

Type: Procedure	Northumbria Blood Bikes Rota Definition Hearts Milk Bank Run		
Owner:	Rota Manager	Author:	Ria Burnett
Approved:	August 2023	By:	Executive Committee
Doc Ref:	ROTA017	Version:	1.1

A. Why do we need this Procedure

This Procedure sets out the requirements for the 'Hearts Milk Bank' Run

B. Who is responsible for this Procedure

The Rota Manager is responsible for the maintenance of this procedure.

The Executive Committee is responsible for approving this procedure.

Any member operating the Hearts Milk Bank Run is bound by the rules laid out in this procedure.

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. Aim

- 1.1. This shift operates specifically to aid the 'Hearts Milk Bank' (HMB) charity to transport donated baby milk around the north east. The charity has a number of milk hubs located either in main hospital maternity units, licensed businesses or community midwife and donors' personal homes.
- 1.2. The relay runs will be determined by the charity and then our assistance requested hence every run is likely to be different but utilising the locations as indicated above.

2. Operational Times

- 2.1. This run will normally operate on weekdays as requested by the HMB charity. Occasionally we may obtain a request for milk during evening or weekend shift periods which will be managed in the same way as any other job request.
- 2.2. The Rota Manager will be informed of the runs required and will email the shifts that need to be covered, allocating the runs from the responses received, normally giving at least a days' notice. This may not be the case during NBB shift hours.
- 2.3. Shift runs and times will vary depending on the charities workload but all runs will normally be completed within weekday hours unless an on-shift request in 2.1 above is received.
- 2.4. The weekday shift ends once all scheduled pickups and deliveries have been completed.

3. Vehicles

- 3.1. The HMB shift will normally be completed in a car given the size and number of freezer boxes required to be transported. The Rota Manager will designate cars other than the BoB car and all vehicles should be booked out on OLRs as 'Scheduled'.
- 3.2. Drivers should be mindful when booking vehicles to ensure they are returned to their home bases in time for any evening shift bookings.
- 3.3. Any on-shift requests will be allocated to an on-shift vehicle by the shift controller mindful of the quantity of milk that may need transporting. Any issues with vehicle availability should be reported immediately to the Rota Manager.

4. Shift Safety

- 4.1. There will not normally be a shift controller on duty therefore to maintain safety of personnel, each collection and drop off should be texted to the Rota Manager.
- 4.2. If a request is received during a normal NBB shift period then the shift controller will manage the job as with all other shift jobs received.
- 4.2. Weekday drivers should manage their own time ensuring they take sufficient breaks during the shift.

5. Description of Duties

- 5.1. For weekday operations the Rota Manager will inform relevant drivers of the route they are to undertake.
- 5.2. Milk Hub and hospital maternity locations can be found in the [Operations/Locations](#) folder. Private addresses will need to be entered into vehicles Sat Navs.
- 5.3. The Rota Manager will ensure there are spare freezer boxes within allocated vehicles to cater for any non-hospital or milk hub collections.
- 5.4. Collections that take place in hospitals or the Northumbria Milk Hub will be pre-packed in freezer boxes with appropriate cool blocks as required.
- 5.5. Collections from individual donors or midwives may only be handed over in plastic bags which then need to be placed immediately into a freezer box to maintain its operational temperature.
- 5.5. To protect the milk from any contamination, collections should always be in clear plastic liner bags prior to loading into freezer boxes. The collection should also be labelled with the delivery destination, if not clarify with the consignor.
- 5.6. The HMB charity defines a safe storage time of 4 hours once milk is removed from approved fridge facilities so drivers should be mindful of this to ensure milk doesn't become spoiled.
- 5.7. Any on-shift requests will be dealt with by the shift controller being mindful of the available vehicles and ensuring that suitable freezer bag storage is provided by the consignor of the milk package to ensure conformity with 5.6 above.
- 5.8. Any queries or concerns encountered during a milk run should be directed back to the Rota Manager.

6. Documentation

- 6.1. A separate job receipt should be completed for each collection & delivery. Please ensure that each delivery location is checked with the consignor as multiple deliveries may be packed in the same freezer box.
- 6.2. The Rota Manager will act as shift controller during off duty periods recording jobs as required. Any on-shift requests will be recorded by the shift controller as per any other shift job.
- 6.2. The Northumbria Milk Hub along with other Blood Bike groups have been included in the drop-down lists within OARS to ease completion of documentation. For hospital maternity depts, the existing list of hospitals will suffice for recording purposes.

7. Exceptions and Variations

- 7.1.** Any exceptions or variations will be at the discretion of the Rota Manager, or a Committee Member.

**Northumbria Blood Bikes Definition:
Hearts Milk Bank Run**

Version Control and History

Date	Version	Author:	Reason For Change
August 2023	1.0	Ria Burnett/Paul Curran	First Version
August 2025	1.1	Ria Burnett	Periodic Review – no changes