

Method Statement
Reception Services

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1 Objectives

Project Co shall provide the Board with a customer focused Reception Service from the main reception point at the front of the hospital. We will act as the first interface between the Board and the public. At all times we will promote and enhance the positive image of the Board by ensuring a welcoming atmosphere to patients and visitors alike. The service will be a key provider of information to patients, visitors, staff and other hospital users.

Users to the building will be greeted by a professional receptionist service offering a friendly face, helpful manner and creating the right first impression.

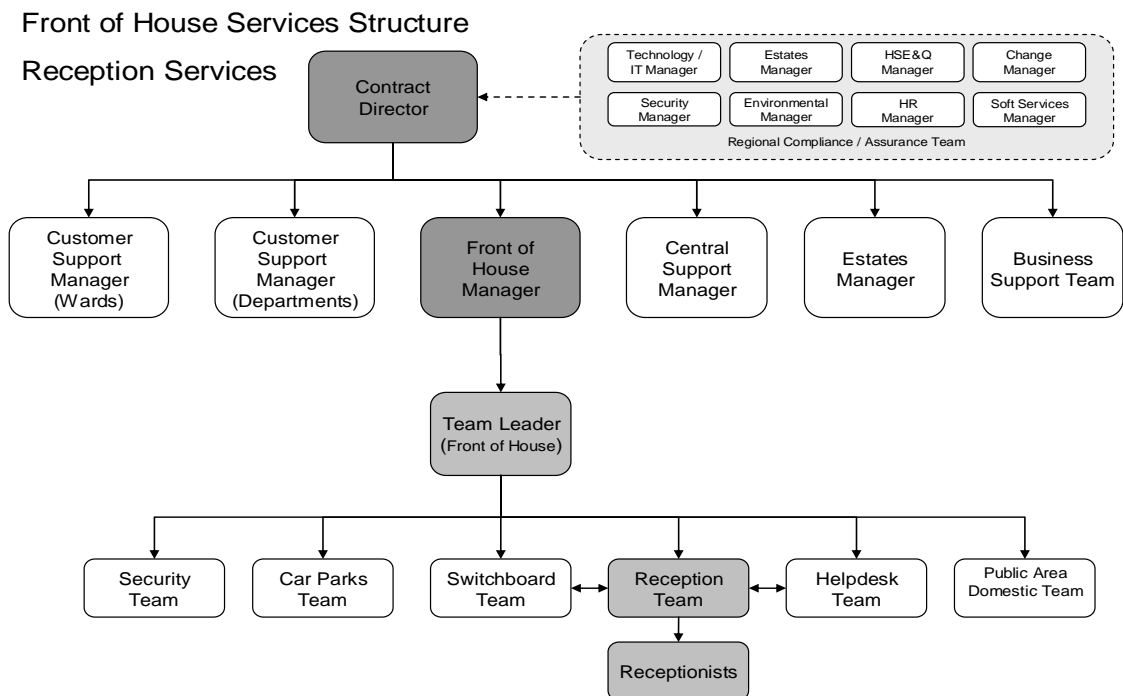
It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

2 Management Supervision and Organisation Structure

The Reception Service is located at the main entrance and is provided and staffed between the hours of 07:00 and 20:00hrs per day 7-days per week. The Front of House Manager has overall responsibility for the provision of the Reception service, which will be managed day to day by the Team Leader (Reception). Their responsibilities will include both the liaison with users as well as day-to-day organisation, coaching and training, monitoring of standards and dealing with ad-hoc requests. This will be achieved on a day to day basis with the Team Leader visiting the reception area and checking that the reception staff are undertaking their duties in line with their training and in line with the operational procedures. Work will be prioritised by the Receptionist.

In providing a more flexible workforce and improved service to the Board, the Receptionist under the Team Leader will be cross-trained to deal with Switchboard and Helpdesk duties as well as Reception duties. This training will commence prior to service commencement and continue throughout the first year of the services period. Thereafter the staff shall receive refresher training in line with the training plan. Rosters will provide the flexibility to move staff between the Switchboard, Helpdesk and Reception Service.

Reception Services Organisational Chart – Figure A



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3 Scope

Project Co shall provide this service through dedicated staff at the main reception between the hours of 07:00 to 20:00, 7 days per week 365(6) days per year. The Front of House Manager shall ensure that a sufficient quantity of staff working within Switchboard and Helpdesk are competent and available to provide the reception service. In addition to this the Security Officers shall be trained and available to provide short term cover where necessary. In providing a more flexible workforce and improved service to the Board, the Receptionist under the Team Leader will be trained to deal with Switchboard and Helpdesk duties as well as Reception duties.

The Reception Service shall encompass the following elements:

- the management of reception area and public information displays;
- receive and greet patients, relatives and visitors;
- provide information;
- way finding; and
- orientation.

The Reception service is limited to the main reception only. Other receptions are staffed by Board personnel. Signage shall be used to direct visitors to the main reception. Visitors to renal, day hospital, mental health, A&E, Woman and Children's shall be directed via signage. These departments shall provide reception arrangements as necessary.

The Board shall supply and make available the portable induction loop hearing aid systems for use by the public.

For the avoidance of doubt the Board shall be responsible for the maintenance, replacement, whether through misuse, vandalism, accidental damage or theft and tracking of the equipment.

4 Work Schedules and Procedures

4.1 Reception Services

SP01 Project Co shall train the reception service staff to provide an efficient and courteous service acting as the Board's ambassadors in the effective promotion of its image and reputation. This shall further be endorsed by the uniform worn by the reception staff which shall display a smart and professional appearance. Project Co shall monitor the reception staff to ensure that they comply with the training and procedures which set out the expected behaviours of the reception service staff. In the evening the reception area shall also be staffed by a security officer. This officer shall provide a visible presence in the reception area and act as a deterrent to anyone entering the premises with unlawful intentions. This officer shall also provide a low key meeting and greeting function. The security officer shall attend other areas within the hospital as required. In addition, the Receptionist shall provide a meeting and greeting service to visitors attending the hospital.

The Porter assigned to the Outpatients area shall provide a day time meeting and greeting service in addition to his/her Portering duties. This Porter shall take up a position in the Entrance to Outpatients. This will provide a presence to assist patients with way finding and also to increase the response to Portering tasks in this area.

SP02 Project Co shall ensure that Reception staff through training and
SP03 operational procedures which shall be in place prior to service commencement will have a detailed knowledge of the hospital and its services and will be able to give clear and concise directions as required. Project Co Team Leader (Front of House) shall monitor the staff by visiting the area each day to visually assess the staff performance as they undertake their duties. Project Co staff shall have a good knowledge of the location of key Board staff. The Board are responsible for providing Project Co with any changes to the location of their key members of staff. A procedure outlining how this shall operate shall be agreed between Project Co and the Board prior to service commencement.

SP04 Project Co staff shall treat all enquiries from visitors and users of the hospital with respect, dignity, confidentiality and privacy. Staff shall display these qualities in their behaviour, manner and attitude which can be confirmed by observation of the staff undertaking their role. Project Co Team Leader shall monitor the Reception staff by visiting the area each day to ensure the procedures relating to manner, attitude, behaviour and helpfulness are followed and the behaviours expected are displayed by the Reception staff. Where there are any deficiencies observed or where a complaint is received regarding the manner, attitude or behaviour of the Reception staff, Project Co shall provide the staff member concerned with feedback as soon as it is practical and appropriate to do so and additional

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training. The training shall be scheduled as soon as practically possible but within 2 months of an upheld complaint coming to the Front of House Managers attention. Annual staff appraisals shall also be used by Project Co as a means of providing Reception staff with feedback on their level of performance, including behaviour, attitude and manner used in the provision of the Reception Service.

- SP05 Project Co Reception staff shall on request notify the contact person by way of telephone or pager that a visitor is waiting for them at the main reception area. This will be done whilst at the time of request.
- SP06 Project Co Reception staff shall ensure by the Team Leader undertaking checks, that the reception desk and surrounding area is kept clear and tidy. Project Co shall ensure that the Reception staff have access to cleaning materials to assist with this duty, although the domestic services staff shall usually attend to these incidents. All reception staff will be trained so that they have a clear understanding of how to use the equipment and the cleaning standards expected. Any spillages in the reception area shall be reported to the helpdesk and shall be attended to in line with the response times of the domestic services department. The Team Leader shall monitor the cleanliness and ensure that the standard is maintained.
- SP07 Visitors shall be directed to the appropriate ward or department by the Reception staff using the Patient Administration System (PAS). Equipment, licensing and Training for the Patient Administration System shall be provided to Project Co by the Board. The Board to install this system and provide this training to the reception, switchboard and helpdesk staff prior to service commencement.
- SP08 Project Co shall provide the Reception staff with the equipment necessary to provide the Reception service. The computer necessary for the PAS system shall be provided by the Board. Stationary required for the provision of the Reception Service shall be provided by Project Co.
- SP09 Project Co staff by visually inspecting and checking shall maintain on a daily basis the information displays within the reception area. Leaflets and other displays, to be determined, shall be replenished by the Reception staff. Leaflets shall be provided to Project Co by the Board. Project Co shall check the display boards daily and any unauthorised material shall be removed by the Reception staff. The Board shall provide Project Co with a policy relating to the function and operation of the display boards.
- SP10 Project Co shall maintain written and electronic records pertaining to the provision of the Reception service and provide access to the Board at all times. Project Co shall meet requests for information from the Board within an agreed time. These records shall contain the information to demonstrate that the service is complaint or not with the performance parameters.
- SP11 Project Co shall, through rostering, ensure that the Reception Service is staffed from 07:00 until 20:00hrs, 365(6) days per year by trained and

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competent staff. Staff competency shall be monitored by the Team Leader observing their interaction with members of public and undertaking the tasks associated with the provision of this service.

- SP12 In the event of an emergency where Project Co are required to contact The Board staff, Project Co Reception staff shall follow the agreed call list. The list shall be called in the order of priority provided by the Board.
- SP13 Project Co reception staff shall visually monitor the patient waiting area within the vicinity of the Reception area and summons assistance where the Reception staff observes the need or on instruction or request. This shall be undertaken by means of contacting the Helpdesk and requesting the relevant Service.
- SP14 Project Co shall place a request to the Helpdesk when required to summon portering staff to move patients from the main entrance.
- Scottish Ambulance Service (SAS) staff are responsible for the movement of patients from their vehicles directly to the ward or department concerned. Where SAS staff leave patients at the reception area the SAS service shall be contacted by the Reception Service staff to collect and move the patients to their final destination. Where the SAS do not respond within 5 minutes the Receptionist shall contact the Helpdesk and request a porter. Project Co shall move patients onward to their final destination where any disputes occur with SAS providing the patient with a seamless transfer. Where disputes occur between the SAS and Project Co, the Board Representative shall address the issue with the SAS.
- SP15 Project Co shall support and participate in the major incident procedure as defined in the Board's Major Incident Policy. This will involve Project Co staff following the action cards / escalation procedure as provided within the Board's policy which sets out the names and designations of the Board personnel to be called and alerted in the event of a 'stand by' or 'confirmed' major incident. The Board to provide a backup plan prior to service commencement should these cards or the policy not be available. Media and press enquires shall be managed by Project Co in accordance with the instructions set out in the Board's Major Incident Policy.
- SP16 Prior to service commencement, Project Co's Front of House Manager and the Board Representative shall agree a course of action to be followed in the event of Project Co staff receiving notification of a bomb or other threat. Project Co shall provide staff training during the first 6 months of service commencement to ensure that the agreed course of action is followed in the event of a threat of this nature.

4.2 Work Schedules

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Prior to service commencement Project Co shall meet with the Board Representative and representatives from wards and departments to agree the scheduling of services. This information shall be consolidated and issued. The frequency and timings of all scheduling shall be based around the parameters set out in schedule 14, the Service Level Specifications.

5 Quality Standards

Project Co shall ensure that the delivery of the Reception Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

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6 Contingency Plans

An indicative contingency plan has been provided below. Service Specific Contingency Plans will be developed in conjunction with the Board and will be completed 3 months prior to Service Commencement for each individual service mobilisation.

Scenario: Access to PAS System Unavailable	Time Period:	Description of Contingency arrangements: To manage continuity of service.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Failure of the paging system resulting in no provision for cardiac and other emergency procedure contact.	On notification to the Helpdesk by users or thorough system testing or system alarm to switchboard console.	<p>Switchboard Operators notified and asked to carryout testing and diagnostics check. Report findings to the Front of House Manager.</p> <p>Inform the Board Representative of the system failure and outline the overall impact.</p> <p>Helpdesk to begin contacting all wards and departments to inform them of the need to ask any member of the medical emergency teams present on their ward/department to present themselves or a deputy to collect the alternative 2-way communication device so contact for emergency purposes can be maintained.</p> <p>Update the emergency response numbers to ensure the correct team are called in the event of an emergency.</p> <p>Keep the Front of House and the Board Representative up to date with devolvement.</p> <p>Inform all the emergency pager holders once the system has been restored to full operational status and ask them to return at their earliest convenience the alternative two way communication device.</p> <p>Restore the emergency response numbers to their original status. Notify the Front of House Manager and Board Representative on completion.</p> <p>Carryout additional testing to confirm that the system is fully operational and robust.</p>	<p>The paging system has a high level of resilience.</p> <p>The paging system is on uninterrupted power supply for minimum of 60minutes.</p> <p>The specialist contractor responsible for maintaining and responding to system failures have responsive service level agreement in place.</p> <p>Contingency system, i.e. two way handheld communication devices or mobile phones supplied and available by the Board.</p> <p>In the event of the system switching to UPS there is an alarm to notify the switchboard.</p>
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Front of House Management Team			
Criteria for returning to normal service: Confirmation that paging system has returned to operational functionality.			
Procedures for returning to normal service: Inform Board Representative and FM Heads of Department.			

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Protocol References:	Helpdesk action card Ref. Switchboard Management action card Ref. Incident Report Record
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