



# New GP Induction Manual

Putting the patient at the start and heart of our care

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## Section 1

### Introduction:

The aim of this manual is to act as a guide and reference to support development of the competencies and skills required for completion of the Out of Hours element of General Practice training. Included is important information regarding mandatory training requirements as well as practical points on how you can book shifts and what to expect from these sessions. We've also enclosed copies of important forms and contacts you may need during your training.

### Who are HUC?

Herts Urgent Care (HUC) provides accessible and high quality Integrated Urgent Healthcare services for the patients of Hertfordshire, Cambridgeshire & Peterborough, Luton & Bedfordshire as well as Primary Care in Essex. We have been providing a cross county GP Out of Hours service since 2008. When patients are ill and their GP practice is closed, patients can phone the NHS111 service provided by HUC to access medical advice, assessment and treatment. We also provide a range of other healthcare services to support patients and GPs, including the management of a number of GP practices and urgent care centres.

HUC's core business is to deliver highly responsive and effective integrated health care for patients with urgent but non-life threatening conditions. Our integrated 111 and Out of Hours GP service already has a multidisciplinary clinical workforce. Patients are able to speak to a wide range of clinicians, including pharmacy services and NHS111 enables access to specialist mental health services. This range of specialist advice means that fewer patients are bounced around to other services, ensuring that one phone call means patients get the 'right service, right place, first time'.

**Outlined below is a description of various session roles that can be booked:**

### **Visit/Triage/Base**

Generally this is at locations where there is a need to undertake a number of roles. The GP will predominantly be required to see patients at the relevant base but may also undertake home visits when required. Should there be capacity and an overall service need then the GP would be expected to contribute as a virtual component of the Clinical Hub and triage patients on the phone.

### **Redeye GP**

This is the overnight session for GPs from 23:00-08:00. Duties mirror that of the Visit/Triage/Base role with the additional element to support the triage of A&E and Green 999 dispositions from the NHS111 component of the Integrated Urgent Care Service.

### **Visiting/Triage GP**

Generally this role is required to primarily undertake home visits across the operating area however, where there is no requirement to visit or for operational reasons then the GP will be expected to support the telephone triage resource of the clinical hub.

### **GP in 111 / 111 Triage GP**

This session is a dedicated GP resource that has been ring fenced to support the triage of patients who have been given either an A&E or Green 999 disposition from NHS111.

### **OOHs Triage / Clinical HUB Triage**

These sessions are a dedicated GP resource to support with the clinical telephone triage of patients.

## Professional Responsibilities of GPs

- GPs are responsible for organising and booking their own OOH shifts. Section 3 provides guidance on how to book shifts with our online booking system **HUC online-RotaMaster** and important contacts. When a shift has been booked the Clinical Resources team will send a confirmation e-mail with the name and contact details of your OOH Clinical supervisor for that shift.
- The **Clinical Resources team** will require a **minimum of three weeks' notice**
- In the event of needing to cancel a shift outside of office hours or needing to notify the service of a late arrival, please contact the **Shift Manager** on: 08445 60 5040
  - Hertfordshire: select option 1
  - Cambridge and Peterborough: select option 2
  - Luton and Bedfordshire: select option 3

Please make every effort to inform the OOH Clinical Supervisor via e-mail/phone in these circumstances

- **Non-attendance**, late arrival or finishing a booked shift early without good reason/notification is considered a **serious breach of professional behaviour and a probity issue**.
- GPs will need to provide evidence of up to date BLS and safeguarding competence.

- GPs will need to have an **nhs.net e-mail account** to be able to send/receive any correspondence regarding patients they may have seen.

## Practical Points for working OOH shifts

- **Smartcards** will need to be updated for use at HUC and be brought for use at all OOH sessions in order to access the patient Summary Care Record.
- **Login details** are needed to use the Clinical system Adastral/SystemOne and can be found in the induction pack. If needing help to recall this please contact the Shift Manager on shift.
- HUC primary care centres have BNFs, gloves, tongue depressors, urine pots and testing strips, emergency medications and prescription paper.
- GPs are expected to **bring** their/training practice's **own equipment** to shifts. This should include at the very least: Stethoscopes, auriscopes, ophthalmoscopes, tendon hammers, sphygmomanometers, thermometers and any other diagnostic equipment which the GP needs to examine patients.
- The Clinical System Adastral has links to useful resources e.g. Local guidance for antibiotic use, TOXBASE, safeguarding policies and protocols to name a few.

## Section 2

### RCGP Curriculum Statement – “Care of acutely ill people”

There are six generic competencies to demonstrate within the RCGP Curriculum statement “**Care of acutely ill people**”:

1. Ability to manage common medical, surgical and psychiatric emergencies in the out of hours setting.
2. Understanding of the organisational aspects of NHS out of hours care.
3. Ability to make appropriate referrals to hospitals and other professionals in the out of hours setting.
4. Demonstration of communication skills required for out of hours care.
5. Individual personal time and stress management
6. Maintenance of personal security and awareness and management of the security risks to others.

### Clinical Guardian

HUC audits the quality and productivity of all GPs and Nurse Practitioners. This gives an indication of the overall performance of each individual. These figures are then reviewed by the Clinical Performance team so that any concerns can be identified. GPs can utilise the internal report and any feedback received via this system as supporting information for demonstration of OOH competencies.

Monthly audits are carried out on each GP and Nurse practitioner using a system called Clinical Guardian.



GPs have 1% or more of their cases audited and the audit questions are based on the RCGP audit toolkit.

Once cases are reviewed by individual auditors, any concerns are relayed automatically to the Core Review Group which will consist of one GP, one Nurse Practitioner and a member of the Clinical team. Once the case is reviewed, the group will forward comments to the individual concerned the automated system.

The clinical guardian audit system automatically emails audit results and feedback to the individual clinician. The system allows the clinician to respond to the feedback with their comments.



## Section 3

### HUC Online RotaMaster

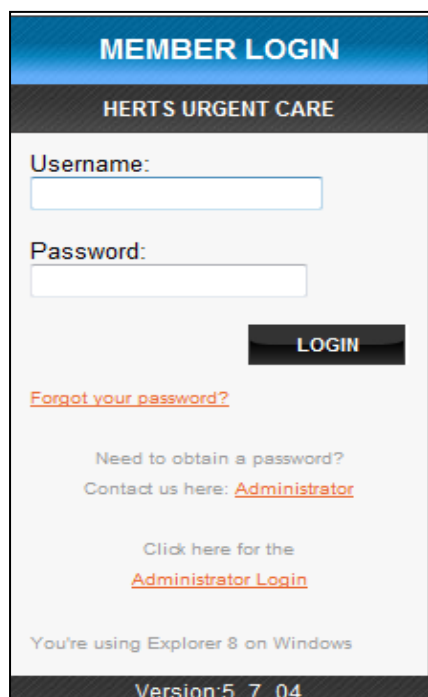
#### *Logging in*

RotaMaster is our Online Rota System where you can see and manage your personal rota.

The website address is: **www.huc-online.com**

You will be given your own personal logins.

Enter your login details into the spaces provided and click 'Login'

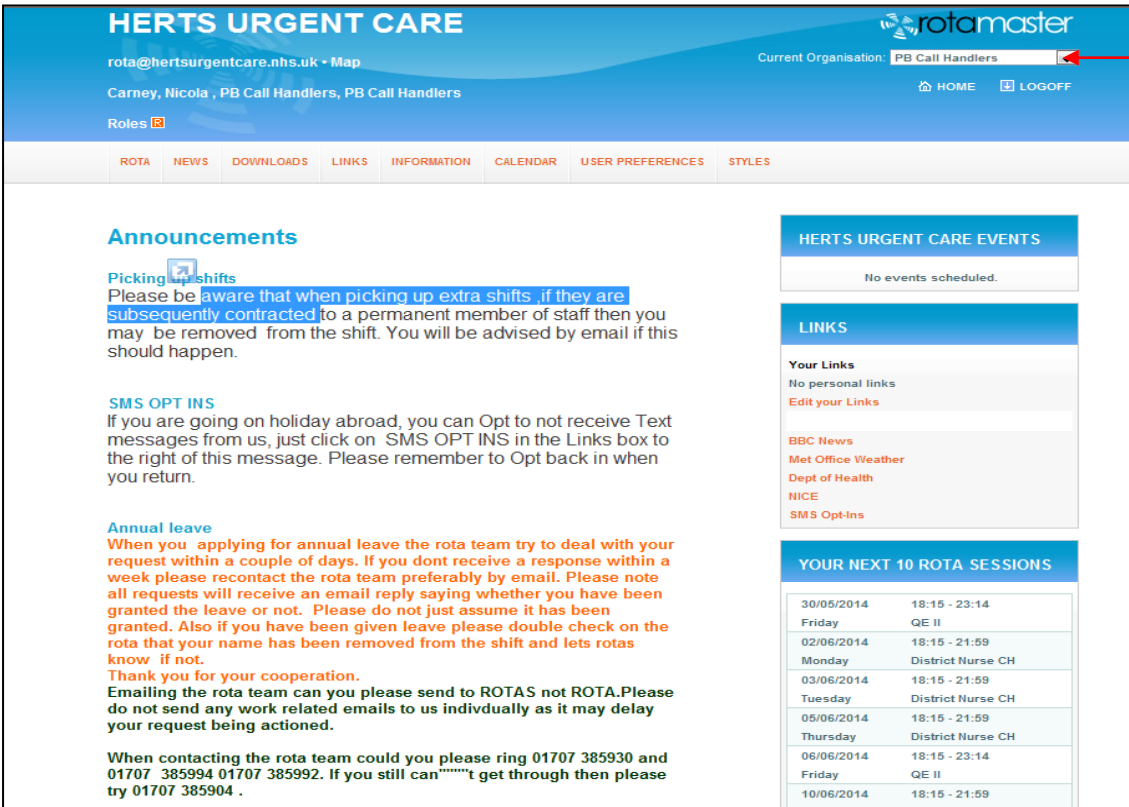


The screenshot shows a web page titled "MEMBER LOGIN" for "HERTS URGENT CARE". It features a "Username:" label above a text input field, and a "Password:" label above another text input field. Below the password field is a black "LOGIN" button. There are three links: "Forgot your password?" in red, "Need to obtain a password? Contact us here: Administrator" in red, and "Click here for the Administrator Login" in red. At the bottom, it says "You're using Explorer 8 on Windows" and "Version:5\_7\_04".

## Home Page

The home page contains Announcements, Events, Links, Headlines, your next 10 Rota Sessions that have been confirmed along with the unallocated shifts for the next 7 days.

You will automatically be directed to the organisation that you predominantly work your shifts within, should you work in additional organisations then these can be selected individually using the 'Organisation' selection field in the top right hand corner of the screen.



**HERTS URGENT CARE** rotamaster

rota@hertsurgentcare.nhs.uk • Map Current Organisation: **PB Call Handlers**

Carney, Nicola , PB Call Handlers, PB Call Handlers HOME LOGOFF

Roles

ROTA NEWS DOWNLOADS LINKS INFORMATION CALENDAR USER PREFERENCES STYLES

### Announcements

**Picking up shifts**  
Please be aware that when picking up extra shifts, if they are subsequently contracted to a permanent member of staff then you may be removed from the shift. You will be advised by email if this should happen.

**SMS OPT INS**  
If you are going on holiday abroad, you can Opt to not receive Text messages from us, just click on 'SMS OPT INS' in the Links box to the right of this message. Please remember to Opt back in when you return.

**Annual leave**  
When you applying for annual leave the rota team try to deal with your request within a couple of days. If you dont receive a response within a week please recontact the rota team preferably by email. Please note all requests will receive an email reply saying whether you have been granted the leave or not. Please do not just assume it has been granted. Also if you have been given leave please double check on the rota that your name has been removed from the shift and lets rotas know if not.  
**Thank you for your cooperation.**  
Emailing the rota team can you please send to ROTAS not ROTA. Please do not send any work related emails to us individually as it may delay your request being actioned.

When contacting the rota team could you please ring 01707 385930 and 01707 385994 01707 385992. If you still can't get through then please try 01707 385904 .

### HERTS URGENT CARE EVENTS

No events scheduled.

### LINKS

**Your Links**  
No personal links  
[Edit your Links](#)

**BBC News**  
[Met Office Weather](#)  
[Dept of Health](#)  
[NICE](#)  
[SMS Opt-Ins](#)

### YOUR NEXT 10 ROTA SESSIONS

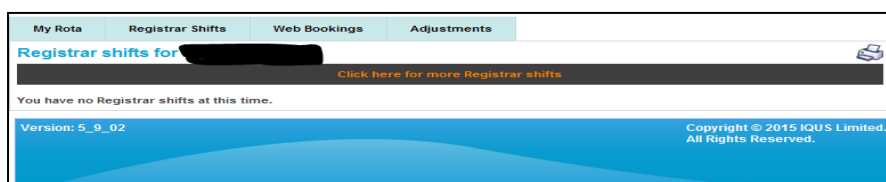
30/05/2014	18:15 - 23:14
Friday	QE II
02/06/2014	18:15 - 21:59
Monday	District Nurse CH
03/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
05/06/2014	18:15 - 21:59
Thursday	District Nurse CH
06/06/2014	18:15 - 23:14
Friday	QE II
10/06/2014	18:15 - 21:59
Tuesday	District Nurse CH

## How do I book shifts with a trainer?

From the home page, select 'Rota'

Any shifts already booked will be shown under 'My Rota'.

To book shifts with a trainer select 'Registrar Shifts' and then click for more registrar shifts as shown below.



Select the shifts that you wish to book by clicking in the 'Request' next to the shift and click 'Send'. An email will be generated to the Resource team informing them of the shifts that you wish to book. Once confirmed the shifts will show in 'My Rota'.

### Shifts available for GPs

This table lists the shifts that have been confirmed to Supervisors but do not yet have a Registrar assigned.

Click on the check-boxes for the shifts you wish to request.

Click the Submit button at the bottom of the page to send your requests. This information will be sent by email to the rota administrator. A copy will be sent to your email address for your records. Any shifts you select are only REQUESTS. Please wait for confirmation before assuming you have got the shift.

East Herts
North Herts
West Herts
West Herts Medical Centre

• Afternoon • Evening • All •

Date	Day	Duty Station	Shift Group	Start	End	Supervisor	Request
04/06/2015	Thursday	Hertford Base Nurse	Evening	19:00	22:59	Ndukwe, Anthony	<input checked="" type="checkbox"/>
07/06/2015	Sunday	Hertford Base Nurse	Afternoon	14:00	17:59	Ndukwe, Anthony	<input type="checkbox"/>
11/06/2015	Thursday	Hertford Base Nurse	Evening	19:00	22:59	Ndukwe, Anthony	<input type="checkbox"/>
13/06/2015	Saturday	Hertford Triage/Base/Visiting	Evening	15:00	22:59	Ndukwe, Anthony	<input type="checkbox"/>


SEND

Click on 'Go to your rota', this can be found at the bottom of the listing for your next 10 rota sessions

YOUR NEXT 10 ROTA SESSIONS	
30/05/2014	18:15 - 23:14
Friday	QE II
02/06/2014	18:15 - 21:59
Monday	District Nurse CH
03/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
05/06/2014	18:15 - 21:59
Thursday	District Nurse CH
06/06/2014	18:15 - 23:14
Friday	QE II
10/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
24/06/2014	18:15 - 21:59
Tuesday	District Nurse CH
25/06/2014	18:15 - 21:59
Wednesday	District Nurse CH
27/06/2014	18:15 - 23:14
Friday	QE II
02/07/2014	18:15 - 21:59
Wednesday	District Nurse CH
<a href="#">Go to Your Rota</a>	

The 'My Rota' page lists all of your shifts along with any messages from the administrator (Resource team). Click on 'Registrar Shifts' to view the shifts that have been booked for you.

Go to your Rota



**HERTS URGENT CARE** | rotamaster

Current Organisation: PB Call Handlers

Carney, Nicola, PB Call Handlers, PB Call Handlers

**MY ROTA** | TEAM ROTA | FULL ROSTA | LOG AVAILABILITIES | EDIT AVAILABILITIES | TODAY | EXCHANGE | UNALLOCATED

**MY ROTA**

**Rota Assistant**

I want to:

- [View Timetables](#)
- [Verify Shifts](#)
- [Verify Adjustments](#)
- [Log my availability](#)
- [Change my availability](#)
- [View My Offers](#)

**Message from administrator**

Dear all

If you have not provided us with your email address, have any queries or would like some training as Rotamaster please contact the Rota Team on the email address at the top of the website.

Published range: 29-Nov-2013 to 31-May-2015 | Last Updated: 30/5/2014 at 09:05

My Rota | Web Bookings

**Confirmed Rota for Carney, Nicola**

Page 1 of 2 | 1 | 2

Date	Day	Organisation	Duty Station	Shift Group	Start	End	Value	Role	Exchange
30/05/2014	Friday	Receptionists	QE II	Evening	18:15	23:14	€0.00	Receptionist	[Exchange]

## Clinical Resources - Important Contact Details

The resourcing office is open between the hours of 08:00-18:00 Monday to Friday. The team can be contacted on:

01707 385933 (Hertfordshire)

01707 384983 (Luton and Bedfordshire)

01707 385932 (Cambridge and Peterborough)

Alternatively you can email them:

Hertfordshire [clinical.resources@hertsurgentcare.nhs.uk](mailto:clinical.resources@hertsurgentcare.nhs.uk)

Luton and Bedfordshire [bedfordshire.rotas@hertsurgentcare.nhs.uk](mailto:bedfordshire.rotas@hertsurgentcare.nhs.uk)

Cambridge and Peterborough [peterborough.rotas@hertsurgentcare.nhs.uk](mailto:peterborough.rotas@hertsurgentcare.nhs.uk)

Should you need to cancel a shift outside of office hours or notify the service that you will be arriving late for a shift, then please contact the Shift Manager on:08445 60 5040

- Hertfordshire: select option 1
- Cambridge and Peterborough: select option 2
- Luton and Bedfordshire: select option 3

**\*\*\* SHOULD YOU WISH TO CANCEL A SHIFT, WE NEED A MINIMUM OF 3 WEEKS NOTICE \*\*\***

## Section 4

### Contacting the HUC Clinical Team

HUC have a team of clinical and admin staff who work closely together on areas such as clinical governance, outcomes of care, performance and quality standards and ensuring patient safety within the service.

The Clinical Leads also oversee the delivery of GP training in Out of Hours.

For any queries relating to GP training, clinical care, arranging shadowing/observation shifts or tutorial sessions please contact the clinical leads:

#### **Clinical Leads for Hertfordshire GPs**

Dr Rafid Aziz - [rafid.aziz@hertsurgentcare.nhs.uk](mailto:rafid.aziz@hertsurgentcare.nhs.uk)

Dr Yasmin Al-Sam – [yasmin.al-sam@hertsurgentcare.nhs.uk](mailto:yasmin.al-sam@hertsurgentcare.nhs.uk)

Dr Ozan Adali – [ozan.adali@hertsurgentcare.nhs.uk](mailto:ozan.adali@hertsurgentcare.nhs.uk)

#### **Clinical Lead for Luton and Bedfordshire GPs**

Dr Rafid Aziz – [rafid.aziz@hertsurgentcare.nhs.uk](mailto:rafid.aziz@hertsurgentcare.nhs.uk)

Dr Mahmood Atab – [mahmood.atab@hertsurgentcare.nhs.uk](mailto:mahmood.atab@hertsurgentcare.nhs.uk)



## Cambridge and Peterborough GPs

Dr Harshad Mistry – [harshad.mistry@nhs.net](mailto:harshad.mistry@nhs.net)

Alternatively you can send an e-mail to [clinical.managementT@hertsurgentcare.nhs.uk](mailto:clinical.managementT@hertsurgentcare.nhs.uk) if unsure who to contact and your message will be directed to the appropriate person.



# FORMS



**Form 1 Herts Urgent Care PCCs (Herts; Cambridgeshire & Peterborough and Luton and Bedfordshire)**

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Hertfordshire</b>				
<b>Herts Urgent Care HQ WGC</b>	<b>Ambulance Training Centre Ascots Lane Welwyn Garden City</b>	<b>AL7 4HL</b>	<a href="https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HL/@51.782424,-0.1906408,19z/data=!3m1!4b1!4m5!3m4!1s0x48763b4cb97e0f0xf2fb1c06ec35e35f!8m2!3d51.7826351!4d-0.1908694">https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HL/@51.782424,-0.1906408,19z/data=!3m1!4b1!4m5!3m4!1s0x48763b4cb97e0f0xf2fb1c06ec35e35f!8m2!3d51.7826351!4d-0.1908694</a>	<b>Press 5 for Herts Urgent Care</b>
<b>Cheshunt Community Hospital</b>	King Arthur Court Crossbrook Street Cheshunt	EN8 8XN	<a href="https://www.google.co.uk/maps/place/Cheshunt,+Waltham+Cross+EN8+8XN/@51.699191,-0.0353707,17z/data=!3m1!4b1!4m5!3m4!1s0x4876203a27e8bc01:0xa7adccb442b4ab!8m2!3d51.6992184!4d-0.0332938">https://www.google.co.uk/maps/place/Cheshunt,+Waltham+Cross+EN8+8XN/@51.699191,-0.0353707,17z/data=!3m1!4b1!4m5!3m4!1s0x4876203a27e8bc01:0xa7adccb442b4ab!8m2!3d51.6992184!4d-0.0332938</a>	<b>Main entrance, off car park</b>

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Hertford County Hospital</b>	North Road Hertford	SG14 1LP	<a href="https://www.google.co.uk/maps/place/Hertford+SG14+1LP/@51.7966055,-0.091067,17z/data=!3m1!4b1!4m5!3m4!1s0x4876269b86b51edf:0x6a718e6b5d8d5eb2!8m2!3d51.7965026!4d-0.0886828">https://www.google.co.uk/maps/place/Hertford+SG14+1LP/@51.7966055,-0.091067,17z/data=!3m1!4b1!4m5!3m4!1s0x4876269b86b51edf:0x6a718e6b5d8d5eb2!8m2!3d51.7965026!4d-0.0886828</a>	<b>OOH entrance, off car park</b>
<b>Herts &amp; Essex Hospital, Bishops Stortford</b>	Haymeads Lane Bishop's Stortford	CM23 5JH	<a href="https://www.google.co.uk/maps/place/Bishop's+Stortford+CM23+5JH/@51.8656838,0.1724419,17z/data=!3m1!4b1!4m5!3m4!1s0x47d885444d91057b:0x8a49bfa39e4c8337!8m2!3d51.8656188!4d0.1746907">https://www.google.co.uk/maps/place/Bishop's+Stortford+CM23+5JH/@51.8656838,0.1724419,17z/data=!3m1!4b1!4m5!3m4!1s0x47d885444d91057b:0x8a49bfa39e4c8337!8m2!3d51.8656188!4d0.1746907</a>	<b>Main entrance</b>
<b>Lister Hospital, Stevenage</b>	Coreys Mill Lane Stevenage	SG1 4AB	<a href="https://www.google.co.uk/maps/place/Stevenage+SG1+4AB/@51.9244192,-0.2136413,18z/data=!3m1!4b1!4m5!3m4!1s0x487631ed085d2387:0xeb6e11711f3e62f8!8m2!3d51.9242386!4d-0.2119118">https://www.google.co.uk/maps/place/Stevenage+SG1+4AB/@51.9244192,-0.2136413,18z/data=!3m1!4b1!4m5!3m4!1s0x487631ed085d2387:0xeb6e11711f3e62f8!8m2!3d51.9242386!4d-0.2119118</a>	<b>Fracture Clinic, through A&amp;E</b>

PCC	Postal address	Postcode	Map link	Location on site
<b>QEII Hospital, Welwyn Garden City</b>	Howlands Welwyn Garden City	AL7 4HQ	<a href="https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HQ/@51.7829,-0.1876067,18z/data=!3m1!4b1!4m5!3m4!1s0x487624b38e8a726d:0x5d2172365a39e9c!8m2!3d51.7829894!4d-0.1858535">https://www.google.co.uk/maps/place/Welwyn+Garden+City+AL7+4HQ/@51.7829,-0.1876067,18z/data=!3m1!4b1!4m5!3m4!1s0x487624b38e8a726d:0x5d2172365a39e9c!8m2!3d51.7829894!4d-0.1858535</a>	<b>Adult Out Patients Level 2 Ground Floor</b> <b>On the left of A &amp; E</b>
<b>St Albans City Hospital</b>	Waverley Road St Albans	AL3 5PN	<a href="https://www.google.co.uk/maps/place/St+Albans+AL3+5PN/@51.759887,-0.3468172,17z/data=!3m1!4b1!4m5!3m4!1s0x48763f2e29e536f3:0x151abab97e91f901!8m2!3d51.7598006!4d-0.3443643">https://www.google.co.uk/maps/place/St+Albans+AL3+5PN/@51.759887,-0.3468172,17z/data=!3m1!4b1!4m5!3m4!1s0x48763f2e29e536f3:0x151abab97e91f901!8m2!3d51.7598006!4d-0.3443643</a>	<b>Minor Injuries Unit, off first car park on left</b>

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Dacorum Urgent Care Centre, Hemel Hempstead Hospital</b>	Hillfield Road Hemel Hempstead	HP2 4AD	<a href="https://www.google.co.uk/maps/place/Hemel+Hempstead+HP2+4AD/@51.7510914,-0.4691528,18z/data=!3m1!4b1!4m5!3m4!1s0x4876415c091c4b3f:0x49eb467c203036de!8m2!3d51.7508655!4d-0.4685995">https://www.google.co.uk/maps/place/Hemel+Hempstead+HP2+4AD/@51.7510914,-0.4691528,18z/data=!3m1!4b1!4m5!3m4!1s0x4876415c091c4b3f:0x49eb467c203036de!8m2!3d51.7508655!4d-0.4685995</a>	<b>A&amp;E entrance</b>
<b>Watford General Hospital</b>	Vicarage Road Watford	WD18 0HB	<a href="https://www.google.co.uk/maps/place/Vicarage+Road,+Watford+WD18+0HB/@51.6487469,-0.4062368,17z/data=!3m1!4b1!4m5!3m4!1s0x48766ae7a5018cd5:0x8f2f4fd91e9d2a8c!8m2!3d51.6490507!4d-0.404472">https://www.google.co.uk/maps/place/Vicarage+Road,+Watford+WD18+0HB/@51.6487469,-0.4062368,17z/data=!3m1!4b1!4m5!3m4!1s0x48766ae7a5018cd5:0x8f2f4fd91e9d2a8c!8m2!3d51.6490507!4d-0.404472</a>	<b>Fracture Clinic</b>

PCC	Postal address	Postcode	Map link	Location on site
<b>Potters Bar Community Hospital</b>	Barnet Road Potters Bar	EN6 2RY	<a href="https://www.google.co.uk/maps/place/Potters+Bar+EN6+2RY/@51.6870689,-0.1787782,19z/data=!3m1!4b1!4m5!3m4!1s0x487622a89fbb2663:0x32684005bfe325f4!8m2!3d51.687184!4d-0.1775192">https://www.google.co.uk/maps/place/Potters+Bar+EN6+2RY/@51.6870689,-0.1787782,19z/data=!3m1!4b1!4m5!3m4!1s0x487622a89fbb2663:0x32684005bfe325f4!8m2!3d51.687184!4d-0.1775192</a>	
<b>Elstree Way Clinic Borehamwood</b>	Elstree Way Borehamwood	WD6 1JP	<a href="https://www.google.co.uk/maps/place/Borehamwood+WD6+1JP/@51.6588694,-0.2694138,17z/data=!3m1!4b1!4m5!3m4!1s0x4876166c65aec6fb:0x87c667a655edf1f5!8m2!3d51.658945!4d-0.2669914">https://www.google.co.uk/maps/place/Borehamwood+WD6+1JP/@51.6588694,-0.2694138,17z/data=!3m1!4b1!4m5!3m4!1s0x4876166c65aec6fb:0x87c667a655edf1f5!8m2!3d51.658945!4d-0.2669914</a>	
<b>Cambridgeshire &amp; Peterborough</b>				

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Addenbrookes Urgent Treatment Centre</b>	Urgent Treatment Centre (clinic 9), Hills Road, Cambridge	CB2 0QQ	<a href="https://www.google.co.uk/maps/place/Cambridge+CB2+0QQ/@52.1748407,0.1388682,17z/data=!3m1!4b1!4m5!3m4!1s0x47d87a6186d04e45:0xe7c8da354f34945d!8m2!3d52.1750602!4d0.1417227">https://www.google.co.uk/maps/place/Cambridge+CB2+0QQ/@52.1748407,0.1388682,17z/data=!3m1!4b1!4m5!3m4!1s0x47d87a6186d04e45:0xe7c8da354f34945d!8m2!3d52.1750602!4d0.1417227</a>	The UTC is located next to the out patients department.  Entrance through the Automatic doors, Intercom buzzer is located on the right hand side of the door.
<b>Doddington Hospital</b>	Benwick Road, Doddington, March	PE15 0UG	<a href="https://www.google.co.uk/maps/place/Doddington,+March+PE15+0UG/@52.4998404,0.0541028,17z/data=!3m1!4b1!4m5!3m4!1s0x47d808fa0a03a5ef:0x5072174a73dc61f9!8m2!3d52.4998466!4d0.0558453">https://www.google.co.uk/maps/place/Doddington,+March+PE15+0UG/@52.4998404,0.0541028,17z/data=!3m1!4b1!4m5!3m4!1s0x47d808fa0a03a5ef:0x5072174a73dc61f9!8m2!3d52.4998466!4d0.0558453</a>	Free parking is available; Entrance through the Minor Injuries & illness Unit.

<b>PCC</b>	<b>Postal address</b>	<b>Postcode</b>	<b>Map link</b>	<b>Location on site</b>
<b>Princess of Wales Hospital Ely</b>	Lynn Road, Ely	CB6 1DN	<a href="https://www.google.co.uk/maps/place/Ely+CB6+1DN/@52.4128039,0.2743191,18z/data=!3m1!4b1!4m5!3m4!1s0x47d8139a6b635287:0x94dad2453b16ac1d!8m2!3d52.4132816!4d0.2749728">https://www.google.co.uk/maps/place/Ely+CB6+1DN/@52.4128039,0.2743191,18z/data=!3m1!4b1!4m5!3m4!1s0x47d8139a6b635287:0x94dad2453b16ac1d!8m2!3d52.4132816!4d0.2749728</a>	Located within the Minor Injuries Unit of the hospital. Entrance through the Minor Injuries & Illness Unit. Follow red sign post from main entrance.
<b>Hinchingbrooke Hospital Huntingdon</b>	Hinchingbrooke Park, Huntingdon	PE29 6NT	<a href="https://www.google.co.uk/maps/place/Huntingdon+PE29+6NT/@52.3336316,-0.2043331,17z/data=!3m1!4b1!4m5!3m4!1s0x4877c2cedfbf8fe3:0x73cdb9e1b8b3f34!8m2!3d52.3333499!4d-0.2026787">https://www.google.co.uk/maps/place/Huntingdon+PE29+6NT/@52.3336316,-0.2043331,17z/data=!3m1!4b1!4m5!3m4!1s0x4877c2cedfbf8fe3:0x73cdb9e1b8b3f34!8m2!3d52.3333499!4d-0.2026787</a>	Entrance doors are to the right of the A&E department

PCC	Postal address	Postcode	Map link	Location on site
<b>Peterborough City Care Centre</b>	Thorpe Road, Peterborough	PE3 6DB	<a href="https://www.google.co.uk/maps/place/Peterborough+PE3+6DB/@52.5742344,-0.2610687,17z/data=!3m1!4b1!4m5!3m4!1s0x4877f1a787fca7cf:0xe99ee81daf8a9dcc!8m2!3d52.5743329!4d-0.2588202">https://www.google.co.uk/maps/place/Peterborough+PE3+6DB/@52.5742344,-0.2610687,17z/data=!3m1!4b1!4m5!3m4!1s0x4877f1a787fca7cf:0xe99ee81daf8a9dcc!8m2!3d52.5743329!4d-0.2588202</a>	Entry via Minor Injuries & Illness Unit located to the right of the main entrance. Intercom located on the left hand side of the door
<b>Luton &amp; Bedfordshire</b>				
<b>Bedford Hospital</b>	Kempton Road, Bedford	MK42 9DJ	<a href="https://www.google.co.uk/maps/place/Bedford+MK42+9DJ/@52.1287969,-0.4722296,19z/data=!3m1!4b1!4m5!3m4!1s0x4877b6c85c688da1:0x709ea5312f4e9b1d!8m2!3d52.1288481!4d-0.47173">https://www.google.co.uk/maps/place/Bedford+MK42+9DJ/@52.1287969,-0.4722296,19z/data=!3m1!4b1!4m5!3m4!1s0x4877b6c85c688da1:0x709ea5312f4e9b1d!8m2!3d52.1288481!4d-0.47173</a>	Located within the fracture clinic at the hospital



PCC	Postal address	Postcode	Map link	Location on site
<b>Biggleswade Hospital</b>	Potton Road, Biggleswade	SG18 0EL	<a href="https://www.google.co.uk/maps/place/Potton+Rd,+Biggleswade+SG18+0EL/@52.1018151,-0.2529093,16z/data=!3m1!4b1!4m5!3m4!1s0x4877cc2eaeaf9735:0x9315c67467a2c43b!8m2!3d52.1004496!4d-0.2466304">https://www.google.co.uk/maps/place/Potton+Rd,+Biggleswade+SG18+0EL/@52.1018151,-0.2529093,16z/data=!3m1!4b1!4m5!3m4!1s0x4877cc2eaeaf9735:0x9315c67467a2c43b!8m2!3d52.1004496!4d-0.2466304</a>	Use the main carpark and use the Halsey Treatment Centre entrance
<b>Dunstable: Priory Gardens Surgery</b>	Church Street, Dunstable	LU6 3SU	<a href="https://www.google.co.uk/maps/place/Dunstable+LU6+3SU/@51.8856664,-0.521136,17z/data=!3m1!4b1!4m5!3m4!1s0x48764f042cfebd15:0x7fcad00ff737cdbc!8m2!3d51.8856711!4d-0.5193103">https://www.google.co.uk/maps/place/Dunstable+LU6+3SU/@51.8856664,-0.521136,17z/data=!3m1!4b1!4m5!3m4!1s0x48764f042cfebd15:0x7fcad00ff737cdbc!8m2!3d51.8856711!4d-0.5193103</a>	use the entrance which is the last door on the right , press buzzer to gain entrance

PCC	Postal address	Postcode	Map link	Location on site
<b>Flitwick</b>	Highland, Flitwick, MK45 1DZ	MK45 1DZ	<a href="https://www.google.co.uk/maps/place/Flitwick,+Bedford+MK45+1DZ/@52.0051854,-0.4959532,17z/data=!3m1!4b1!4m5!3m4!1s0x48764cbb6689022b:0xe700047e74be2446!8m2!3d52.0051499!4d-0.4937649">https://www.google.co.uk/maps/place/Flitwick,+Bedford+MK45+1DZ/@52.0051854,-0.4959532,17z/data=!3m1!4b1!4m5!3m4!1s0x48764cbb6689022b:0xe700047e74be2446!8m2!3d52.0051499!4d-0.4937649</a>	Use the main entrance, reception is on the right just through the doors.
<b>Leighton Buzzard</b>	Bassett Road Surgery, 29 Bassett Road, Leighton Buzzard	LU7 1AR	<a href="https://www.google.co.uk/maps/place/Bassett+Rd,+Leighton+Buzzard+LU7+1AR/@51.9190298,-0.6671108,17z/data=!3m1!4b1!4m5!3m4!1s0x487651495a0734f1:0x97345ff518b90038!8m2!3d51.9191226!4d-0.6646375">https://www.google.co.uk/maps/place/Bassett+Rd,+Leighton+Buzzard+LU7+1AR/@51.9190298,-0.6671108,17z/data=!3m1!4b1!4m5!3m4!1s0x487651495a0734f1:0x97345ff518b90038!8m2!3d51.9191226!4d-0.6646375</a>	Park at the front of the building and use the main entrance. Reception is located to the right just through the main doors

PCC	Postal address	Postcode	Map link	Location on site
Luton Town Centre Surgery	14 – 16 Chapel Street, Luton	LU1 2SE	<a href="https://www.google.co.uk/maps/place/Chapel+St,+Luton+LU1+2SE/@51.8774724,-0.4179635,17z/data=!3m1!4b1!4m5!3m4!1s0x487648436490bf27:0xea8615e1554e5c87!8m2!3d51.8776305!4d-0.4155993">https://www.google.co.uk/maps/place/Chapel+St,+Luton+LU1+2SE/@51.8774724,-0.4179635,17z/data=!3m1!4b1!4m5!3m4!1s0x487648436490bf27:0xea8615e1554e5c87!8m2!3d51.8776305!4d-0.4155993</a>	No parking

## Form 2 - Primary Care Centre Orientation

<b>NAME OF PRIMARY CARE CENTRE</b>	
<b>DATE OF INDUCTION</b>	

ACTION	COMPLETED
Give General Tour of PCC (Including any other Urgent Care Services e.g. A&E)	
Show Location of Consulting Rooms	
Location of Toilets	
Location of Tea and Coffee Making facilities	
Location of Emergency Equipment	
Location of Fax and Photocopier and how to use	
Location of Blank Prescriptions (Hand Written and Printer)	
Location of Stock Medication	
Location of HQ return folder	
Location of Forms Folder	
Location of PCC Manual	
Location of Car Equipment	
Location of Stationary	
Location of Equipment Trolleys	
Patient Arrival Route	
Fire Evacuation Point, Fire Exit & Equipment Locations	
Process for contacting Shift Manager	
Process for making triage calls from base that are recorded	

Procedure for prescribing and supplying stock items:

- Controlled drugs (if located at bases)
- Making up of medications
- How to prescribe on a script
- Log the stock item
- How to make up the medications such as antibiotics