



**Service Level Agreement between
Northumbria Blood Bikes
& Prudhoe Medical Group**

**Northumbria Blood Bikes Work Instructions for
Prudhoe Medical Group**

- 1) INTRODUCTION**
- 2) HEALTH AND SAFETY**
- 3) COURIER SERVICE**
- 4) KEY PERFORMANCE INDICATORS**
- 5) PERFORMANCE REVIEW MEETINGS**
- 6) TRAINING**
- 7) AUDITING**

Northumbria Blood Bikes Work Instructions.

1. INTRODUCTION

- 1.1 This document defines the services, which are to be delivered by Northumbria Blood Bikes (NBB). It also sets out the respective roles and responsibilities of NBB and Prudhoe Medical Group facilitating and undertaking the delivery of those services.
- 1.2 Operating procedures relating to the practical application of these instructions by NBB will be maintained and controlled by Prudhoe Medical Group. NBB will have operational procedures in respect of the processes associated with implementing and undertaking its responsibilities relating to the work instructions.
- 1.3 For the purposes of this SLA the term drivers shall be deemed to include motorcycle riders as well as car drivers.

2. HEALTH & SAFETY

2.1 General Requirements

- 2.1.1 At the point of collection the driver shall inspect the consignment to ensure that the shipping units show no signs of damage.
- 2.1.2 The consignment shall be secured on, or in, the vehicle to prevent any damage and ensure that it is delivered in the correct condition.
- 2.1.3 NBB will be responsible for ensuring that all vehicles used to provide the service will be compliant with current road traffic legislation. This will include driver licence entitlement, MOT (if appropriate), V.E.D (road tax) and insurance. NBB will retain records of such compliance checks.
- 2.1.4 All drivers must adhere to any legislation affecting them in the duty of delivering/collecting as an agent of Prudhoe Medical Group.
- 2.1.5 At all times the driver must adhere to the site health and safety rules both at collection and delivery points.
- 2.1.6 No passengers, unless engaged by NBB or on accredited NBB work, must be carried whilst on work for Prudhoe Medical Group.
- 2.1.7 No driver or member of the vehicle crew shall open a package once sealed, without express permission of the service provider or the hospital in unusual circumstances, i.e. a split delivery.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

- 2.1.8 Products for delivery to hospitals will consist of tested whole blood, platelets and frozen products, emergency pharmaceutical products. All products will be enclosed in an approved container. Any frozen product will also contain a small amount of dry ice pellets and there is a minimal risk of the dry ice giving off CO₂ gas as it dissolves. All boxes containing dry ice must be labeled as such. The service user shall ensure that all products are packaged in a suitable container that conforms to the current transport legislation for the product being transported. (UN3373)
- 2.1.9 In the event of an accident/incident en-route, which results in damage or spillage, the NBB driver must follow the emergency information which must be carried on the vehicle at any times. The NBB rider must phone the NBB Shift Controller, who will in turn contact the centre that placed the order and immediately advise them of the incident and seek further advice.
- 2.1.10 Blood, which has been collected for the purpose of blood transfusion or for the preparation of blood products, and blood products and any tissues or organs for use in transplants, are not-regarded as dangerous goods for carriage. Materials which may be classified as dangerous according to the Carriage of Dangerous Goods (Classification, Packaging and Labeling) Regulations 1996 are set out in Table 1.
- 2.1.11 Infectious substances carried are in risk group 3 or below and as such are transport category 1. Therefore, the full provisions of the carriage of Dangerous Goods by Road Regulations 1996 will be required to be complied with when receptacles are over 1 litre or kilogram and the total load is over 20 litres or kilograms. Information regarding the consignment and the statutory declaration will be provided where the individual receptacle exceeds 1 litre or kilogram
- 2.1.12 All infectious substances will be packaged in accordance with the requirements of the Carriage of Dangerous Goods (Classification, Packaging and Labeling) regulations 1996.
- 2.1.13 Any product that falls into the category of Dangerous Goods (as per table 1), will only be carried after both parties agree to it and have consulted with the consignor(s) and both parties dangerous goods advisors.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

Table 1: Classification of Dangerous Goods for Road Transport (excluding specialised activities e.g. genetic, radioactive materials)

Transport Stream	Description	Risk	Types of Material	CDG Apply
Stream 1 Known Infectious Material	Samples/units tested and confirmed positive for HIV, hepatitis or similar*	H	Rare known infected, lifesaving, bone marrow (e.g. for re-infusion) from confirmed infected patients Confirmed biohazards ** Repeat donor samples from confirmed donations	Y
Stream 2a Probable/possible infectious material	Samples/units tested and reactive to screening test (unconfirmed)	M	Unconfirmed, screen positive units (bio-hazards)** Unconfirmed, screen positive samples sent for confirmation Repeat donor samples from screen positive (unconfirmed) donations	Y
Stream 2b Diagnostic specimens greater than 100ml	Samples for diagnostic purposes unless patient/donor is known or suspected to be infected (see stream 1)	M/L	Samples of bone marrow typing, tissue or platelet typing, antenatal screening, phenotyping, cross match.	Y
Stream 2c Diagnostic specimens less than 100ml ##	Samples for diagnostic purposes unless patient/donor is known or suspected to be infected (see stream 1)	L	Samples of bone marrow typing, tissue or platelet typing, antenatal screening, phenotyping, cross match	N

* HIV, Hepatitis and other agents for which NHSBT routinely screens and tests blood are hazard Group 3

** Units to be denatured before transport by road. Obviously not possible when units/specimens where infection is being investigated or tested for. Units recalled from hospital or NHSBT centre (e.g. NAT pos) may need special handling.

Exemption from CDG Road Regs available until 31st December 2003

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

3. THE COURIER SERVICE.

3.1 Outline

- 3.1.1 NBB will provide to Prudhoe Medical Group a courier service free of charge. NBB's normal hours of operation are 7pm until 7 am Mon-Fri and 24hr at weekends and bank holidays. The purpose of the service will be to transport urgent or emergency blood & blood products between Prudhoe Medical Group and NHS sites. All ETA's given will be on a "reasonable endeavors" basis. No financial penalty can be levied against NBB for failure to meet the ETA.
- 3.1.2 Jobs will consist of scheduled collections and deliveries as agreed.
- 3.1.3 The type of job will mainly be collection of Samples, Blood and Blood products from Prudhoe Medical Practice and delivery to another NHSBT facility or NHS Hospital.
- 3.1.4 If at any stage the consignment is lost or damaged, the relevant person at the Hospital must be informed immediately, and if required to do so NBB must provide a suitable replacement driver and vehicle at the requested time and site to transport any replacement product.
- 3.1.5 Biohazard material includes blood, bone, and human tissue. All handling and transport of biohazard materials, including blood, bone and human tissue must be secure and the vehicles must be locked and in view at all times. If there is a need to be out of view then the container must go with the driver.
- 3.1.6 Prudhoe Medical Group will ensure that samples from or to hospitals or other centers will be packaged to; The Carriage of Dangerous Goods (Classification, Packaging, and Labeling) and use of Transportable Pressure Receptacles Regulations 1996.
- 3.1.7 All drivers must be registered with NBB. They must carry ID cards with photographs and names on them, and be equipped with suitable working mobile phones.
- 3.1.8 No sub-contracting of the job may take place without the permission of the service user
- 3.1.9 If at any time NBB wishes to provide a driver who has not been fully trained on any aspect of hospital work they must inform the service user at the booking stage to clarify as to whether the job entails doing work for which the driver has not been trained.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

- 3.1.10 The vehicle's exterior (bike/car) and interior (car) must be clean (allowance will be made for prevailing weather conditions), with no spillages, odours or dirty equipment in it.
- 3.1.11 All drivers must be fully aware of any special local working practices deemed necessary by Prudhoe Medical Group, and have all necessary contact names and telephone numbers whilst performing collections/deliveries on behalf of the service user.
- 3.1.13 No animals may be carried in vehicles engaged on NBB work.
- 3.1.14 At all times the rider/driver must adhere to the site health and safety rules, both at collection and delivery points.
- 3.1.15 Patient confidentiality is covered by the data protection act, all the couriers, employees and agents are bound by this not to reveal any patient details to anybody. Therefore no disclosures or information can be released regarding:
- The service, its staff or its procedures.
 - The identity of any patient at any hospitals or other establishments.
 - The medical condition, tests undergone or treatment of any patient.

Does Service user have a standard Confidentiality Clause? Can be inserted here.

- 3.1.16 Vehicles are not allowed to carry any product other than that issued to it by the Prudhoe Medical Group and any NHS Hospital. It may carry product for any other NBB customers whilst engaged on work for Prudhoe Medical Group.
- 3.1.17 NBB must employ for the purposes of these work instructions only such persons as are careful, skilled, and experienced in the duties required of them and must ensure that every such person is properly and sufficiently trained and instructed and carries out the services with regard to:
- The tasks that person has to perform.
 - All relevant provisions of the contract.
 - All relevant rules, policies, procedures and standards of the service.
 - Fire risks and fire precautions.
 - The need for those working in the National Health Service to observe the highest standards of hygiene, courtesy and consideration.
 - The requirements of the Health and Safety at work Act 1974 and other relevant legislation and codes of practice.
- 3.1.18 NBB shall remove from the premises any of its staff where the service requests this on the grounds of efficiency or public interest.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

3.2 Communication / Ordering

- 3.2.1 Order receiving: We aim to answer our phones within 1 minute.
- 3.2.2 NBB shall respond i.e. with a suitable vehicle for each scheduled collection agreed with Prudhoe Medical Group.
- 3.2.3 Whilst carrying out work for Prudhoe Medical Group, a non-smoking policy shall apply on NHS sites and in any vehicle engaged on NBB work.
- 3.2.4 Whilst delivering to, or collecting from each location, any requests to turn off mobile phones made by the hosts must be obeyed for the duration it takes to deliver or collect items.
- 3.2.5 If at any time the delivering vehicle is running late for its delivery, the service user who placed the order must be informed immediately.
- 3.2.6 If there any problems at the delivery point the vehicle may not leave until authorised to do so by Prudhoe Medical Group employee/NBB after resolving the issue.
- 3.2.7 All delivery notes issued by the Prudhoe Medical Group must be left at the delivery point.
- 3.2.8 Any delays above 10 minutes must be communicated to the service user who issued the order, to ensure that a timely resolution is achieved.
- 3.2.9 If, upon arrival at a delivery/collection point, the relevant consignor/consignee cannot be located the issue should be immediately communicated to the NBB shift controller.
- 3.2.10 If at any time vehicles/riders/drivers/mobile numbers change during a job the customer must be informed to ensure that consignment traceability and process audibility are maintained.
- 3.2.11 If the vehicle is involved in an accident the NBB controller must inform the receiving hospital immediately.
- 3.2.12 The service user will supply a contact number, which can be used in the scenario where NBB has to suspend service due to e.g. breakdown, bad weather. This is to prevent delays caused by awaiting a service that is not operational.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

3.3 Collection Point

- 3.3.1 Upon arrival at the collection point, the driver must report to the nominated collection point and make contact with the relevant department staff.
- 3.3.2 The consignment shall be secured on/in the vehicle to prevent any damage and ensure that it is delivered in the correct condition.
- 3.3.3 The driver must check all paperwork issued to them against shipping units issued to them, and ensure that they are aware of delivery locations, order of deliveries and required delivery times.

3.4 Delivery Point.

- 3.4.1 Arrival at delivery point to be within 15 minutes either side of quoted ETA. A 100% achievement is required on this. Allowances will be made for extraordinary conditions i.e. major road traffic collisions, weather etc. Reasons are to be agreed between both parties. This must be communicated at the time and recorded against any such incident.
- 3.4.2 Any issues occurring at collection point or delivery point must be reported to the customer's issues department who placed the order.
- 3.4.3 During transportation, all packages must be secured to avoid damage and or contamination and carried in a safe and secure manner to prevent accidental damage/loss.
- 3.4.4 All deliveries will be made to the predetermined delivery points as instructed by the service user who gave instructions at the time the transport request was made. In the absence of specific instructions delivery will be made to the Blood Bank at the relevant Hospital.
- 3.4.5 In an event of a vehicle breakdown, NBB will ensure the product carried is delivered by alternative arrangements within the time scales and conditions agreed.
- 3.4.6 In the event of an accident/incident en route, which results in damage or spillage, the courier should not attempt to stem the spillage or clean it up at the roadside. NBB must phone the issuing/receiving centre immediately and advise them of the incident.
- 3.4.7 The service user must be notified immediately of any disruption/delay to the delivery service.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

- 3.4.8 Within 72 hours of the event, NBB should notify the relevant service user, in writing, with a full explanation of the incident.

4. PERFORMANCE REVIEWS.

- 4.1 Meetings will occur at an agreed frequency. All aspects of the provision of service will be reviewed
- 4.2 Any variation to these local instructions must have the agreement of the Prudhoe Medical Group and NBB representatives.
- 4.3 If it is found that problems are taking place at a local level and an immediate solution is not forthcoming, Prudhoe Medical Group or NBB has the right to call a local meeting at short notice to seek to rectify the issues.
- 4.4 Any complaints raised by either Prudhoe Medical Group or NBB regarding the provision of service will be investigated as soon as practicable.

5. TRAINING.

- 5.1 All personnel involved on Prudhoe Medical Group work to be trained to agreed standards, which will include route training. NBB will maintain records of such training for each member.
- 5.2 NBB personnel responsible for operation of service to visit local sites and meet staff by arrangement.
- 5.3 NBB staff needs to be familiar with their local sites, delivery points and routes.

6. AUDITING.

- 6.1 NBB must maintain a list of all drivers trained to do Prudhoe Medical Group. This list must be kept updated.
- 6.2 Trained list to be in a modular format, to allow training on fresh work instructions as issued.
- 6.3 Vehicle service records should be available to ensure that checks can be made on their suitability for the job.

Service Level Agreement between
Prudhoe Medical Group and Northumbria Blood Bikes

Signed on behalf of NBB

Name: Sean K Storey

Job title: Hospital Liaison Officer

Signature: *S.K. Storey*

Date: 01 April 2021

Signed on behalf of NBB

Name Ronnie Patton

Job title: Chairman

Signature: *R. Patton*

Date: 01 April 2021

Signed on behalf of Prudhoe Medical Group

Name:

Job title:

Signature:

Date:

Signed on behalf of Prudhoe Medical Group

Name:

Job title:

Signature:

Date:

Appendix A – local schedule

SLA Section	Details	
3.12	<p>Agreed Collections:</p> <p>Collection of Samples, Wednesday at 1915 for delivery to North Tyneside General Hospital laboratory by 21:00</p>	
3.1.9 3.2.5 3.2.8 3.2.10 3.2.11 3.2.12	<p>Nominated contact or contact number at Prudhoe Medical Group;</p>	
3.4.1 3.4.2 3.4.6 3.4.7 3.4.8	<p>Nominated contact or contact number for escalation of issues to Prudhoe Medical Group:</p>	
4.1	<p>Frequency of Review Meetings</p> <p>After 30 days service, 90 days service, 180 days service and every 180 days service thereafter.</p>	
4.3 4.4	<p>Nominated contact or contact number for escalation of issues to Prudhoe Medical Group:</p> <p>Sean Storey - hospital.liaison@northumbriabloodbikes.org.uk Ronnie Patton – chair@northumbriabloodbikes.org.uk</p>	