

Guide:	Northumbria Blood Bikes Guide: Job Classifications		
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A. Why do we need this Guide

This document sets out the classifications and target service levels for the jobs performed by NBB. It provides clarity for our members and customers on what is to be expected

B. Who is Responsible for this Procedure

The Hospital Liaison Manager of the group is responsible for the maintenance of this guide. The Executive Committee is responsible for approving this guide.

All members should be familiar with the contents of this guide.

C. When will this Procedure be reviewed

The guide will be reviewed a maximum of two years following its approval.

D. How will changes be notified

The latest version of the guide will be made available via the members' library on the group website. New versions will agreed by the executive committee and this will be published in the minutes of that meeting.

1. General

- 1.1.** We are volunteers. All of the work we do is based on “reasonable endeavours”. No member is expected to put themselves, or the public, at risk in the course of their NBB duties. Nevertheless we have agreed the following levels of Service.

2. Standard or Non-Urgent

- 2.1.** Goods are typically required next day or, perhaps, the same day at weekends.
- 2.2.** The hospital may describe these as “Urgent” (otherwise they wouldn’t be calling Blood Bikes).
- 2.3.** If the hospital says “Urgent” then the shift coordinator should clarify with them when the package is required at its destination. If necessary reclassify and ensure that the hospital staff understand what is meant by “Urgent”.

3. Urgent

- 3.1.** Typically required as “As Soon As Possible” or within a fixed (tight) timescale.
- 3.2.** The NBB target is to collect an Urgent package within one hour of the request being placed.
- 3.3.** If a really short (or unrealistic) timescale is requested then the shift coordinator will establish if the call should be escalated to an Emergency.

4. Emergency

- 4.1.** Typically there must be a “risk to life or limb” (e.g. urgently required body parts) and the package is required as “As Soon As Possible”.
- 4.2.** The NBB target is to collect an Emergency package within one hour of the request being placed and to deliver directly to the destination as quickly and safely as possible. Only after one or more emergency packages for the same destination have been collected and delivered will any other non-emergency packages collected at the same time be delivered.
- 4.3.** Distinguishing between Urgent and Emergency is very important as we may use Blue Lights for emergency calls (subject to the NBB Policy for use of Blue Lights). Members should be prepared to clarify the requirements with the caller and if there is any doubt classify the run as Urgent.

5. Scheduled

- 5.1.** Not a classification as such but NBB does, from time-to-time, enter into agreements with Hospital Trusts etc, or neighbouring Blood Bike groups, to perform scheduled, or regular, collections and deliveries. Each agreement will be separately negotiated and agreed and guidance for those runs will be published separately.

6. Exceptions and Variations

- 6.1.** When packages are collected simultaneously for two, or more, delivery points only package(s) for one delivery point may be classified as Urgent/Emergency unless all the packages concerned can be delivered legally and safely within the agreed fixed timescales.

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Version Control and History

Date	Version	Author:	Reason For Change
06 Feb 2014	1.0	Michael Thompson	First Version Issued