



Type: Guide	Northumbria Blood Bikes: OARS - Rider and Driver Activity Recorders – User Guide		
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#### **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 Riders and Drivers to record the details of jobs they do.

#### **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.  
All riders and drivers are bound by this guide to record their job details  
Shift coordinators should be familiar with the information in this document.

#### **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 members and the executive committee.

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

**1.1.** 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 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 hitting 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 creating undue stress for our volunteers
- We need accurate records of the work that we do, to inform our fundraising applications as it allows us to demonstrate that grants or gifts from donors will generate real benefits for the local community

**1.2.** The paper receipt books that we 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 our 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 following Online Activity Recorders:

- Riders and Drivers - deliveries and collections performed in all circumstances other than those performed as part of scheduled runs, such as the Blood on Board service for GNAAS.

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

- 2.1. You will need to be logged in to the NBB website to access the activity recorders.
- 2.2. All jobs are automatically recorded in the name of the member who has logged in, or your details will be entered into the form 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 first field group, or first page, influence which questions are displayed later. Please answer all questions that are displayed. Items marked with a red asterisk \* must be answered.

## 3. Locations

- 3.1. The activity recorders will usually need to know the collection and delivery points for the jobs that you do. In most cases the locations can be selected from a drop-down list. If you visit a new or unusual location that does not appear in the list, please choose the option "other" and **add details of the location you visited in the "notes" section for the job.** Adding the details of the location you visited allows us to add it to the drop-down list if we are likely to frequently visit that location again.

## 4. Riders and Drivers, Standard Activity Recorder

**4.1.** The standard activity recorder should be used for all jobs not carried out as part of a scheduled run, and for any jobs that are 'piggy-backed' onto a scheduled run – for example, while performing the BoB run, a rider from Teesside may bring samples to go to North Tyneside General Hospital. This is outside the normal scope of the BoB run and so the details would be recorded in the Standard activity recorder.

▼ Details From Shift Controller

On what date did the call come in from the controller. All subsequent times entered will relate to this date - unless you indicate below that midnight was crossed.

**date of call \*** 14 May 2025

What time did you receive the call/job from the shift controller

**time despatched \*** 19 : 00

In order to calculate times correctly, indicate if this job started before midnight but finished after midnight. i.e. the job did not complete on the same date that it started. Did this job extend beyond the midnight boundary?

**Job goes beyond midnight**  No  Yes

What was the category of this job.

**urgency or category \*** Standard

please describe the final status of this call

**completion status** completed

What was the package - if known

**package type** Samples

**4.2.** The first group of fields collects general information about the job.

**Date:** Provide the date that the job was assigned to you. *You only need to provide this once. All subsequent times entered will be related to this date – unless you indicate otherwise below.*

**Time:** Provide the time that the job was assigned to you. *This is important to us as our Service Level Agreements specify a time for collection from the time the job was received/assigned.*

**Midnight:** Indicate if the job spanned midnight. *For example you may have collected the package at 23.30 and delivered and 00:30 the next morning.*

**Call Category:** Indicate the category of the call (urgency) by choosing from the list.

**Call Status:** Indicate if the call was completed or cancelled.

**Package:** Indicate the nature of the package if you know it. *If the package you've carried isn't one of the items in the list then choose "other" and **add details to the notes section of the form.***

### 4.3. The next group of fields collects the details of the job you've completed

The screenshot shows the 'Rider and Driver Activity Recorder' form on the Northumbria Blood Bikes website. The form is titled 'Rider and Driver Activity Recorder' and includes a navigation menu with links for Home, News, Events, Volunteer, Contact Us, Support, About, Members, and Operations. A search bar is located in the top right corner. The form is currently logged in as 'TestMember'. The 'Job Details' section contains the following fields:

- Where did you collect from: **location for collection \*** (dropdown menu, currently showing '- Select -')
- what time did you collect the package: **time collected \*** (time picker, currently showing 19:00)
- Where did you deliver to: **location for delivery \*** (dropdown menu, currently showing '- Select -')
- what time did you deliver the package: **time delivered \*** (time picker, currently showing 19:00)
- what was the job receipt number used to record the details of this job: **job receipt number** (text input field)
- Emergency jobs must be authorised by a clinician. Give the name of the authorising clinician here, you should get this from the shift coordinator before using blue lights.: **emergency clinician** (text input field, placeholder: 'clinician name goes here')

**Collection:** Choose the location where you collected the package from the list. *If you collected from a location that is not in the list, then choose “other” and **add details in the notes section.***

**Time Collected:** Indicate the time that you collected the package. *Always use the 24hr clock – eg 3-o-clock in the afternoon should be entered as 15:00.*

**Delivery location:** Choose the location where you delivered the package from the list. *If you delivered to a location that is not in the list, choose “other” and **add details in the notes section.***

**Delivery Time:** Indicate the time that you delivered the package. *Always use the 24hr clock – eg 10-o-clock in the evening should be entered as 22:00.*

**Job Receipt Number:** Enter the job receipt number for the job. *The job receipt book pages are numbered sequentially which uniquely identifies every job we do and is key in our ability to audit our activity. Give this number to the shift coordinator when you report the collection or delivery of a job and include the number in the activity recorder. Recording a job receipt number is mandatory.*

**Emergency Clinician:** If the job category is “emergency” you will be asked to give the name of the clinician who authorised it. **Note:** *Jobs may be handled as an emergency pending confirmation of the clinician’s name with the shift coordinator.*

#### 4.4. Finally, you can give any additional information about this job

**Northumbria Blood Bikes**

Home News Events Volunteer Contact Us Support About Members Operations

## Rider and Driver Activity Recorder

You are logged in as: **TestMember**. Jobs will be recorded in your name  
Items with a red asterix \* are mandatory

→ [Details From Shift Controller](#)

→ [Job Details](#)

▼ [Other Details](#)

If there are any unusual circumstances to report, please do so here.  
your notes go here

please describe the final status of this call  
**completion status**

**Notes:** If there were any unusual circumstances or you visited a new location, simply add in any notes that you wish to add.

*Be aware that these notes are only reviewed as part of our reporting cycles. If you need to report any faults with the vehicles or any unusual events regarding the handovers or the hospitals then these should be raised directly with the fleet manager, the NHS liaison officer, or any committee member in the normal way. **Do not rely on comments entered in these forms for passing on time sensitive information.***

**Status:** Indicate the job status. *This field is essentially present for future development and will mostly be left at the default of completed. However, this field now allows us a mechanism to record jobs that have been cancelled by the hospitals before completion.*

**Submit:** When you are happy with the data you have entered click [submit]

**Save for Later:** If you need to break off before completing/submitting the form then you may click [save draft]. When you return to the form at a later time the partially completed form will be retrieved for you to finish off.

#### 4.5. Submitting the form completes the process and details of this job will be available to view in the On-Line Activity Recorder Reports section of the website.

## **5. Exceptions & Variations**

**5.1.** There are no exceptions or variations

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**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
May 2016	1.0	Michael Thompson	First Version
June 2025	1.1	Michael Thompson	Guide updated. Removed section on BoB recording. BoB recorder now has separate user guide. Reference to use of Blue Lights removed.