



Procedure:	Northumbria Blood Bikes Procedure: Managing the Hospital Hotline		
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A. Why do we need this Procedure

This document sets out the procedures for shift controllers to manage the telephone hotline used by customers, partners and operational members.

B. Who is Responsible for this Procedure

The Rota Manager of the group is responsible for the maintenance of this procedure. The Executive Committee is responsible for approving this procedure.

Any person operating a shift on Rota 9 is bound by the rules laid out in this procedure. Any person operating any NBB Rota should be aware of the contents of this procedure.

C. When will this Procedure be reviewed

The procedure will be reviewed a maximum of one year 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, drivers, shift controllers and the executive committee.

1. Aim of Rota

- 1.1.** This procedure contains instructions for managing the telephone hotline used by hospitals.

2. Pre-requisites

- 2.1.** Internet access is required to manage the coordinator hotline.
- 2.2.** If the hotline is to be diverted to a member's own telephone then the full telephone number is required.

3. Procedure – At the start of your shift

- 3.1.** If you are taking over from an NBB shift controller then you must contact them to let them know that you are ready to take over. Get details from them of any jobs that are 'in flight'. Remind the outgoing controller to log out of Andromeda.
- 3.2.** Log on to the Virtually Local website at http://www.virtuallylocal.co.uk/customer_login.php
 - The Username is: is available to accredited controllers
 - The Password changes regularly and is available to accredited controllers.
- 3.3.** Choose "Your Numbers"
- 3.4.** Select 0191 228 6495 - This is the hospital hotline number
- 3.5.** Enter the number(s) to divert calls to (i.e. your numbers) - land line numbers are best, but mobile numbers are OK
 - Leave Voicemail <OFF>
 - Leave Overwrite Caller Id <ON>
- 3.6.** Click [SAVE]
- 3.7.** Log off the Virtually Local website.

4. Procedure – At the end of your shift

- 4.1.** If another NBB shift controller is taking over from you then do nothing. The incoming shift controller will manage the hotline.
- 4.2.** If your shift ends on a weekday morning and there is no incoming shift controller do the following
 - 4.2.1.** Log on to the Virtually Local website at
http://www.virtuallylocal.co.uk/customer_login.php
 - The Username is: is available to accredited shift controllers
 - The Password changes regularly and is available to accredited shift controllers.
 - 4.2.2.** Choose “Your Numbers”
 - 4.2.3.** Select 0191 228 6495 - This is the hospital hotline number
 - 4.2.4.** Enter the number(s) to divert calls to:
 - 4.2.5.** Enter the number for in-hours hospital calls – 0191 3643113
 - Set to ring for 50 seconds
 - Leave Voicemail <OFF>
 - Leave Overwrite Caller Id <ON>
 - 4.2.6.** Click [SAVE]
 - 4.2.7.** Log off the Virtually Local website.

5. Exceptions and Variations

5.1. You can enter more than one number at 3.5 above.

5.1.1. If you enter numbers on different rows they will be called in sequence, one after the other if there is no answer. You can choose the delay (in seconds) before the system moves on the next number. If you divert to a mobile be aware that your voicemail may kick-in before the virtual system tries to divert the call.

5.1.2. If you enter numbers on the same row, separated by commas, then all of the numbers will ring at the same time and whichever answers first will get the call.

5.1.3. If there could be any delay in answering a call consider changing your voicemail message to indicate to a caller that they have reached Northumbria Blood Bikes, that you are aware of their call and promise to call back, to a number they leave, within five minutes.

5.2. Handovers to other NBB Controllers

5.2.1. Handovers should be handled carefully. Contact the preceding or following controller and agree at what time you will take over the hotline. Ensure that the riders / drivers on duty are aware what is happening. Remember, there may be a rider or driver "in Flight" on a call out so make sure that they are kept informed of the change in controller when it is safe to do so.

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Version Control and History

Date	Version	Author:	Reason For Change
10 October 2016	1.0	Michael Thompson	First Version