

No Smoking



The building operates a Non-Smoking policy, this includes the grounds as well as the building.

Infection Control



The Practice takes infection control very seriously and regular infection control audits are undertaken. If you feel any area is not adequately cleaned, please let Reception know.

Hand Gel Dispensers

These are placed in all clinical rooms, within the waiting room, in all toilets, in both kitchens and by the main entrance. Hand gel is also available in the reception area.



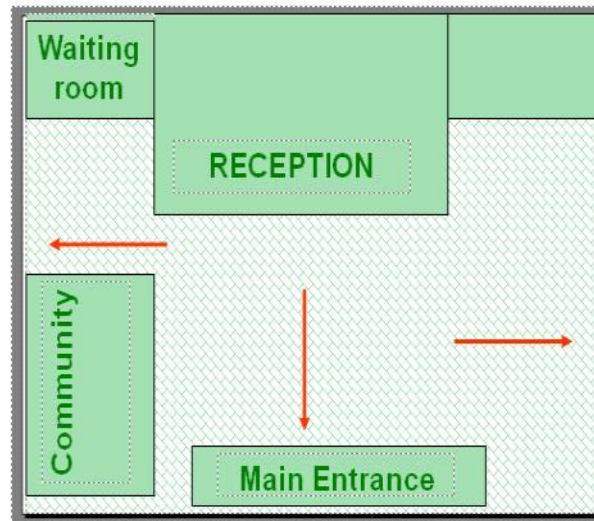
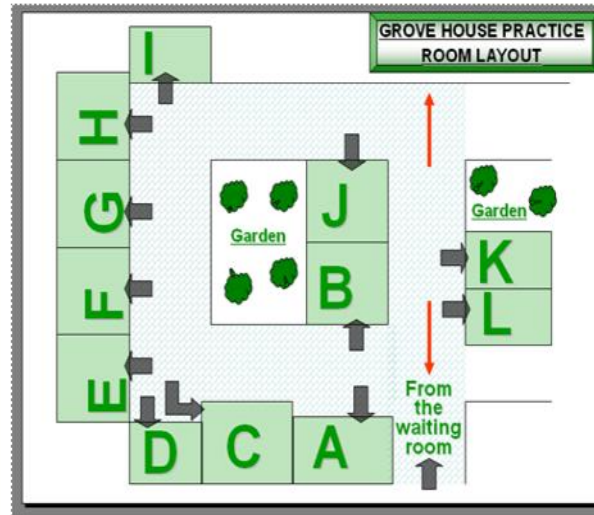
All electrical items are PAT tested every 18 months and all clinical equipment is serviced on a regular basis.

If you have any other concerns please speak to a member of reception, who will do their best to address any concerns you have.

Ground Floor Plan (see below)

Red arrows point to a fire exit, please always evacuate via the nearest fire exit to you but be aware the nearest exit may be blocked by fire.

If you are in a room upstairs please go down the staircase closest to you and head towards the nearest fire exit.



Last reviewed: June 2023

Health & Safety

Patient Information Leaflet

Grove House Practice

We aim to provide a safe and healthy working environment



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We aim to provide a safe and healthy working environment.

This leaflet is designed to help you understand the measures in place to protect your health and safety whilst in this building.

Visitors (business) - On Arrival....

On Arrival you will be asked to sign the Visitors book and will be given a Visitor's badge.



You will be required to wear the badge at all times. When leaving the building you must sign out and return your Visitors badge.

If at any time you need to speak to a member of reception please dial 2570 on any internal phone.

Car Park

The health centre car park which is directly at the back of the building is reserved for Clinicians ONLY, There is a free public car park behind this that may be used at all times. If you use the health centre car park please do not obstruct any other vehicle and always leave your registration number with reception.

Fire safety

If you discover a fire please:



- Sound the fire alarm by breaking the glass at a call point. These are at various places in the corridors of the building and near fire exits.

There are also fire extinguishers situated around the building, but do not try to use these unless you are sure your own safety will not be compromised.

The fire alarm is a continuous loud ring.

On hearing the fire alarm



- Evacuate the building from the nearest available exit and go to the staff car park situated at the back of the building.
- **DO NOT** stop to close windows or to collect personal belongings.
- **DO NOT** run or panic.
- **DO NOT** return to the building until you are instructed that you may do so.
- Please follow the instructions of Fire Marshals.

Fire evacuation signs are on the back of every door within the building. Please make sure you read them.

Accidents

If you have an accident whilst on the premises please report it immediately to a member of reception, who will record all the details of your accident. If you require first aid one of our receptionists will arrange this for you.



The first aid box and accident book are kept within the reception area.

Visitors/patients who may need extra help

There is a wheelchair waiting space provided within the Patient Waiting Room.



Grove House Practice is equipped with a portable hearing loop. Please ask at Reception.



If you are feel that you may require assistance during an evacuation of the building, please advise the person you are with or reception staff. They will make arrangements to assist you if evacuation is needed.

If you require this leaflet in any other format please notify reception.