Stationery ordering
- Study leave forms
- Training requests
- Travel passes/car parking.

School of Dentistry Administrative office is located on the 3rd floor of the South Block and will be responsible for provision of some of the above services for University staff and students.

Heating

The building operates a Building Management System (BMS) that keeps the building at a constant temperature of 21-24° celsius.

The gas fired boilers are located in the roof plant room and provide heating to the radiators on the all floors. All radiators are all controlled by the BMS system.

Comfort cooling

A comfort cooling system is provided to a limited number of rooms and is operated by individual control boxes in the locality of the comfort cooling unit.

If you have any queries regarding the temperature of your working area, please contact the 'authorised person' for your area, who will be able to contact the Integral helpdesk on the number stated in the **"building management"** section of this manual.

Natural ventilation

In cases of extreme external temperature which causes the internal temperature to rise above 28°C, the building management system has a failsafe mechanism known as 'natural ventilation' to allow excess building heat to escape. In the event this is required, key members of staff will be informed – this is detailed in the **"windows and ventilation"** section of this manual.

Portable fans and heaters are prohibited, as the building has strict energy targets which cannot be breached without financial penalties. If discovered, these will be removed without consultation. Windows should be kept closed unless opened under 'natural ventilation' conditions.

Key management

Keys for individual areas have been arranged into groups, and will be available to those who have need of them. In addition, the facilities team will have a master key to allow access to areas as necessary.

Keys for clinical areas are available automatically from a key safe in the corridor next to linen exchange area of the building on the ground floor, north wing. They will be dispensed by use of the hospital identity/access cards and must be returned to the same key safe at the end of the day. Keys can only be released to people with the correct access.

Note: this system is alarmed, to ensure keys are not accidentally taken out of the building. Should keys be removed from the building, the alarm will sound and key management/security personnel notified.

Additional or replacement keys can be sourced via the BCHC Trust estates helpdesk (see **"building management"** section), however authorisation for release of new keys must be first obtained from the School Manager or Hospital General Manager.

A charge of £12 per key will be levied for lost keys, payable to the hospital cashier's office.

If staff require any help with the key safe, they should contact the BCHC estates contract manager via the Trust estates helpdesk (note: not Integral) as noted in the **"building management"** section.

Laundry

Staff and clinical students will collect their uniforms from the laundry room on the ground floor. Uniforms are available to be collected daily between the hours of 7am and 9am. **If collection is required outside of these hours, staff and students should contact a member of the facilities team, who will be pleased to help them.**

Male and female changing rooms are available on the ground and first floors. Laundry drop baskets for uniforms/PPE are located in these changing rooms. Staff and students should deposit soiled garments in these baskets for collection and cleaning.

Repairs – If your uniform requires repair, please contact the facilities manager who may be able to provide an alternative uniform for you.

Any queries regarding laundry should be directed to the facilities manager.

Lift procedure

The hospital and school is serviced by four lifts. One lift is located in the north block, and is intended primarily as a goods lift, and two lifts located in the south block intended as a patient/staff lift. There is an additional lift from the car park (Lower ground) to the atrium (Ground floor) only.

Staff and students are actively encouraged to use the building's staircases wherever feasible, and should give preference to patients and visitors in use of the lifts. Lifts may be isolated and out of general use for transport of items to research laboratories.

Fire:

In case of fire, lifts will automatically return to the ground floor, and should not be used under any circumstances. For more details, please see "[fire evacuation procedure](#)" in the "[incidents and emergencies](#)" section of this manual.

Spillages:

In the case of a spillage in a lift, staff should inform the Integral building manager or a member of the facilities team immediately, so that the lift can be put out of use. Lifts can only be put out of service by a member of the on-site Integral estates team.

Breakdown:

In the unlikely case of an individual trapped in the lift, there are instructions to follow from inside. Should there be a malfunction with a lift, please contact a member of the facilities team, who will assist you by contacting the appropriate people.

Personal belongings: lockers

Lockers will be provided in all staff changing areas. Lockers in the first floor changing rooms will be allocated to full-time clinical staff and students (term 6 onwards) on request. A bank of lockers for part time and sessional staff and students is located in the ground floor changing rooms. It is individuals' responsibility to ensure these are not used unfairly.

A master key will be held in the general management and School offices in the case of emergencies. Replacement keys will be charged at the cost of £12 per key.

There are a limited number of lockers in staff rest rooms that can be used to store personal items during the day. These should not be reserved, and are not allocated to individuals.

Staff and students are strongly advised to not leave personal belongings in an unsecured area, as the Trust and University cannot be held responsible for unsecured personal belongings.

Portering and security (facilities team)

The hospital and school has a team of facilities support workers to support the hospital's day to day operations. These staff are available to help with a number of duties, including:

- Ad-hoc reception duties, including directing visitors and staff
- Building opening, security sweep and close
- Collection and delivery of consumables, sterile/unsterile equipment within the building following infection control processes
- Gas cylinders and Fuel deliveries (gas cylinders for transport to research labs managed separately)
- Linen collection and delivery of linen
- Operating as a banksman (guiding large vehicles)
- Patient escort, including those with additional needs/wheelchairs.
- Post delivery/collection/franking
- Sample collection/delivery
- Stores duties, including management of service yard
- Supporting the security of building and people
- Waste/plaster collection.

All of these members of staff have been trained as a banksman, and have received a formal security qualification.

Any queries regarding members of the facilities team should be directed to the facilities manager on **0121 466 5259**.

Post

Letters for patient appointments (if the patient is not present) can be sent directly from the patient administration system to the Synertec system to be posted. If you are not set up to print to Synertec, please contact the BCHC IT helpdesk, who can arrange this. If an appointment is within one week, Synertec should not be used as the letter may not be received in time, instead first class post should be used.

BCHC post

Other post must be taken to the facilities office behind the main reception desk for franking. All post will be sent second class, unless urgent, in which case it should be marked 'first class'.

Facilities staff will frank mail once a day before the final post collection – post collections are at approximately 4pm every day. There is no post collection at the weekend.

University post

University mail franking is undertaken at the school office located on the 3rd floor of the south block with all other University office accommodation. This post has its own internal collection and delivery service.

Distribution of post

Post will be received at the receipts door and taken to the facilities office behind the main reception desk where it will be sorted into departments and taken to the appropriate department where it will be deposited in the designated postal trays.

Printing and photocopying

The new building operates on the principle of 'centralised printing' – single high volume multifunctional devices capable of printing/scanning and photocopying for each general area of the building. These will be automatically connected to the computers in each area to facilitate ease of use.

Each clinic area also has printers located to print patient letters at the time of appointment booking.

BCHC printers

Printer supplies will be automatically ordered by the device management software when required and a backup provision will be stored in the central stationery storage area on the ground floor (See **"Ordering, deliveries and stores"** in the **"information for patients, visitors and clinics"** section of this manual).

Access to the stationery storage area will be restricted and staff must be accompanied by a member of the facilities team.

The multifunctional photocopiers/printers will operate on a login basis, whereby each user will be required to log in using their access/ID badge and or login code to access their printing. If the print job is not collected before the end of the day the print servers are wiped and the print job must be resubmitted. Please make every effort to ensure that you take your printing, and reload the printer with paper if it runs out.

Any issues with printers should be reported as soon as possible to the Dental Hospital IT helpdesk.

University of Birmingham

University of Birmingham photocopiers and printers will work on a card based login system (Safecom) and provide secure managed printing for staff and students within the building. Staff will collect their printing using their University of Birmingham ID card.

There will be several large capacity printing devices at key locations within the building, along with several smaller managed devices in areas as required.

Where required printer supplies (Toner and Paper) will be ordered through the School of Dentistry administration office. Student printing facilities will be monitored and supplies provided as required. In the Reprographics area staff will be required to refill and resupply the devices as supplies are required.

Any problems with the printing or photocopying facilities should be reported to University of Birmingham IT service desk:

Telephone: 0121 414 7171

Website: www.itservicedesk.bham.ac.uk

Room bookings

Non-clinical rooms

There are a number of meeting rooms available throughout the hospital. These are bookable either via the general management office, or the school office, as noted below:

Ground floor:

- Lecture Theatre (left) – Capacity 126 – School of Dentistry
- Lecture Theatre (right) – Capacity 101 – School of Dentistry
- Lecture Theatre (whole) – Capacity 227 – School of Dentistry

First Floor:

- Seminar Room 1 – Capacity 36 – School of Dentistry
- Seminar Room 2 – Capacity 36 – School of Dentistry
- Seminar Room 3 – Capacity 36 – School of Dentistry
- Computer Cluster Room – Capacity 13 – School of Dentistry

Second floor:

- Large Classroom – Capacity 81 – School of Dentistry

Third floor:

- Board Room – Capacity 48 – General Management Office
- Meeting Room 1 – Capacity 6 – General Management Office
- Meeting Room 2 – Capacity 6 – General Management Office
- Osborne Room – Capacity 24 – School of Dentistry

Clinical rooms

Individual clinic rooms, technical rooms, research rooms, demonstration/tutorial rooms, clinical trials rooms, and dental bays are only bookable by directly liaising with the senior nurse on each floor as they will be heavily used for teaching purposes during term time.

Interview/counselling rooms

These rooms are bookable with managers in each local area.

Smoking

The entire Birmingham Dental Hospital and School of Dentistry site is on a no-smoking estate. Smoking is not permitted in any area, or on the grounds of the hospital. This will be strictly enforced.

Calthorpe estates have provided a smoking shelter, should staff or patients insist on smoking. This is located just outside of the estate boundaries, and is the only location on the estate where smoking is permitted. All smokers should be directed to this location.

Windows and ventilation

The building is naturally ventilated in coordination with the heating system to maintain a steady temperature of 21-24° Celsius.

Windows

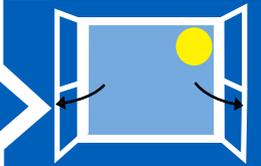
Windows are only to be opened when required to assist the building heating and cooling (see below) – it will not be the responsibility of individual staff and students to open windows. Do not force the window beyond the limits of the restrictor. The windows are secured and can be opened by the keys provided.

In the event that the building becomes too hot, the building management system will notify a number of key individuals across the building that 'natural ventilation' is available. Screens will display the following message around the building:



Wednesday
21:34
18 March 2015

Ventilation mode:
Natural Ventilation

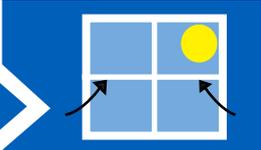

Please open windows if required

Certain windows in the building should be opened to allow the building to cool. Managers in each area will be notified by email and responsible for ensuring the windows are opened. If the building has not cooled, the windows must be closed after one hour to allow the building's air cooling systems to operate. The following message will be displayed and managers notified.



Wednesday
21:34
18 March 2015

Ventilation mode:
Mechanical Ventilation


Please close the windows

Section two: Information for patients, visitors and clinics

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Section two: Information for patients, visitors and clinics
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Translator services
Waste management

Blood samples and biopsies

There is a room in the oral surgery/unscheduled care area on the ground floor of the hospital designed for the taking of blood samples. Samples can be taken in other areas of the hospital as directed by senior clinicians in each area.

Within this room is a clinical refrigerator where samples can be stored prior to collection.

Each inoculation injuries occurrence should be immediately treated according to the guidelines as outlined in the BCHC Trust policy management of clinical sharps injuries and exposure to blood and high risk body fluids. The guidelines for treatment are displayed in each clinical area and should be followed at all times.

A DATIX incident form must be completed for each occurrence.

Car parking

Staff

Staff car parking is available via application according to the hospital and school's car parking policy. Staff parking passes are available on an annual basis and must be displayed at all times. On-site parking is available on a first come first serve basis and is not guaranteed.

New starters will be assessed against the criteria on appointment and any allocation would be subject to available spaces.

Allocations will be reviewed on an annual basis. Staff will be able to have the car park fee deducted from their salary via either the hospital cashier's office or school manager.

Patients and visitors

Patient and visitor parking at the hospital and school is charged at the rates published on displays in the car park.

Any issues with car parking or the tariff machines must be reported to the contact detail displayed in the car park.

Trust and University visitor car parking is charged as per patients, and may be reclaimed via expenses routes.

Cashier

The cashier's office is located on the ground floor, just outside the General Management area.

The cashier's office will be open Monday to Friday. In the event a cashier is not available, general management staff will assist where possible.

Cashier services are available for the following services:

- Petty cash
- Denture payments
- Patient travel reimbursement
- Patient car parking reimbursement
- Payment of staff car parking
- Issuing of prescription pads.

The cashier's office is also the place patients can purchase items from the product shop. For details, please see the **"product shop"** section in the **"information for patients, visitors and clinics"** part of this manual.

Electronic dental record

The hospital and school uses Carestream R4 as its electronic dental record (EDR).

Desktop use

A nurse should sign in using their network logon and access the carestream system using their individual EDR logon.

When a clinician and nurse are present within the dental bay the clinician should sign in using their own network logon and sign in to the EDR system using their individual EDR logon. This potentially allows others within the dental bay access to other network resources and the clinician is accountable for use or activity by others at any time. The nurse/student can enter data using the EDR signing in through their unique credentials which will be signed off electronically by the lead or senior clinician within that area of work.

Laptop cleaning

All clinic laptops and/or tablets must be cleaned using screen-cleane wipes at start and end of duty, and between each patient. The cleaning must include keyboard, screen and outer surfaces of the appliances.

Health and safety

- Take regular breaks from sitting and your computer (before the onset of tiredness or pain) and mobilise
- Maintain a natural upright posture-ideally 'ears above shoulders'
- Set chair height so hands are horizontal to desk and able to access keyboard
- Ensure the chair backrest is adjusted to offer sufficient lumbar support-fits the hollow of your back
- Consider your keyboard technique and use a keyboard correctly
- Set monitor directly in front of you with top of monitor in line with your eyes
- Remember to blink and change focal length, look away from the screen.

Ordering, deliveries and stores

Clinical ordering

Clinical items are ordered collectively for categories that are used by the entire hospital, with specific items for individual floors ordered by the dental nurses for those floors. Budgets for these floors are held by the respective clinical leads and delegated to the Dental Nurse Managers, and requests should be directed to them.

The hospital works to a 'pull' system. When the mobile cabinets and clinic bays are empty, they will be restocked from clinic store rooms, and replenished by either tick lists (which should be completed on a daily basis by nursing staff) from the main stores, or by scanning the empty box into the provided 'Plan O' system scanner where present. The main stores will be reviewed and orders placed according to need.

Tick lists will be collected twice daily by facilities staff in order to refill storage areas as required.

Non-clinical ordering

Non-clinical items such as stationery and furniture will be ordered for BCHC staff by the general management office, and stored in the main stationery store. To access the main stationery store, please contact a member of facilities staff. For University staff and students, ordering is via the School Office.

Deliveries

Due to restricted space in the hospital's service yard, deliveries must be booked in with the facilities team wherever possible. If you have arranged for personal items to be delivered to the hospital, please ensure the facilities team are informed. However we ask that this is kept to a minimum. There are now increasing options for personal delivery locations and use of hospital stores is discouraged.

Patient transport

Patient transport is available for patients that have no other means of private or public transport available and meet any of the following criteria:

- Confined to a wheelchair
- Mental health issue or learning disability that prevent them from using public transport
- A medical condition/disability that would compromise dignity or cause public concern if public transport was used
- Unable to walk without the continual support of another person or walking aid, i.e. zimmer frame or similar
- Experience side effects as a result of medical treatment that prevent them from use of private or public transport.

Should a patient request patient transport, they should be sent a patient transport booking form and information leaflet by the appropriate patient services clerk, which must be returned to the hospital for assessment at least two weeks before the appointment.

Prescriptions

The procedure for issuing prescriptions is set out in the BCHC medicines management policy, which covers issuing of new prescription pads (via the cashier's office), prescription pad security and record keeping. The policy is available on the BCHC intranet. For local processes around issuing of prescriptions, please contact the senior dental nurse for that clinic who will be able to give you details.

New prescription pads are available from the cashier's office on the ground floor.

Product shop

The product shop is located in the cashier's office on the ground floor. Staff should direct patients to this area where they can select and pay for items, which are charged as advertised outside the cashier's office.

Reception

The main reception will be staffed from 8am to 8pm by members of the patient services team, (8am-5pm) or members of the facilities team (5pm-8pm).

The hospital unscheduled care service is accessible for patients via the NHS 111 service. Should patients self-present at the front door without an appointment booked via NHS 111, they should be directed to the free telephone present in the reception area in order to discuss with NHS 111 and book a slot if appropriate and available.

The only exception is if parents attend with a child, in which case, reception staff should notify the duty officer or senior nurse in the primary care area, who will ensure they are seen.

Self check-in kiosks are available throughout the hospital, and patients will be actively encouraged to utilise these kiosks to check in for their appointments on a daily basis. For more details on self check-in, please see the section marked **“Self check-in and digital signage”** in the **“Information for patients, visitors and clinics”** section.

Self check-in and digital signage

Self check-in kiosks are present throughout the hospital within the ground floor reception area of the hospital and throughout various waiting areas. Patients check-in for their appointments by presenting and selecting their gender, date of birth and inputting postcode. Alternatively the patient can scan their appointment letter (barcoded) for automatic verification and check-in.

Should patients be unable to operate the self check-in kiosk they should contact a member of staff who should ask a member of the Patient Services team to assist them. The kiosks will automatically advise the patient to report to the ground floor reception to be checked in by a member of staff in event of technical difficulties.

Digital signage will be located within waiting areas throughout the hospital. The screens will display key NHS updates and live news feeds, as well as customised streaming dependant on the clinic waiting area. The screens will also advise patients as to the clinical area of the waiting room and provide important clinic messages.

Translator services

Translator services are available for any patient whose confidence in spoken English is not sufficient to relay informed consent for their treatment.

All translators must be booked before the appointment. Translators should present at the front desk of the hospital with their identification. **Translators without valid identification must not be admitted to the hospital.**

Should there be an urgent need for translation with no translator present, LanguageLine is a service accessible by telephone by **08453 109900**. Guidelines for use, including sheets of instructions in multiple languages are available in each clinical area.

Waste management

All waste in the hospital must be disposed of in the appropriately labelled waste packaging, segregated according to the BCHC Trust waste management policy.

In administrative areas, there are waste receptacles for each area, separated into waste streams. Individual waste bins are not permitted. Recyclable waste items must be separated from other waste before disposal. Batteries should not be disposed in normal waste areas, but in the appropriate container in the disposal hubs.

In clinical areas and laboratories, the rules of the BCHC Trust Waste Management Policy must be accorded to, with particular reference to Appendix A "Segregation of bagged waste", and Appendix B "How to Seal clinical waste bags". This is available on the BCHC Trust intranet.

For extracted teeth and in laboratories there are separate human tissue act policies – these are available on the BCHC Trust intranet.

Section three: Incidents and emergencies

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Accident and incident reporting

All incidents must be reported using the DATIX incident reporting system on the BCHC NHS intranet. Members of University staff and students should access this via any member of BCHC staff who can access the intranet on their behalf or via paper forms if BCHC staff are unavailable. These can then be delivered to the general management office to be entered onto the system.

All incidents are investigated, and organisational learning disseminated via team meetings and governance information reports/newsletters.

There are first aiders located throughout the building. The current list of first aiders for each area is displayed throughout the building. For further details see the section marked **first aid arrangements** in the "incidents and emergencies" section of this manual.

In the case of **medical emergencies** only staff can access the emergency 2222 bleep to get immediate response. For further information, please see the section marked "**Bleep**" in the "Incidents and emergencies" section of this manual.

In cases where staff need non-medical support, the Duty Manager can be accessed via the Bleep system. Please see the section marked "**Bleep**" in the "**incidents and emergencies**" section of this manual.

Bleep - medical emergency

2222 Bleep

The emergency **2222** bleep system is in place to contact a qualified member of staff in case of **medical emergency only**.

In non-emergency situations, any clinical basic life support trained member of staff should be able to assist.

The bleep is operated by using any telephone, and entering **2222**, stating clearly the emergency. A member of staff allocated to the **2222** rota will then attend to assist.

Duty manager bleep

Should a member of staff require assistance, or in the case where a patient has asked to see a member of management staff, in the first instance, staff locally should attempt to resolve the situation. Should this not be possible, a duty manager can be contacted by dialing **8888** from any telephone and following the instructions.

Bomb alert/attack and evacuation

In the case bomb alert or a suspicious package, please follow the process outlined in the BCHC Trust bomb threat and suspicious package policy, available on the BCHC Trust Intranet.

As detailed in the policy, the police would not advise evacuation unless a suspect package is found. However for evacuation, please follow the procedures outlined under fire evacuation and if required follow the instructions given by the police.

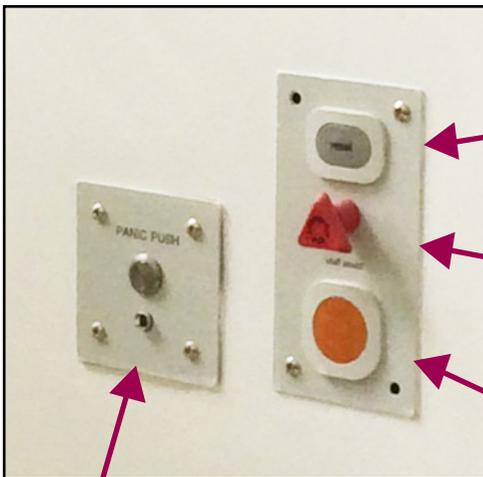
Call assistance

Each clinic bay has a call assistance system, to allow members of staff to call for assistance in a variety of scenarios.

These buttons should be used only when needed. There is a button for normal assistance that can be used to ask a colleague to attend, and a button for emergency assistance.

In addition, closed bays and some other rooms have a panic button, as illustrated below.

These buttons will signal an audible alert and light, and will notify to the nurse station. 'Panic push' will also alert to the security station on the ground floor to allow a member of facilities staff to attend. This also applies to disabled toilet alarms.



(Lights when bottom button pushed).
Press to cancel assistance call

Pull for emergency.
Push to cancel

Press for normal assistance

Panic button for closed bays and rooms only

Fire alarm test

The fire alarm system will be tested each week. Prior to each test, an announcement will be made over the building announcement system, and when the test is completed, a similar announcement will be made. No action should be taken at this time.

Should the alarms sound without this announcement, it should be treated as a true fire alarm, and the appropriate action taken. See the section marked **“Fire alarm evacuation procedure”** in the **“incidents and emergencies”** section of this manual.

Fire evacuation procedure

The fire alarms in the Dental Hospital and School of Dentistry will sound continuously automatically should two detectors activate, or a break glass point be broken.

Phase 1 - Acknowledgement

In phase 1 of fire alarm activation, the system will sound intermittently. The fire wardens for each floor (a senior member of staff who has received fire warden training) should move immediately to the fire panel for their area to determine if it is located in their area.

If a fire warden is aware of the cause for the alert, then they are to acknowledge the fire alarm actuation. The intermittent phase is then extended by a further 3 minutes at this point to allow further investigation. They should then immediately notify the main reception desk by telephone.

Phase 2 – Investigation

If after 180 seconds the fire alarm system has not been silenced or reset the alarm will move to a continuous alert, when the hospital should be evacuated. Staff should assist patients to move calmly and quietly to the assembly point outside the front entrance of the hospital, using staircases only. Staff and patients should not stop to collect personal belongings, and should only return to the hospital when the fire brigade has attended, and/or a fire warden has indicated it is safe to do so.

In the fold-out sections at the back of this manual, the evacuation routes for each area of the hospital are illustrated. Also illustrated are refuge areas for patients, staff, students and visitors who are unable to make use of stairs.

First aid arrangements

First aid boxes will be available in each clinical and administrative area. First aiders are present throughout the building, and their identity is displayed in each area. Please contact the relevant member of staff in the first instance of need. Should the need be urgent, or life-threatening **only**, the **2222** team can be contacted via the bleep system (See the **"Bleep"** section of this part of the building manual).

Should an ambulance be required, please contact **999** (**9 – 999** from an internal phone), and also inform main reception, who will arrange for the bollards at the front entrance to be dropped to allow the ambulance access.

IT helpdesk

BCHC:

In the case of any issues or problems with NHS IT, clinical systems, printers, or telephones please contact the BDH IT Helpdesk on:

Telephone: 0121 466 5200

Where staff will be happy to help you. You will be assigned a job number for each call, to allow you to track progress. If your enquiry is urgent, please state, and a member of the team will attempt to assist you.

University of Birmingham

For support of University of Birmingham IT systems and services please contact the University of Birmingham IT service desk:

Telephone: 0121 414 7171

Website: <http://itservicedesk.bham.ac.uk>

A member of the IT Service desk team will be happy to help with any issues and provide a resolution where possible, or where required a call will be passed to the local onsite IT support team.

You will be able to track the progress of any support requests with a unique call identification number via the website or by calling the IT service desk.

Power failure

In the case of power failure to the hospital site, there is a backup generator which will allow the hospital to continue operation for a period of 24 hours whilst emergency repairs are carried out.

Sharps injuries

Innoculation injuries should be immediately treated according to the guidelines as outlined in the BCHC Trust policy management of clinical sharps injuries and exposure to blood and high risk body fluids. The guidelines for treatment are displayed in each clinical area and should be followed at all times.

A DATIX incident form must be completed for each occurrence. Members of University staff and students should access this via any member of BCHC staff who can access the intranet on their behalf or via paper forms if BCHC staff are unavailable. These can then be delivered to the general management office to be entered onto the system.