



NORTHUMBRIA BLOOD BIKES

Annual Review 2014 - 2015

Background

Northumbria Blood Bikes, which was established in late 2012 and went live in February 2014, provides out-of-hours emergency transport services, moving urgently needed blood, platelets and other medical resources between NHS facilities safely, efficiently and totally free of charge.

Without access to a local Blood Bike group, hospitals have to rely on taxis to transport such items urgently out-of-hours at a cost of around £2 per mile, leaving them with bills of £10,000s per year.

Our overall aim, as registered with the Charity Commission, is:

“..... to advance health or save lives, primarily in Northumbria, by providing a volunteer courier service ancillary to transport provided by the statutory authorities, for the transfer of blood, blood products and other medical resources between hospitals and medical facilities”.

The charity uses specially adapted motorcycles and cars to assist local NHS Hospital Trusts, by providing transport between hospitals, other NHS facilities and sometimes other provision eg care homes. The vehicles used are all fully-liveried and fitted with blue lights, with the aim of ensuring that items go from pick-up to patient in the shortest possible time. Our Blood Bikes and Cars are now based at a number of ambulance stations and at one fire station, our thanks go to the North East Ambulance Service NHS Trust and to the County Durham and Darlington Fire and Rescue Service for this. Our Rota Manager also undertakes garage checks to ensure that the Blood Bikes will be secure when kept temporarily at members home addresses. These checks also allow personalised briefings about our resources and procedures, and about our operations generally.

Northumbria Blood Bikes became a full member of the Nationwide Association of Blood Bikes (NABB) during 2012-2013.

Our annual accounting/reporting period is 1 July to 30 June, which allows accounts to be prepared and presented to our AGM in September. Therefore the accounts presented, and this review, are for the period 1 July 2014 to 30 June 2015.



2014 – 2015:

During 2014-2015 the charity finalised a Service Level Agreement with the Newcastle Hospitals NHS Trust and began service for it. This agreement meant we had agreements with all NHS Acute Trusts in our area. As a result of the final SLA being signed, we also entered into an agreement with the Great North Air Ambulance Service to provide a daily service carrying blood to and from their two airfields.

After 'going live' with our first Trust in February 2014 the charity had carried out almost 200 free-of-charge journeys for the Trusts carrying blood, blood products and other medical resources by 30 June 2014, the end of that business year. By the end of the 2014-2015 business year the charity had carried out over 2,200 further jobs.

As blood and blood products cannot be carried externally when temperatures are very low or very high, the charity planned to acquire cars to enable the service to continue whatever the weather. We were able to acquire two 4x4 cars with the generous support of sponsors. As a result we have recruited drivers specifically to operate these cars and an amendment to the Objects of the charity was agreed, to reflect this.

The service to the Trusts is therefore provided by volunteer motorcyclists and drivers, all of whom have already to be advanced riding or driving qualified level before volunteering. These volunteers are then further assessed and given training in both 'materials' handling and also riding under emergency blue lights.

At the end of the year the charity had in place six suitable robust motorcycles two 4x4 cars and a small van. Hospitals ring our central controllers with details of jobs, who then task one of the riders on shift. The volunteer carries out the job, reporting back to the controller on pick up, on delivery and finally, on return to home/base.

Fundraising to support the proposed activities has been ongoing throughout the year.

The charity is entirely dependent on volunteers who carry out all functions.

As at 30 June 2015 we have over 60 riders and 25 drivers staffing the shift rotas. All of these were already at advanced level prior to undertaking our own assessments/ observed rides and further training.

We also have over 100 other volunteer members who provide support through other activities e.g. shift controlling, fundraising, administration, publicity etc etc.

The charity could and would not exist without their contributions and we are incredibly grateful to them.

We are also very grateful that during the year, three local people have agreed to assist us with their time and expertise by becoming Patrons; they are:



Carol Malia (Presenter/Journalist at the BBC)



Professor Bob Jarman (Consultant in Emergency Medicine, RVI)



Heidi Mottram OBE (Chief Executive of Northumbria Water)



Against the 'challenges' set for 2014 – 2015, our achievements have been as follows:

1 Ensure Service Level Agreements (SLAs) are in place with all six NHS Acute Hospital Trusts in our area:

As noted above NBB now has agreements in place covering all six of the Trusts in our area. The agreement with the Gateshead Trust covers all pathology related items for that Trust and also for the South Tyneside and Sunderland Trusts. However we remain to achieve SLAs directly with the later Trusts to cover other urgent/emergency items.

2 Discuss with each Trust where an SLA currently exists whether there can be an extension of our work to other departments/sections:

These discussions have taken place at the regular quarterly SLA review meetings. As a result we have substantially increased the number and range of our work for our local hospitals.

3 Increase the overall number of members / volunteers able to assist with fundraising and riding:

At the beginning of the 2014 -2015 year we had 60 riders who had passed all assessments and were operational on our Riders' Register.

At our membership review in May 2015 the figures were:

- 68 riders on the Riders' Register
- 29 drivers on the Drivers' Register.



4 Obtain at least one car and trailer to use when conditions rule out use of motorcycles, to carry items and take Blood Bikes to events:

Motorcycle trailer obtained.

Skoda Yeti purchased Nov 2014, Renault Kangoo gifted by the Newcastle Hospitals NHS Trust, Vauxhall Mokka gifted via the Henry Surtees Foundation.

5 Review, taking action as appropriate: Controller system to ensure providing an efficient service and value for money:

A review took place in November 2014.

A plan was developed for a limited trial of controllers; it was subsequently decided to continue and expand our own controller capacity in the light of uncertainties over the contracted system.

A controller ICT system is now in place; recruiting and training members for this function is continuing.

6 Review, taking action as appropriate: Shift system to ensure appropriate numbers of riders and Blood Bikes across our area:

Nov '14: Shift system altered, rota bases established. Second bike available for south riders as from April 2015. Further review in consultation with a members' working group in June 2015. Changes to be introduced August 2015.

7 Review, taking action as appropriate: Qualifications required for riding, specifically how to ensure advanced riding qualifications are 'current':

Committee discussions at two meetings. Policy paper in preparation. Objective now scheduled for completion during 2015-2016.

8 Review, taking action as appropriate: The overall number of Blood Bikes required:

Nov 2014: Considered extra purchase, prioritised car purchase.

May 2015, decided to obtain at least two new Blood Bikes to enable easier weekend and bank holiday handovers and to provide contingency for replacing older, high mileage machines.

9 Review, taking action as appropriate: Our printed materials

New general leaflet produced.

Agreed to produce a wider range of leaflets as an objective in 2015-2016.

10 Review, taking action as appropriate: The role and method of appointment of our Trustees:

Proposal to Sept 2014 AGM. Proposal agreed. Constitution amended as agreed.

11 Continue to target publicity through media and attendance at events:

Significant numbers of events attended and media coverage throughout year. Profile now considerably higher as evidenced by the numbers of members of the public who have prior knowledge of us during discussion at events etc.

12 Obtain a second branded gazebo:

October committee meeting decided on purchase. Purchased November.

13 Upgrade all bikes to have blue poles and rear red/blue strobes, and USB sockets in the "glove box" to allow Teltonika / phone charging:

After further discussion and investigation we are standardising blue lights as per our Triumph Trophy light scheme.

14 Achieve an income of at least £45,000 for the year:

Achieved

Income of £111,753

15 Achieve a surplus at the end of the year of approx £10,000:

Surplus of £19,797, achieved



Jobs Carried Out During 2014-2015

	County Durham and Darlington	Gateshead*	Newcastle	Northumbria	Relay Runs	GNAAS	Totals
July	32	31		38			101
August	18	21		49	8		96
September	19	23		38	23		103
October	32	25	65	36	27		185
November	26	33	47	69	25		200
December	27	27	56	35	23		168
January	25	31	11	46	25	40	178
February	22	41	19	58	21	56	217
March	30	33	24	55	29	62	233
April	25	36	20	66	30	60	237
May	33	32	36	64	24	62	251
June	46	15	70	85	25	60	301
Total	335	348	348	639	260	340	2270

N.B.

- 1 The Gateshead figures includes jobs for the South Tyneside and Sunderland Trusts under the three Trusts' joint pathology approach.
- 2 Total jobs in the 2013-2014 'business year' were 196.



Highlights

July – September 2014

July

- Presentation of a cheque for £7,200.00 from Madathlon.
- Triumph Trophy *Claire* purchased and liveried
- Donation of 'Jankers Generator'
- Blood Bikes Cumbria becomes operational
- Work with Northumbria Trust extended to cover community hospitals

August

- Monthly cost of fuel approaches £1000
- Presentation of cheque from Madathlon for second Triumph Trophy "Bella"
- *Bella* purchased and liveried
- Our furthest flung talk, to a WVS group in Berwick-upon-Tweed
- Official handover of *Bright Northumbria* largely paid for by a donation of £5,000 from the Northumbria Trust's charity of that name

September

- Handover event with Madathlon for *Claire* and *Bella*
- Madathlon Blood Bike *Claire* leads out the Great North Run
- 2nd AGM held
- First regular run agreed, Monday to Friday samples from Carlisle to RVI meeting Blood Bikes Cumbria on the A69
- First bike base established at Albermarle Barracks

October - December 2014

October

- Regular run to RVI from Cumbria begins
- Service Level Agreement with the Newcastle Trust comes into effect and we begin to support the RVI and The Freeman Hospital
- We begin basing bikes at Ambulance Stations following an agreement negotiated by Gary Annan and Allan Delgarno
- We did our 500th job
- Wonderful donation from Richmond O'Neill's Solicitors enables us to buy our first 4x4 car

November

- Supported the Children in Need 'Rickshaw Challenge' by providing escort bike /riders
- Began active recruitment of drivers to support our work
- And began to recruit volunteers to act as co-ordinators too!

December

- We win £5,000 in the Nationwide Big Local vote
- Members' Meeting includes a presentation from Dr Rachel Hawes about the agreement to support our local air ambulance, GNAAS
- Trial period for BoB run
- We do our 1000th job
- Bag Packing at Sainsbury's, Arnison Centre in Durham - our most profitable single day ever, over £1,500 raised!

January - March 2015

January

- We begin to supporting GNAAS by completing the Blood on Board (BoB) run every night: the RVI to Cumbria and back, followed by the RVI to Durham Tees Valley airport and back
- Henry Surtees Foundation provide 4x4 car with support from Vauxhall to cover the BoB run
- Monkton Ambulance Station becomes base for the South Central rota
- The Honda Pan European, soon to be named *Auckland*, is purchased
- Our very first Blood Bike the BMW *Bamburgh* leaves the fleet and is sold
- First shift controller training takes place
- We begin to evaluate the Andromeda 'radio' system

February

- Carol Malia of the BBC becomes our first Patron
- The Gala Charity Night takes place, thanks to Clair and Kirsty
- Official handover of the Vauxhall Mokka takes place

March

- Agreement to introduce the Buddy System
- Joint talks with NHSBT representative at Joseph Swan School in Gateshead
- Our best ever days of collecting at a supermarket (outside of bag packing), over £2,000 in two days at Waitrose, Hexham
- Our fuel bills hit £2,000 per month



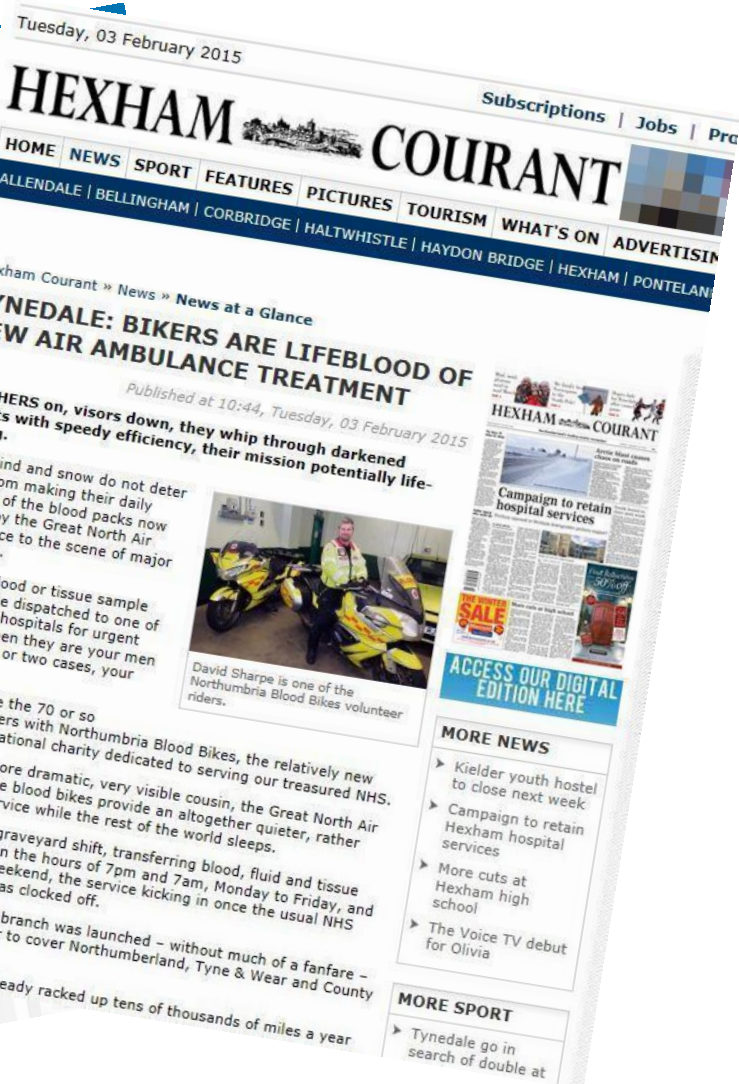
by Ben O'Connell
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A medical technique honed on the battlefields of Afghanistan comes to the North East for the first time today after months of research by trauma experts.

Blood on Board, a new service to carry blood on the Great North Air Ambulance Service (GNAAS), was devised by emergency specialists at the Newcastle Hospitals' Major Trauma Centre and GNAAS, for the benefit of patients across the North-East, Cumbria and North Yorkshire.

Northumbria Blood Bikes and Cumbria Blood Bikes, also charities, have stepped forward to facilitate the service by delivering blood from the hospital to the air ambulance on a daily basis, 365 days a year.

This new collaboration will help trauma specialists working with GNAAS and the Blood Bike groups save even more lives, by delivering emergency O-negative blood directly to the scene of life-threatening accidents.



April – June 2015

April

- The Chancellor announces in the budget that the VAT refund scheme will be extended to Blood Bike Groups
- The Newcastle Hospitals Trust donate a Renault Kangoo to NBB, which is rapidly liveried and brought into service
- We begin operations from Spennymoor Fire Station as a second base for South Central operations

May

- Professor Bob Jarman, Consultant in Emergency Medicine agrees to become our second Patron
- Campaigning for the Aviva Community Fund awards begins after our application is submitted
- Application submitted to the Awards for All scheme after attendance at a speech given by Lottery Deputy Director
- Barry Bullas announces he is to stand down from his role as Membership Secretary at the September AGM
- Decision to introduce the Andromeda system
- For the first time, we do more than 250 jobs in a month - and also complete our 2,000th job!

June

- Aviva voting closes with NBB through to the next round, submission of more info and then a judging Panel
- The new Buddy system goes live
- Big changes at the Northumbria Trust as the new Specialist Emergency Care Hospital in Cramlington is finished, A&E closures planned at Hexham, Wansbeck and NTGH and we begin nightly runs from Hexham to NTGH
- Heidi Mottram, Chief Executive of Northumbria Water agrees to become our third Patron
- Another Gala Charity Night is arranged by Clair and Kirsty (October 23rd)
- For the first time, we do more than 300 jobs in a month
- We find out we have won £25,000 from the Aviva Community Fund to buy two new Blood Bikes!
- On almost the same day we find out we are to be given £10,000 from Awards for All towards another new Blood Bike, but the news is embargoed until 11 August!
- Andromeda introduced
- Owain Harris announces he is standing down from his role as our Publicity Officer

In addition we have taken part in a very large number of collections and events and also given many presentations to local groups and schools, all freely carried out by our volunteers, giving their own time. We have also received funding support from a huge range of individuals, companies, community groups and Trusts too numerous to mention. We thank everyone for their support and hope and trust that this will continue.

As an indication of the commitment to our fundraising, 2,300 hours were spent year on direct fundraising activities by 94 people (some of whom were not members) at 130 events. It has been estimated that approximately 10 hours of work goes into arranging, setting up and dismantling each event.

During the year we attracted 76 new members, of these 26 committed to help with fundraising, 68 to ride and 12 to help as controllers, if needed.



Aims for the 2016 – 2017 Year

The aims agreed at the members meeting in June 2015 and noted below, together with other issues which may be identified at the AGM, will form the basis of our work for 2015-2016:

The aims that the charity has set itself to achieve in 2015 – 2016 are as follows:

1. By September 2015, achieve those areas of the 2014-2015 plan not achieved by end 30 June 2015,
 - a. Item 1: Ensure Service Level Agreements (SLAs) are in place with all six NHS Acute Hospital Trusts in our area.
 - b. Item 7: Review, taking action as appropriate: Qualifications required for riding, specifically how to ensure advanced riding qualifications are 'current'.
2. By July 2015, ensure that the 'Buddy System' is operational.
3. By July 2015, establish an IT development plan;
4. By August 2015, develop contingency a plan for any withdrawal of service by the Stockton-on-Tees Security Centre which can be fully implemented within 30 days.
5. By August 2015, fully introduce the Andromeda system to riders, drivers and shift co-ordinators;
6. By September 2015, review the aid given to our patron(s) in providing their planned support.
7. By September 2015, review committee roles required for September 2015 onwards.
8. By October 2015, review deployment of car to BoB.
9. By November 2015, review announced changes to 'Section 19' and determine NBB approach.
10. By November 2015, introduce new, targeted leaflets, posters and also a volunteer booklet (explaining with more clarity exactly what new members can and should expect).
11. By November 2015, introduce an induction checklist for new members.
12. By November 2015, achieve minimum rota occupancy levels on a month by month basis as follows:
 - a. BoB, to continue at 100%;
 - b. Bike rotas, 90% with at least one filled at all times;
 - c. Car 2, 50% increasing to at least 75% in the period November – March;
 - d. Shift Coordinator, 100% evenings and weekend/bank holidays; 50% nights.
13. By November 2015, deploy more bikes at weekends/bank holidays.
14. By December 2015, complete the task of moving from a Member's Handbook and Rider's Brief to comprehensive Policies and Procedures, updating as required.

15. By December 2015, increase numbers of active (ie fully 'qualified', carrying out a relevant shift at least three times in a three month period for each role agreed when joining) members to:
 - a. Riders: 60
 - b. Drivers: 35
 - c. Shift Coordinators: 35
 - d. Fundraisers: 35.
16. By January 2016, negotiate to expand our service to include:
 - a. Both of the NHS Mental Health Trusts;
 - b. The planned Human Milk bank service, to be based at the RVI.
17. 'Retire' and replace vehicles as per policy for vehicle replacement (in production).
18. Establish indicative budgets for key areas of expenditure.
19. By the end of the year achieve an income target of at least £60,000.
20. Develop a reserve of at least £20,000 to aid vehicle purchases and related expenditure in future years.

Finance

See separate Treasurer's Report

Executive Committee 2014 – 2015

Role

Member

Chair (Trustee)	Peter Robertson
Vice-Chair (Trustee)	Alan Ross
Treasurer & Vehicle Manager (Trustee)	Richard Scholfield
Secretary	Sue Harris (until July 2015)
Rota	Chris Mitchell
Fundraising	Graham Moor
NHS Liaison	Sean Storey (Co-opted)
Membership	Barry Bullas
Publicity	Owain Harris (until June 2015)
IT/Website	Michael Thompson
Training	Geoff Spencer

