



Type: Guide	Northumbria Blood Bikes: OARS – Newcastle Trust GP Run Activity Recorder – User Guide		
Owner:	ICT Officer	Author:	Michael Thompson
Approved:	March 2026	By:	Executive Committee
Doc Ref	ICT026	Version	1.0

#### **A. Why do we need this guide**

The work that we do, as part of the NHS, can have a direct result on the health and wellbeing of patients. It is important, therefore, that we keep accurate records of the work that we do. This document explains how the Northumbria Blood Bikes Online Activity Recording System should be used by volunteers to record the details of jobs they assign or complete.

#### **B. Who is responsible for this guide**

The ICT officer of the group is responsible for the maintenance of this guide.  
The Executive Committee is responsible for approving this guide.  
Shift controllers are bound by this guide to record their job details.  
All riders and drivers are bound by this guide to record their job details.

#### **C. When will this guide 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 be announced via email to all relevant members and the executive committee.

## **1. Why do we record job details**

**1.1.** The work that we do, on behalf of the NHS, can have a direct result on the health and wellbeing of patients. It is important, therefore, that we keep accurate records of the work that we do for several reasons:

- We need to report back to the Trusts that commission us on the work that we do for them.
- We need to be able to show evidence trails for the jobs that we do, as we may be audited by the MHRA, and we need to demonstrate that our processes and procedures are robust.
- We need to monitor the work that we do to ensure that we are meeting our Service Level Agreements
- We need to monitor the amount of work that we do to ensure that we have planned sufficient operational capacity to deal with the workload without putting volunteers under undue stress
- We need accurate records of the work that we do, to inform our fundraising applications as it allows us to demonstrate that grants/gifts from donors will generate real benefits for the community

**1.2.** The paper receipt books that riders and drivers maintain, as jobs are carried out, form one strand of our record keeping but they are not appropriate for the timely and accurate reporting and analysis of the workload as a whole – for that we need to use the Online Activity Recorders (OARS).

**1.3.** The Online Activity Recorders are tailored to the type of job being recorded and by whom.

**1.4.** This document sets out the user instructions for the Newcastle Trust GP Run Activity Recorder which covers:

- Collections and deliveries performed in the course of a Newcastle Trust GP Run as detailed in procedure Rota020 and the associated schedule in our shift notices
- Entries by Shift Controllers as well as Riders and Drivers

## **2. Accessing the On-Line Activity Recorders.**

- 2.1.** You will need to be logged in to the website to access the activity recorders.
- 2.2.** All jobs are automatically recorded in the name of the member who has logged in, your details will be recorded for you.
- 2.3.** To use the activity recorders, log in to the website and then from the menus choose:  
*Operations>On-Line Activity Recording*  
then choose required Activity Recorder from the options displayed.
- 2.4.** The activity recorders will contain groups of fields, or multiple pages. The answers given in the earlier field groups, or pages, influence which questions are displayed later. Please answer all questions that are displayed. Items marked with a red asterisk \* must be answered.

## **3. Notes on Collections**

- 3.1.** The Newcastle Trust GP Run usually begins with a collection from the Royal Victoria Infirmary. If the GP run is being carried out by a volunteer on a motorcycle the collection box from the RVI can be problematic later in the run. In these circumstances we endeavour to have the RVI collection carried out by a different vehicle. The form allows a volunteer to specify if the collection from the RVI is carried out as part of the GP run.
- 3.2.** On occasion, collections cannot be made at all surgeries on the schedule. If a collection cannot be made from any surgery, this can be recorded by entering 0 (zero) as the Job Receipt Number. Once zero has been entered as a JRN, a reason for non-collection can be entered in the field that becomes visible.

## **4. Notes on Times**

- 4.1.** The GP run Activity Recorder records times in five-minute intervals. Having had feedback that our other forms (which record times to the nearest minute) were unwieldy to use, and having considered any negative consequences for our reporting, we have decided to make the forms easier to use by recording all times in five-minute intervals. Other activity recorders will be updated to reflect this change.

## 5. GP Run Activity Recorder

**5.1.** All jobs will be recorded in the name of the logged-in user. *In exceptional circumstances, a form may be completed on behalf of another member. Explain these circumstances in the “Extra Details” section of the form.*

**5.2.** The first section determines whether you were acting as a shift controller or as a rider/driver. Once you select a role you must indicate who filled the other role.

▼ Who is filling in the form

What is your role \*  Rider or Driver  Shift Controller

Who was the shift controller on duty

Shift Controller \*

**5.3.** The next section collects data about the run as a whole.

▼ Details Of GP Run

Day Of Run \*

Date of Run \*    

Did you collect from RVI ? If the RVI collection was despatched to another vehicle answer "No"

Collection at RVI \*  Yes  No

**Day of Run:** Choose the day of week that the GP run took place.

*Once the day is chosen the form will configure itself to show the locations on that day's schedule.*

**Date of Run:** Provide the date that the GP run took place.

*use the individual drop-down lists of the pop-up calendar to select a date.*

**RVI Collection:** Indicate If the collection at the RVI was made as part of the GP run.

#### 5.4. The following sections record the details about the collections.

Depending on the day of the week, a series of sections will appear according to that day's GP run schedule – one section for each location to be visited.

▼ At Benfield Park Medical

Time at Benfield Medical \*  :

JRN at Benfield Medical \*

▼ At Jesmond Health Partnership

Time at Jesmond Health \*  :

JRN at Jesmond Health \*

Explain why there was no collection at this location

No collection reason

**For each location in that day's schedule a section will collect details of the collection:**

**Time:** Provide the time the collection took place.

*Select a time using the drop-down lists. Times are recorded in five-minute intervals.*

**JRN:** Provide the Job Receipt Number for the collection.

*A valid JRN will be a number between 100000 and 199999 or 0 (zero).*

**No Collection:** If the collection was not made, the JRN is entered a 0 (zero) and the reason for non-collection can be given.

*If the collection cannot be made, give a reason. This will be followed up if necessary.*

#### 5.5. The next section collects the time of the delivery at the Freeman Hospital

▼ Delivery at Freeman Hospital

Time at Freeman \*  :

**Time:** Indicate the time that the packages were delivered to the Freeman Hospital

*Select a time using the drop-down lists. Times are recorded in five-minute intervals.*



**Northumbria Blood Bikes:  
OARS – Newcastle GP Run Activity Recorder – User Guide**

**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
1 Mar 2026	1.0	Michael Thompson	First Version. Document written to reflect the dedicated activity recorder for the Newcastle Trust GP run.