



| Type: Procedure | Northumbria Blood Bikes Definition: Relays in Co-operation with Other Groups (Blood Bikes Cumbria) | | |
|--------------------|---|---------|---------------------|
| Owner: | Rota Manager | Author: | Peter Robertson |
| Approved: | | By: | Executive Committee |
| Doc Ref | OPS005(ii) | Version | 2.2 |

A. Why do we need this Procedure

This document sets out the requirements for arranging and carrying out relays which involves our neighbouring Blood Bike group, Blood Bikes Cumbria.

For Bloodrun EVS see 005(i);

For White Knights (West & North Yorkshire) see 005(iii);

For Blood Bikes Scotland see OPS005(iv);

For Derbyshire Blood Bikes see OPS005(v)

B. Who is Responsible for this Procedure

The Rota lead of the group is responsible for the maintenance of this procedure.

The Executive Committee is responsible for approving this procedure.

Any person arranging or carrying out a relay run is bound by the rules laid out in this procedure.

C. When will this Procedure be reviewed

The 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, drivers, shift coordinators and the executive committee.

1. Aim of Procedure

- 1.1.** This procedure is intended to ensure that any relay runs requested of or by Blood Bikes Cumbria is carried out safely, swiftly and efficiently.

2. Types of Relay Runs

- 2.1.** Relay runs may be either regular, pre-arranged transfers or one-off transfers.
- 2.2.** Relay runs may be from the NBB area to or from that of Blood Bikes Cumbria, or may involve moving items across more than the two areas.

3. Areas Covered by Blood Bikes Cumbria

- 3.1.** Blood Bikes Cumbria cover the northern lakes area

4. Contact Procedures

4.1. Regular & pre-arranged transfers

- 4.1.1** These will be negotiated by the NBB committee lead for NHS Liaison in liaison with the committee members holding responsibility for Rota and Fleet.
- 4.1.2** Approval for the commencement of regular pre-arranged transfers will be given by the committee.

4.2. One-off transfers

- 4.2.1** Transfers requested within NBB operational hours will be made via the Hospital Hotline (0191 228 6495) or the out of hours number (0191 364 3773) if the call is received between 7am and 7pm Monday to Friday (these calls being answered by a committee member who will relay to the Rota Manager).
- 4.2.2** Where the call is received by an NBB Shift Controller or committee member for a transfer with Blood Bikes Cumbria area they will take all the relevant details to allow a relay to take place, agreeing the location and time. They must also check availability of an operational NBB rider/driver before accepting the job.
Be aware that contacting Blood Bikes Cumbria is via a chargeable number (0843 8868780) so please ensure all necessary information is gathered during the initial call

- 4.2.3** During operational hours the shift controller will contact an on shift NBB rider/driver and allocate the job. If the rider/driver is unable for any reason to make the agreed time they should be informed to begin the journey as soon as possible. The shift controller should contact Blood Bikes Cumbria to advise the new ETA.
- 4.2.4** If the transfer request is outside operational hours (7am to 7pm Monday to Friday), the Rota Manager (or in their absence the committee on call member) will deal with sourcing an available rider or driver to complete the transfer.
- 4.2.5** If transfer request is outside operational hours (7am to 7pm Monday to Friday), the Rota Manager (or in their absence the committee on call member) will deal with sourcing an available rider or driver to complete the rendezvous.
- 4.2.6** If the transfer request cannot be actioned due to operational restrictions (i.e. no available or appropriate vehicles) then the Shift Controller will relay this back to the caller and attempt to provide a solution that fits with both parties. Unfortunately there are situations where we simply cannot fulfil such requests, especially if it impacts on our ability to provide a service to our main hospital partners.

5. Handover Locations

- 5.1.** For Blood Bikes Cumbria the handover point is as follows:

Hexham General Hospital front car park.

What 3 Words: [///crust.extension.positions](#)

[See this map link for details](#)

6. Exceptions and Variations

- 6.1.** No current exceptions or variations

7. Administration

- 7.1.** NBB Documentation

- 7.1.1** NBB Shift Controllers will record all details using the on-line OARS software.
- 7.1.2** NBB riders/drivers will ensure that they complete and get signed NBB receipts for all packages transferred to or from other groups.
- 7.1.3** Complete the NBB Standard Job tracker asap after the job is complete.

8. Other Documentation

- 8.1.** NBB riders/drivers will sign the receipts of other groups as appropriate.

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Relays in Co-operation with Other Groups (Blood Bikes Cumbria)**

Version Control and History

| Date | Version | Author: | Reason For Change |
|--------------|----------------|------------------------|---|
| | 1.0 | Peter Robertson | First Version |
| 27.02.17 | 2.0 | Debbie Paton | Change to booking procedure |
| Sept 2022 | 2.1 | Paul Curran | Overhaul of full procedure |
| January 2025 | 2.2 | Ria Burnett | Amended sections 4.2.1, 4.2.4, 4.2.5 & 5.1 Added Derbyshire BB to section A |