



Type: Procedure	Northumbria Blood Bikes 'On-Call' Clinicians Transport Procedure		
Owner:	Hospital Liaison	Author:	Sean Storey
Approved:	9 <sup>th</sup> March 2017	By:	Executive Committee
Doc Ref	ROTA012	Version	1.2

**A. Why do we need this Procedure**

Newcastle Hospital Trust have requested Northumbria Blood Bikes' support in the transportation of On-Call Clinicians from their address location (home or hospital) to identified hospitals. The area covered will be within a radius of 5-10 miles from the hospital. This document sets out the procedures for transporting On-Call Clinicians.

**B. Who is responsible for this Procedure**

The Hospital Liaison Officer of the group is responsible for the maintenance of this procedure. The Executive Committee is responsible for approving this procedure. All volunteers are responsible for the success of this procedure and should ensure that they take the time to read and understand it.

**C. When will this Procedure be reviewed**

This Procedure will be reviewed a maximum of Two Years following its approval.

**D. How will changes be notified**

The latest version of the Procedure will be made available via the members' library on the group website. New versions will be announced via email to all qualified riders and drivers.

## 1. Operational Times

- 1.1. This procedure is to enable:
  - A. Shift Controllers to dispatch drivers
  - B. Drivers to collect and safely transport On-Call Clinicians to the appropriate hospital
- 1.2. To ensure the SLA is met with regard to On-Call Clinicians arriving at the hospital within one hour of the request being made.
- 1.3. The arrangement operates seven days per week, 365 days per year.

## 2. Operational Times and Parameters

- 2.1. On-Call Clinician Transport will operate alongside the normal NBB service hours.
- 2.2. On-Call Clinicians will be transported by car only.
- 2.3. The area covered will be within a 5-10 mile radius from the destination hospital.
- 2.4. Shift Controllers will dispatch the vehicle geographically closest to the pick-up point to enable a swift response.
- 2.5. Clinicians can be transported between hospitals where the medical need is required. NBB will not transport clinicians back to their home address but can return them back to their original hospital location.

## 3. Description of Duties

- 3.1. The Shift Controller (SC) on duty will receive the request for transport and note the address details of the On-Call Clinician (either home or hospital)
- 3.2. The SC will dispatch the driver to the On-Call Clinicians address location
- 3.3. The Driver will aim to collect the On-Call Clinician from their address location within 30 minutes of the request being made and drop off at the appropriate hospital.
- 3.4. Where it is not possible to collect the clinician within 30 minutes, the SC will advise the caller of the ETA, allowing them the opportunity to make alternative arrangements if necessary.
- 3.5. Where a vehicle is not available, the SC should inform the caller to revert to their usual protocol for the transport of On-Call Clinicians.
- 3.6. The call may be upgraded to 'emergency' providing the clinician being transported gives authority, no further confirmation from the hospital is necessary.
- 3.7. The Driver will complete the relevant paperwork noting the collection point as 'other' and the name of the destination hospital as the delivery address.
- 3.8. The Driver and SC should record as an 'Urgent' or 'Emergency' job on the 'standard' job tracker, as appropriate
- 3.9. Once the On-Call Clinician has been dropped at the destination, the driver should continue with the rest of the shift as per standard rota procedure.

## 4. Exceptions & Variations

- 4.1 Any exceptions or variations will be at the discretion of Hospital Liaison or a Committee Member.

**Northumbria Blood Bikes Procedure:  
'On-Call' Clinicians Transport Procedure**

**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
March 2017	1.0	Sean Storey	First Version
March 2024	1.1	Sean Storey	Procedure review
May 2026	1.2	Sean Storey	Added 2.5