

Glasgow Clinical Trials Unit Guideline

Guideline number	57.004A	Version	3.0
Title	GCRF Reception Duties		

The following guidance details the GCRF Reception duties at Queen Elizabeth University Hospital and Glasgow Royal Infirmary. The reception desk within GCRF should be manned at all times during facility opening hours (8am to 5pm) and on occasion out-of-hours to meet needs to service.

The reception desk is the first point of contact for all visitors to GCRF, and is the main point of communication between research participants and study teams.

Main Duties

1. Central point of contact

- Politely meet and greet research participants and visitors.
- Kindly ask the visitor/participant to take a seat in the waiting area.
- Announce arrival with relevant GCRF staff.
- Ensure all visitors sign-in and out of *Visitors Logbook*.
- When appropriate, issue visitor passes, record details on *Visitors Logbook*. Ensure all passes have been returned at the end of the day, follow-up any missing passes. Complete the *pass checklist*.
- Ensure all participant interactions are dealt with confidentially and any confidential information is dealt with appropriately.
- Ensure reception area is clear and tidy.
- Complete daily and weekly checks Form 57.004C.

2. TrakCare

- On arrival of a research participant check the list for their name to find out which room on TrakCare they are booked into.
- Open the clinic room and click on the patient to book them in.
- Click **Demographics**. Request participants confirm first line of address, contact telephone number and date of birth.
- If any of the details are incorrect inform the patient and update.
- Click **Contact Details**.
- Confirm next of kin details.
- Once participant has been booked in and asked to take a seat open EDGE www.edge.nhs.uk.
- Search for the participant under the **Patient** tab using their name.
- Once the participant has been located check their details on EDGE match those on TrakCare.
- At the end of each day:
 - Check that all participants have been set to **Arrived** or to **DNA**. If the participant status is not recorded check the status with the research nurse.
- Print lists for the following day. These include all TrakCare rooms, monitor desks, meeting room and complete the CRF room vacancy list for the relevant site.

3. Telephone system

Answer machine:

- At the beginning of each day, retrieve and distribute all voice messages left on answer machine and ensure reception telephone system is operational.
- Monitor recruitment line regularly throughout the day.
- If a small numbers of messages notify the nurse by email.
- If a large number of messages complete the recruitment line proforma found in *GCRF Forms and Templates* folder and send to nurse.
- Fill out the phone messages book as appropriate.
- Pass messages on to the relevant staff member via email.
- Divert calls and messages as appropriate.

Transferring calls:

- Pick-up receiver
- To transfer – press transfer button.
- Dial number for transfer.
- If putting the call through straight away press 'now'.
- If you need to speak to the person before transferring the call to them press 'talk' then 'complete' when transferring.
- Unable to transfer – Press button beside the caller's number to return the call.

4. Taxis

- Participant taxis can only be booked if the study is recorded on *Authorised Taxi List* workbook. If study is not available on *Authorised Taxi List* workbook escalate to Admin Manager and Study Nurse.
- All jobs booked should be recorded on relevant site *Taxi Account* workbook.

5. Deliveries

- On receipt of goods check if the parcel must be stored within temperature controlled area i.e. lab. Ensure the relevant member of staff is emailed of the arrival and place delivery in the designated area.
- Put paper invoices for admin team/CRF deliveries in the relevant folder to be scanned to shared drive and EDGE at the end of the week. Put study specific courier notes in the relevant section of the folder to be collected by the nursing staff.

6. Local laboratory sample collections

- Contacts for each GCRF site are recorded on GCRF site *Contact and Accounts list*.
- QEUH - Sample collections are picked up from reception area by 3pm each day. For collection of urgent samples use the online portering request located in NHS GGC favourites. In an emergency they can be contacted using the number in the Contacts and Accounts list.

- GRI – Use the online portering request located in NHS GGC favourites. In an emergency they can be contacted using the number in the Contacts and Accounts list.
- GGH – Use the online portering request located in NHS GGC favourites. In an emergency they can be contacted using the number in the Contacts and Accounts list.
- QEUH and GRI Receptionist must inform the Research Nurse Co-Ordinator, if the samples have not been uplifted 30 minutes before the facility closes for the evening.

7. Facilities and Porters

- To report non-emergency repairs and/or issues logon to **FMFirst** from desktop. **FMFirst** account details can be found on the GCRF site Contact and Accounts list.
- To report emergency repairs contact numbers found on GCRF site Contact and Accounts list.
- Book Porters using online portering request located in NHS GGC favourites.
- When Facilities/Estates attend GCRF to complete a job contact a member of the GCRF Management Team must be contacted to ensure the job is completed correctly.

8. Room Booking

Follow GUI 57.004B to book rooms within GCRF.

9. Participant Catering

- GRI – Non-stock indent must be completed for all catering requests. Pick-up from catering department on lower ground floor.
- QEUH – Notify HCSW of the number of participant meals required for the day. Catering is collected from 4th floor.

10. General administration duties

- Mail – incoming and outgoing mail should be placed at the reception desk. Incoming mail and faxes should be distributed as soon as practicable.
- Shredder – empty bin when required.
- Complete Daily Reception Checklist. Scan list to common drive/Admin Team/Reception Checklists
- Photocopier – replenish paper and toner when required. Fault reporting contact Ricoh as detailed on GCRF site Contact and Accounts list.
- GCRF staff may request general administration by completing Form 57.004D. General Administrators should complete tasks as timely as possible and notify the requester immediately if there are delays. Once task complete form must be scanned and saved to relevant folder on Common Drive.

- Stock levels should be maintained using the *Stock Control List* located in common/ Administration Team/ Procurement. Stock should be ordered through PECOS using either the PECOS catalogue or by using a non-stock order.
- Visitor security passes, appointment lists for the next day and the general admin tray should be securely stored at the end of the day.

Guideline signatories

Prepared by Signature	Kate Smith Date
Approved by Signature	Lynn Prentice Date

Document history

Version	Date	Description
1.0	22/06/2018	Creation of guidance document
2.0	20/09/2018	Addition of EDGE duties
3.0	23/06/2023	Update to GCTU Guide Template V1.0 Minor administrative changes Removal of CRFManager

This Guideline is a controlled document. The current version can be viewed on the GCTU website. Any copy reproduced from the website may not, at time of reading, be the current version.