



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 they will contact you to check that you are ready to take over. They will give you details of any jobs that are 'in flight'. They will then transfer the hotline to a number that you give them and log out of Andromeda.

- 3.2.** If you are not taking over from an NBB shift controller, then you must take over the hotline yourself:

- 3.2.1.** Log on to the Virtually Local website at http://www.virtuallylocal.co.uk/customer_login.php
 - The Username and Password are available via the Website, on the Confidential Information page

- 3.2.2.** Choose "Your Numbers"

- 3.2.3.** Select 0191 228 6495 - This is the hospital hotline number

- 3.2.4.** 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>

- 3.2.5.** Click [SAVE]

- 3.2.6.** 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 you must contact them to check that they are ready to take over.

You must hand over details of any jobs that are ‘in flight’, and the details of the riders and drivers who are on shift. Ask the incoming controller for the number they want the hotline transferred to then transfer the hotline to the number that you were given and then log out of Andromeda.

It is a good idea to call the incoming shift controller via the hotline to check that the transfer has worked correctly.

For incoming NBB Controllers their contact details are available via the NBB Contacts List or Via OLRs.

For incoming Controllers at Vocare the contact number is available via the Website on the Confidential Information page

5. Procedure – Shifts that end 7.00 on weekday mornings

- 5.1.** If the shift ends at 7.00am on a weekday morning (when there is no incoming shift controller) an NBB representative will do the following:

- 5.1.1.** Log on to the Virtually Local website at

http://www.virtuallylocal.co.uk/customer_login.php

- The Username and Password are available via the Website, on the Confidential Information page

- 5.1.2.** Choose “Your Numbers”

- 5.1.3.** Select 0191 228 6495 - This is the hospital hotline number

- 5.1.4.** Enter the number(s) to divert calls to:

- 5.1.5.** Enter the number for in-hours hospital calls – **0191 3643773**

- Set to ring for 50 seconds
- Leave Voicemail <OFF>
- Leave Overwrite Caller Id <ON>

- 5.1.6.** Click [SAVE]

- 5.1.7.** Log off the Virtually Local website.

6. Exceptions and Variations

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

6.1.1. 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.

6.1.2. 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.

6.1.3. 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.

6.2. Handovers with other Controllers

6.2.1. Handovers should be handled carefully. Contact the following controller and agree at what time they 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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Managing the Hospital Hotline**

Version Control and History

Date	Version	Author:	Reason For Change
10 October 2016	1.0	Michael Thompson	First Version
14 November 2016	2.0	Michael Thompson	New version to reflect the work with Vocare and reversal of responsibility for hotline handovers