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|  |
| **Document Type:****Procedure** | **Unique Identifier:**CORP/PROC/094 |
| **Document Title:****UHMBT Transport Booking Procedure** | **Version Number:**8 |
| **Status:**Ratified |
| **Scope:**For use by all UHMB staff requiring transportation of samples, other goods or patients. | **Classification:**Organisational |
| **Author / Title:**Ryszard Detko, Patient Services Manager | **Responsibility:**Estates & Facilities |
| **Replaces:** Version 7, UHMBT Transport Booking Procedure  | **Head of Department:**Tom Lloyd |
| Does this document refer to and account for the prescribing, supply, storage or administration of medication (especially via electronic media)? **No** |
| **Validated By:**Facilities Managers Meeting | **Date:**01/12/2023 |
| **Ratified By:**Trust Procedural Document Group | **Date:**14/02/2024 |
| **Review dates may alter if any significant changes are made** | **Review Date:**01/12/2026 |
| * Does this document meet the requirements under the Equality Act 2010 in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation? **Yes**
* Does this document meet our additional commitment as a Trust to extend our public sector duty to carers, veterans, people from a low socioeconomic background, and people with diverse gender identities? **Yes**
 |
| **Document for Public Display: Yes** |

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| SUMMARY |
|  |
| Significant costs are incurred annually using Taxis for the purpose of transportation of samples, patients, staff and other goods. The aim of this procedure is to ensure correct efficient and effective use of available transport and reduce taxi usage costs to the Trust by avoidance of misuse. |

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| PURPOSE |
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| This procedure stipulates the mandatory arrangements for the use of correct transportation methods. |

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| SCOPE |
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| For use by all UHMB, ICB, Partnership Trusts and contractors requiring transportation of samples, patients, staff or other goods. |
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| Roles and Responsibilities |
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| Care Group Manager Facilities |
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| Shall be responsible for the overall management of the transport systems and ensuring this procedure is complied with. |
|  |
| 3.1.2 Management |
|  |
| General Office and the Switchboard Managers shall be responsible for the overall management of the taxi transport systems and ensuring switchboard procedure is complied with. Where other Trust Departments are involved, the relevant Department Manager is responsible for ensuring the compliance of their own teams with this Procedure. |
|  |
| Switchboard Call Handling Staff |
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| Shall be responsible for booking and liaising with the taxi and other non-ambulance transport providers. |

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| PROCEDURE |
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| The following legislation must be met:European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations (2009)3 |

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| Procedure Application |
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| The Estates and Facilities Care Group has responsibility for the day-to-day compliance with the requirements of the procedure.  |

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| Specimens and Other Goods |
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| Transport times (including Pathology) trunking run Monday to Friday: -

|  |  |
| --- | --- |
| **ARRIVE ON SITE** | **RUN 1** |
| 08:00 RLI | PICK UP FOR WGH & FGH |
| 09:00 WGH | DROP OFF FROM RLI, PICK UP FOR FGH |
| 10:00 FGH | DROP OFF FROM RLI & WGH, PICK UP FOR WGH & RLI |
| 11:45 WGH | DROP OFF FROM FGH, PICK UP FOR RLI |
| 13:00 RLI | DROP OFF FROM FGH & WGH |
|  | **RUN 2** |
| 10:30 RLI | PICK UP FOR WGH & FGH |
| 12:15 WGH | DROP OF FROM RLI, PICK UP FOR FGH |
| 13:00 FGH | DROP OF FROM RLI & WGH, PICK UP FOR WGH & RLI |
| 15:00 RLI | DROP OFF FROM FGH & RLI |
|  | **RUN 3** |
| 16:00 RLI | PICK UP FOR WGH & FGH |
| 17:30 WGH | DROP OF FROM RLI, PICK UP FOR FGH |
| 18:30 FGH | DROP OFF FROM RLI & WGH, PICK UP FOR WGH & RLI |
| 19:30 WGH | DROP OFF FROM FGH, PICK UP FOR RLI |
| 21:00 RLI | DROP OFF FROM FGH & WGH |
|  | **\*Arrival times are approximate\*** |

 Collection at WGH KUTC 17:00Transport time to RLI from FGH approximately 2 hours, transport time to RLI from WGH approximately 1 hour. Other goods may be added to this transport e.g., patient notes |

**Millom Hospital Collection Schedules**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Atlas 1** | **Medical Support** | **Atlas 2** |
| **Monday** | 13.00Millom to FGH Post Room (14.15) | 12.00Bloods to FGH (13.30) | 15.55Specimens/blood to FGH (18.40) |
| **Tuesday** |   | 12.00Bloods to FGH (13.30)  |   |
| **Wednesday** |   | 12.00Bloods to FGH (13.30) | 15.55Specimens/blood to FGH (18.40) |
| **Thursday** | 13.00Millom to FGH Post Room (14.15) | 12.00Bloods to FGH (13.30) |   |
| **Friday** |   | 12.00Bloods to FGH (13.30) | 15.55Specimens/blood to FGH (18.40) |
| **Saturday** | None | None | None  |
| **Sunday** | None | None | None |

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| **Urgent Specimens**Urgent specimens and other urgent goods MUST be transported via the Medical Support couriers during the hours of 08:00 and 20:00. Dial 0 for switchboard and ask for urgent Medical Support courier transport from clinical area and state receiving hospital.All samples (including bloods) must be sent in the special sealed bags – see below. Should taxis be used, the sealed bags must also be placed in the dedicated cardboard boxes (labelled UN3373) provided by the Pathology Department. |

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| **Blood Samples**Blood samples requiring urgent results between 7pm to 2am Monday to Thursday, 8pm Friday to 8am Monday and Bank Holidays should be sent via North West Blood Bikes Lancs & Lakes(Urine samples, swabs and blood cultures **MUST NOT** be sent urgently as the processing laboratory does not provide an ‘out of hours service’)Dial 0 for switchboard, request sample transport, State urgency of BLOOD sampleState location of sample and destination of sampleArrange for sample to go to switchboard (excludes Kendal UTC)\*Kendal UTC contact switchboard to request transport but unlike other departments, samples are collected directly from the UTC. For all KUTC samples Complete KUTC Bloods Log at Appendix 2\***DO NOT RING** **North West Blood Bikes Lancs & Lakes DIRECTLY AS YOUR CALL MAY BE REJECTED AND DELAY THE TRANSPORT OF OTHER URGENT SAMPLES**Place samples in the sealed transport bag shown below:C:\Users\jill.livingstone.CANL\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\IMG_0110.jpg\*Sealed transport bag is then given to a member of switchboard staff. |

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| **Switchboard staff process:**Request for North West Blood Bikes Lancs & Lakes transport received:1. Ask what type of sample and where? (Only Blood Samples require urgent transport. urine samples, swabs and blood cultures MUST NOT be sent urgently but may be sent with urgent blood samples)
2. Ask caller how long can the sample wait before being collected?(If time permits ring round clinical areas to see if any other samples require sending)
3. Ring North West Blood Bikes Lancs & Lakes switchboard stating:
* State urgent request transfer of samples.
* Hospital site transport required from.
* Hospital site transport required to
* If time permits ring clinical areas to see if any other samples require transporting.
* Give the sealed bag to the North West Blood Bikes Lancs and Lakes rider who will place in a transport box with a biological substances label on the lid

4. Should a taxi be used, the sealed bags must also be placed in the dedicated  cardboard boxes (labelled UN3373) provided by the Pathology Department. The Red  Pathology boxes do not need to be used unless several samples require  transporting at the same time.5. Hand the Awareness Guide (produced by the Pathology Team) to the driver.  |

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| If for any reason North West Blood Bikes Lancs & Lakes transport is not available for example extreme or dangerous weather conditions a taxi must be booked via switchboard. Correctly package items in the dedicated cardboard boxes (UN3373) to meet the required regulations.State:* Clinical area of collection state delivery hospital site
* Item for transport
* Name of member of staff booking taxi
* Care Group budget code
* Authorising member of staff e.g. site manager
* Contact Number
 |

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| Staff |
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| A limited shuttle bus service for staff is available for travel between WGH and the RLI from Monday to Friday. Details for this are on available on the Trust Intranet.Staff must not use taxis unless these have been pre-authorised by the relevant budget holder or senior manager. To book you will be required to ring switchboard and provide the following information:* Name
* Department
* Reason for request
* Location of pick up
* Destination
* Time pick-up required (date if pre-booking)
* Name of person travelling if different from above
* Care Group budget code
* Name of authorising person (I.e. Site Manager/Senior Manager))
* Contact telephone number
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| Patients |
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| **Emergency / Urgent Transport****Ring: 999**

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| **Non-Emergency Patient Movement**Patients are eligible for NHS transport where there is a medical need. Colleagues should endeavour to use the services as listed in priority order. 1. North West Ambulance Service Patient Transport operate between 0800hrs and 2000hrs Monday to Friday and offer a limited service on Saturday and Sunday. For details refer to the Healthier Lancashire & South Cumbria Booking Patient Transport Guidance in Appendix 3.
2. Private Ambulance bookings – a limited private ambulance service is available 24hours a day, 7 days a week. This service must only be used when NWAS are unable to accommodate requests.Where there is a conflict of priorities or staff are unsure of what to do, contact the Clinical Site Manager to agree the priority or obtain advice.
3. Medical Support and Taxis must only be used if the patient is eligible for NHS Patient Transport Service but the PTS service in unavailable. The patient must be fit to travel by taxi to facilitate discharge or enable service use. Approval MUST be given by Clinical Site Manager.All patients under the care of the Mental Health Act must have a qualified escort for all journeys.Ring 0 for switchboard and ask for patient transport to be arranged. Switchboard staff will ask for:
* Clinical area of collection and delivery address
* Name of member of staff
* Contact Number

This information will be used to determine the most cost-effective means of transport. An approximate time of collection will be given to the clinical area.If a private taxi is required to be booked the switchboard staff will require:* Care group budget code
* Authorising member of staff e.g., site manager
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| Activity Monitoring |
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| Monthly accounts received and KPIs will be validated and monitored by the Facilities Care Group using the information on the Booking Forms (see Appendix 5). Reports of usage by Care Group, Department and journey type will be passed to the Facilities Care Group Manager monthly for further scrutiny and then forwarded to Care Group Managers.These summary reports will usually be one month in arrears and will provide thefollowing:* Details of journeys/destinations
* Classification – Staff, service user, notes, samples etc.
* Total cost by classification
* Re-charge details

Further detail can be provided to validate individual journeys where required and can be obtained through the taxi / transport booking lists.Taxi / transport journeys over £40 and any journeys with waiting time costs will be subject to review by the Heads of Service. Costs will be re-charged to the relevant department. |

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| Complaints |
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| All complaints from staff, service users or patients are to be made in writing, for the attention of: Patient Relations – Westmorland General Hospital, Kendal, Cumbria, LA9 7RG. |

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| Process for Monitoring Effective Implementation and Contract Performance |
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| Meetings between the Provider(s) and the Trust will be held (minimum - annually). The Patient Services Managers will represent each service and may co-opt the department service users for example Theatre Management, DGSA and or Pathology management.The outline content of the meetings will be as follows:* + Review of current activity/performance.
	+ Service issues/complaints received.
	+ Service improvement.
	+ Action plans as agreed.

The Trust Dangerous Goods Safety Advisers (DGSA) will complete an annual audit on all transportation methods used throughout the last 12 month and those planned for the next 12 months to ensure compliance with European Agreement concerning the International Carriage of Dangerous Goods by Road. The Trust DGSA will report compliance and developmental actions annually via the Trust DGSA annual report submitted to the Health and Safety Committee.  |

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| Monitoring Compliance |
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| **People** Adherence to this procedure will be reported on by the Facilities Care Group Manager who will work with the Facilities Managers to ensure that the correct transport required is relevant and meets the need of the service while remaining compliant with ADR**Standards / KPIs**Compliance with this procedure should be monitored by the Facilities Care Group Management.A Taxi will normally arrive at the point of collection within 20/30 minutes of switchboard ordering dependent upon the journey type and location.Taxis / transport vehicles will be driven in a professional manner – **Ad hoc journey monitoring via customer service feedback**Provide a safe and legal vehicle for transporting passengers by taxi and/or transport vehicleProvide a transport service in the taxi / transport vehicle suitable for customers who require assistance including wheelchair provision – **Ad hoc journey monitoring via customer service feedback**Plan vehicle routes using the most direct and cost-efficient route. Costs will be as per those detailed within the contract - **Monthly monitoring**The taxi / vehicle shall be visually clean inside and out, (normal daily traffic dirt acceptable) – **Ad hoc journey monitoring via customer service feedback**Transport requested for goods will arrive at the point of collection within 30 minutes of ordering unless the location is such that this timescale is unrealistic. The driver will be able to describe ADR awareness where applicable. The product being transported will be appropriately packed by the service user. The driver shall be able to identify steps to be taken in the event of sample / product spillage. Less than 5% complaints from service users- **Monthly monitoring**See Appendix 6 for monitoring of activities against this policy. |

| ATTACHMENTS |
| --- |
| **Number** | **Title** | **Separate attachment** |
| 1 | North West Blood Bikes Lancs & Lakes Collection and Delivery Priorities | N |
| 2 | KUTC Bloods Log | Y |
| 3 | Healthier Lancashire & South Cumbria – Booking Patient Transport | N |
| 4 | Cross Bay Trunk Route | N |
| 5 | Switchboard Transport Booking Logs | Y |
| 6 | Monitoring | N |
| 7 | Values and Behaviours Framework | N |
| 8 | Equality & Diversity Impact Assessment Tool | N |

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| OTHER RELEVANT / ASSOCIATED DOCUMENTSThe latest version of the documents listed below can all be found via the [Trust Procedural Document Library](https://nhscanl.sharepoint.com/sites/TrustProceduralDocumentLibrary/) intranet homepage. |
| **Unique Identifier** | **Title and web links from the document library** |
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| SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS |
| Every effort been made to review/consider the latest evidence to support this document?  | Yes  |
| **If ‘Yes’, full references are shown below:** |
| **Number** | **References** |
| 1 | United Nations Economic Commission for Europe (UNECE) (2017) [European Agreement concerning the International Carriage of Dangerous Goods by Road: ADR applicable as from 1 January 2017](https://unece.org/transportdangerous-goods/adr-2017-files) (accessed 17/08/2023)  |
| 2 | Health and Safety Executive [ADR, CDG Regs and Dangerous Goods Safety Advisors](https://www.hse.gov.uk/cdg/manual/adrcarriage.htm) (accessed 17/08/2023) |
| 3 | [The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009](https://www.legislation.gov.uk/uksi/2009/1348/contents/made) (accessed 17/08/2023) |
| 4 | Department for Transport (2013 – updated 2022) [Transporting dangerous goods](https://www.gov.uk/government/collections/transporting-dangerous-goods) (accessed 17/08/2023) |
| 5 | Department for Transport (2020) [Packaging and transport requirements for patient samples – UN3373](https://www.gov.uk/government/publications/packaging-and-transport-requirements-for-patient-samples-un3373/packaging-and-transport-requirements-for-patient-samples-un3373) (accessed 17/08/2023) |
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| DEFINITIONS / GLOSSARY OF TERMS |
| **Abbreviation or Term** | **Definition** |
| ADR | Agreement concerning the International Carriage of Dangerous Goods by Road |
| DGSA | Dangerous Goods Safety Advisor |

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| CONSULTATION WITH STAFF AND PATIENTSEnter the names and job titles of staff and stakeholders that have contributed to the document |
| **Name/Meeting** | **Job Title** | **Date Consulted** |
| David Ryder | Technical Services Manager, Pathology | 21st July 2023 |
| Nigel Nelson | Pathology Service Manager | 21st July 2023 |
| Sue Ferguson | Assistant Manager Switchboard  | 21st July 2023 |
| Clare Grootendorst | Trust Waste Advisor | 21st July 2023 |

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| DISTRIBUTION & COMMUNICATION PLAN |
| Dissemination lead: | Patient Environmental Services – Patient Services Manager – site based  |
| Previous document already being used? | Yes – previous version |
| If yes, in what format and where? | Trust Procedural Document Library |
| Proposed action to retrieve out-of-date copies of the document: | Delete from Intranet and Publicise new Code of practice |
| **To be disseminated to:** |  |
| Document Library |  |
| Proposed actions to communicate the document contents to staff: | Via UHMB Weekly News and via Trust Procedural Document Library Via Divisional H+S PapersVia email to Clinical Site Managers and switchboard staff |

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| TRAINING Is training required to be given due to the introduction of this procedural document? **Yes****If ‘Yes’, training is shown below:** |
| **Action by** | **Action required** | **Implementation Date** |
| Switchboard Service staff | Procedure awarenessDecision tree training appendix 1  | Ongoing |
| Transport / Taxi contactor | DGSA, provide short training/ assessment to comply with ADR | Ongoing |

| AMENDMENT HISTORY |
| --- |
| **Version No.** | **Date of Issue** | **Page/Selection Changed** | **Description of Change** | **Review Date** |
| 1 | 01/12/2008 | From new | New | 17/9/2015 |
| 2 | 10/06/2013 | Full Review | Review of documentationReview procedures | 17/9/2015 |
| 3 | 20/12/2013 | DGSA review | Implement DGSA | 17/12/2015 |
| 5 | 01/10/2016 | All | Full review and update of Decision Tree (Appendix 1) | 01/10/2019 |
| 5.1 | 05/12/2016 | Page 3 | Policy on a Page added | 01/10/2019 |
| 5.2 | 20/10/2017 | Page 3 | BSF page added | 01/10/2019 |
| 5.3 | 25/10/2017 | Full Review | Full review and update of Decision Tree (Appendix 1) | 01/10/2019 |
| 5.4 | 28/10/2019 | Page 1 | Review Date extended (from 19/3/2019) | 01/01/2020 |
| 6 | 01/01/2020 | Page 4 | Shuttle bus added | 01/01/2023 |
| 7 | 14/09/2021 | All pages | SimplifiedNW Blood Bikes Lancs & Lakes process incorporated | 01/03/2023 |
| Appendix 3 | NWAS Patient Transport Booking |
| Appendix 4 | Switchboard Transport booking logs added |
| 8 | 14/02/2024 | Page 4 | Inclusion of responsibility of Managers of departments who use services | 01/12/2026 |
| Page 6 | Clarification of use of packaging arrangements to include approved cardboard boxes (labelled UN3373) |
| Page 6 | Change to process. Direct collection of samples from Kendal UTC added. |
|  |  |  |  |  |
|  |  |  |  |  |

# Appendix 1: North West Blood Bikes Lancs & Lakes Collection and Delivery Priorities

|  |  |
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| Type of run | Guidance for all riders |
| Urgent | Service Level Agreements with the Hospitals require us to use best endeavours to deliver within 90 minutes from the initial phone call from the hospital to the controller. If a situation arises where the rider will be delayed (e.g. heavy traffic or breakdown) the rider should (if it is safe and legal to do so) contact the controller and advise them of the delay. The controller will contact the hospital to inform them of the delay.  |
| Emergency | Very occasionally the requesting hospital will ask for a delivery to be made on an emergency basis where life is at stake or similar clinical conditions require it. The controller will ask for the name of the requesting person, and this will be recorded on the despatch sheet by the controller Riders will need to assess whether they can make the delivery in the requested timescales whilst still complying with legal and safety requirements. |

NWBB L&L will classify their calls as Urgent and Emergency only. These are categorised as follows:

**Urgent**

These runs are what NWBB L&L would deem as a normal run. All hospital SLA contracts define our time guidelines to be by ‘Best Endeavours’, with only the Northern Area being within a 90-minute period.

**Emergency**

These are runs that are deemed ‘Emergency’, by a Clinician. The main differentiator in the case of an ‘Emergency’ will be that the NWBB controller may have to reprioritise an on-call rider for this call. The run may be completed by any on-call rider who must comply with all road traffic legislation.

The Controller must obtain the name of the ‘Clinician’ who has requested the run, and who deems the run an Emergency. This Clinician must be physically involved in the case, and this can only be a doctor or Consultant. If the Controller cannot obtain this information, then they must tell the Hospital that the call will be classified as Urgent, and it will fall within the above parameters, i.e., Best Endeavours. The Hospitals will be advised separately of the change, but under no circumstances should a call be deemed an Emergency without the Consultant or Doctors details. The name of the Ward Manager, the Porter, or anyone else not involved in the immediate case, including a Consultant/ Doctor in charge of the ward/ department if they are not there, is not acceptable. Please advise me if the Hospitals start giving the same Consultant or Doctors name just because they are responsible for the ward/ department, if they are not involved in the case.

The Rider must also confirm when being called by the Controller, that he/she has this information recorded on the dispatch sheet.

# Appendix 2: KUTC Bloods Log

Link to printable version: [KUTC Bloods Log](https://nhscanl.sharepoint.com/%3Af%3A/r/sites/TrustProceduralDocumentLibrary/Attachments/CORP-PROC-094?csf=1&web=1&e=RW7IN5)

**KUTC Bloods Log Date:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Patient Label** | **Time and method via bloods sent** | **Requesting****Clinician /Sample Urgency** | **Type of sample** **i.e. biochemistry or haematology** | **Review info** | **Blood results checked?** | **Case edited?** |
|  |  |  | SAMPLE |  |  |  |
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# Appendix 3: Healthier Lancashire & South Cumbria – Booking Patient Transport



**Booking patient transport**

Please can you ensure that when booking transport to take patients home or to other care locations the following process is followed:

**Eligibility**

**Not all patients are eligible to receive transport home;** there are specific criteria within the NWAS PTS Contract, and we need to ensure that prior to making any booking we have discussed with the patient alternatives such as:

* Own transport
* Public transport
* Family or friends

A patient being brought into hospital by a paramedic ambulance does not automatically qualify them for transport home.

Some patients may qualify for transport costs assistance and enquiries can be made through the General Offices on each of the main sites.

NWAS PTS have provided a link to a range of alternative transport organisations that can also be approached - <https://www.nwas.nhs.uk/services/patient-transport-service-pts/alternative-transport/>

**Booking a patient transport journey**

In the first instance a booking should be made with NWAS PTS utilising their online booking system, ward staff who have not yet bet set up to do this can make a request by emailing –

pts.onlinereferrals@nwas.nhs.uk

Booking the right category of transport is important (such as Sitter 1 (C1), stretcher) to help avoid delays. Please see the mobility guide for more information.

Every effort should be made to book the journey the day before travel is required; however, there are some circumstances where extra time is required (although the journey could take place sooner than the hours of notice stated below, please make sure the patient is ready to travel):

* The patient is travelling outside of the county to the neighbouring county – **24** hours’ notice required
* The patient may require specialist equipment to provide a safe journey – **24** hours’ notice required
* The patient requires complex moving or handling and their home access needs risk assessing (where a new risk assessment is required). This includes bariatric patients, please see the guide for further information – **48** hours’ notice required
* The patient requires support in their property, such as being lifted upstairs and requires their home risk assessing – **48** hours’ notice
* The patient is travelling further than 2 counties, including intra-hospital transfers – **48-72** hours’ notice required (as this often requires financial approval from commissioners).

If you have not been set up to use the online booking system, telephone bookings can be made by dialling:

General bookings **– 0800 032 3240**

Renal dialysis and cancer patients (to attend specialist treatment centres) **– 0800 028 9224**

Any transport booking that is made needs to be confirmed with NWAS, once the patient is ready to travel (booked ready).

If the booking is no longer required (for example, the patient deteriorated/deceased/already gone by private provider/relative etc.), the journey needs to be cancelled to avoid costs to the commissioners and to allow NWAS to plan journeys efficiently.

**Specific contract hours**

**Lancashire - RLI**

* **Enhanced Priority Service (EPS) –** Times determined by the centres:
6:30am to 11pm (including bank holidays)
* **Planned Specification –** Earliest drop off times and latest collections times:
Monday to Friday 8am to 6pm (excluding bank holidays) The booking should be made before 3pm the day before the journey is taking place to be a ‘planned’ journey, after 3pm this becomes ‘unplanned’.
* **Unplanned Specification -** Earliest drop off times and latest collections times:
Monday to Friday; 8am to 8pm. Bookings should not be made later than 4pm for same day travel, any transport that must be booked later than this should be booked through the patient flow team. Please remember to factor in care and nursing home cut off times when booking transport.
Saturday & Sunday; 10am to 6pm
Including bank holidays

**South Cumbria – WGH & FGH**

* **Enhanced Priority Service (EPS) –** Times determined by the centres:
7:30 am to midnight (including bank holidays)
* **Planned Specification –** Earliest drop off times and latest collections times:
Monday to Friday 8am to 6pm (excluding bank holidays)
* **Unplanned Specification –** Earliest drop off times and latest collections times:
Monday to Friday 8am to 6pm (excluding bank holidays)

**Use of private ambulance provision – UHMB**

The Trust has contracts with several private providers to support patient discharge activity especially outside of the contract hours listed above. This is a finite resource and is provided at the expense of the Trust and thus must be used appropriately.

Every effort must be made to plan patient transport at the earliest opportunity, from the point of admission consideration should be given as to how the patient is getting home and then we can start to plan appropriately from there.

The use of this provision is not a default and can only be authorised by either the Clinical Site Manager or Control Room when the following criteria are met:

* Patient is eligible to free transport;
* NWAS PTS are unable to provide the transport – on the day, short notice bookings will not be accepted as a reason;
* Fast-track, end of life care which NWAS are unable to support – this should still have been discussed with the PTS control room to determine

# Appendix 4: Cross Bay Trunk Route

Route One

|  |  |  |
| --- | --- | --- |
| 8.00 | Moor Park | Collect mail for WGH and FGH |
| 8.05 | Unit 9 Barrow Business Park | Collect medical records for WGH FGH |
|  | RLI Mail Room | Collect WGH and FGH mail |
|  | RLI Med Records | Collect Medical records for WGH and FGH |
|  | RLI Old Path lab | Collect specimens etc. for WGH and FGH |
|  | RLI New Path lab | Collect specimen from Histology and Microbiology  |
|  | RLI stores | Collect stores for WGH and FGH |
|  | RLI Pharmacy | Collect drugs and Chemotherapy tins for WGH and FGH |
|  | WGH Med Rec | Deliver Med Recs and collect for FGH |
|  | WGH Mail room | Deliver mail and collect for FGH |
|  | WGH Pharmacy | Deliver items and collect for FGH |
| 9.30 | WGH Path lab | Deliver items and collect for FGH |
|  | FGH Mail room | Deliver items and collect for WGH and RLI |
|  | FGH Stores | Deliver items and collect for WGH and RLI |
|  | FGH Pharmacy | Deliver items and collect for WGH and RLI |
|  | FGH Med Recs | Deliver Recs and collect for WGH and RLI |
| 10.30 | FGH Path lab | Deliver items and collect for WGH and RLI |
|  | FGH BSU | Collect bags for RLI BSU  |
|  | WGH Med Recs | Deliver Recs and collect for RLI |
|  | WGH Mail room | Deliver items and collect for RLI |
|  | WGH Pharmacy | Deliver items and collect for RLI |
| 11.45 | WGH Path Lab | Deliver items and collect for RLI |
|  | WGH XRAY | Collect bags for RLI Breast Screening |
|  | RLI Mail room | Deliver mail |
|  | RLI Old path lab | Deliver specimens |
|  | RLI Med Recs | Deliver records |
|  | RLI B.S.U | Deliver bags if any |
|  | RLI Stores  | Deliver items if any |
| 13.00 | RLI New Path Lab | Deliver to Histology and Microbiology |
|  | RLI Pharmacy | Deliver  |

Route Two

|  |  |  |
| --- | --- | --- |
| 08.00 | Moor Park |  |
| 08.05 | RLI Mail room | Collect mail for Preston hospital and box for Stockport if there |
|  | RLI New Path lab | Collect specimens and mail for Preston |
|  | Preston Mail room | Deliver mail and collect mail for RLI |
|  | Preston Path lab | Deliver specimens and collect empty boxes and mail from shelf. |
|  | Preston Pharmacy | Deliver Stockport box and check for anything to come back to RLI |
| 10.30 | Moor Park | Collect mail for WGH and FGH |
|  | RLI B.S.U | Collect mail for WGH and FGH |
|  | RLI Mail Room | Collect WGH and FGH mail |
|  | RLI Med Records | Collect Medical records for WGH and FGH |
|  | RLI Old Path lab | Collect specimens for WGH from fridge, any letters or other goods for WGH and FGH |
|  | RLI New Path lab | Collect from Histology and Microbiology any specimens  |
|  | RLI stores | Collect stores for WGH and FGH |
|  | RLI Pharmacy | Collect any Items, drugs and Chemotherapy tins for WGH and FGH |
|  | WGH Med Rec | Deliver Med Recs and collect for FGH |
|  | WGH Mail room | Deliver mail and collect for FGH |
|  | WGH Pharmacy | Deliver items and collect for FGH |
| 12.15 | WGH Path lab | Deliver items and collect for FGH |
|  | WGH XRAY | Deliver mail from RLI B.S.U |
|  | FGH Mail room | Deliver items and collect for WGH and RLI |
|  | FGH Stores | Deliver items and collect for WGH and RLI |
|  | FGH Pharmacy | Deliver items and collect for WGH and RLI |
|  | FGH Med Recs | Deliver Recs and collect for WGH and RLI |
| 13.30 | FGH Path lab | Deliver items and collect for WGH and RLI |
|  | FGH B.S.U. | Deliver mail from RLI B.S.U. Collect mail for RLI Breast Screening |
|  | WGH Med Recs | Deliver Recs and collect for RLI |
|  | WGH Mail room | Deliver items and collect for RLI |
|  | WGH Pharmacy | Deliver items and collect for RLI |
| 14.30 | WGH Path Lab | Deliver items and collect for RLI |
|  | WGH XRAY | Collect mail for RLI Breast Screening |
|  | RLI Mail room | Deliver items |
|  | RLI Old path lab | Deliver items |
|  | RLI Med Recs | Deliver records |
|  | RLI B.S.U | Deliver mail if any |
|  | RLI Stores  | Deliver items if any |
|  | RLI New Path Lab | Deliver to Histology and Microbiology |
|  | RLI Pharmacy | Deliver items |

Route Three

|  |  |  |
| --- | --- | --- |
| 15.40 | Moor Park | Collect mail for WGH and FGH |
|  | Unit 9 Barrow Business Park | Collect Medical Records for WGH & FGH |
|  | RLI Mail Room | Collect WGH and FGH mail |
|  | RLI Med Records | Collect Medical records for WGH and FGH |
| 16.30 | RLI Old Path lab | Collect specimens etc. for WGH and FGH |
|  | RLI New Path lab | Collect specimen etc. from Histology and Microbiology  |
|  | WGH Med Rec | Deliver Med Recs and collect for FGH |
|  | WGH Mail room | Deliver mail and collect for FGH |
| 17.45 | WGH Path lab | Deliver specimens and collect for FGH |
|  | FGH Path lab | Deliver specimens ASAP Collect specimens for WGH and RLI |
|  | FGH Med Recs | Deliver Recs and collect for WGH and RLI |
|  | FGH Mail room | Deliver mail and collect for WGH and RLI |
|  | WGH Med Recs | Deliver Recs and collect for RLI |
|  | WGH Mail room | Deliver mail and collect for RLI |
|  | WGH Path Lab | Deliver mail and collect for RLI |
| 20.00 | WGH Picas | Collect specimens |
|  | RLI Mail room | Deliver Mail |
|  | RLI Old path lab | Deliver ALL Specimens |
|  | RLI Med Recs | Deliver all Medical records |

# Appendix 5: Taxi and Bike Link Transport Booking Forms

**(Page 1 of 2)**

Link to printable version: [Taxi Bookings Switchboard Log.docx](https://nhscanl.sharepoint.com/%3Aw%3A/r/sites/TrustProceduralDocumentLibrary/Attachments/CORP-PROC-094/Taxi%20Bookings%20Switchboard%20Log.docx?d=w99c36dfb3d0c4ba9ac1bdbdef9c3865a&csf=1&web=1&e=ZTeg8h)

**Taxi Bookings Switchboard Log**

 Furness General Hospital Royal Lancaster Infirmary Westmorland General Hospital

 Coastline Cars – 01229 824504 Beatstream – 01524 32090 Blue Star - 01539 723670

SAMPLE

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Time** | **Patient/staff name/journey details** | **RTX no.** | **Booked by** | **Authorised by** | **Journey****no.** | **Financial code** | **S/board Initials** |
|  |  |  |  |  |  |  |  |  |
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**Appendix 5 (page 2 of 2)**

**Blood Biker Transport Service (Free)**

**Switchboard Log**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Time** | **Requesting Department** | **Destination** | **Requested by****(name)** | **Item** **(i.e. sample, notes)** | **Journey** **no.** | **S/board Initials** |
|  |  |  |  |  |  |  |  |
|  |  |  |  | SAMPLE |  |  |  |
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# Appendix 6: Monitoring

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section to be monitored** | **Methodology (incl. data source)** | **Frequency** | **Reviewed by** | **Group / Committee to be escalated to (if applicable)** |
| Transport of samples | Check availability of packaging | Monthly | Switchboard Operators | Head of Facilities |
| Annual DSGA report | Written paper | Annual  | Waste Compliance Manager | Head of Facilities  |
| Monthly usage report | SpreadsheetCost and journeys  | Monthly  | Facilities Manager | Head of Facilities |
|  |  |  |  |  |
|  |  |  |  |  |

# Appendix 7: Values and Behaviours Framework

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a positive workplace culture. By following our own policies and with our **ambitious** drive we can cultivate an **open, honest and transparent culture** that is truly **respectful and inclusive** and where we are **compassionate** towards each other.



# Appendix 8: Equality & Diversity Impact Assessment Tool

|  |
| --- |
|  |
| Equality Impact Assessment Form |
| Department/Function | Estates & Facilities |
| Lead Assessor | Rysz Detko |
| What is being assessed? | Transport Booking Procedure |
| Date of assessment | 19th July 2023 |
| What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process. | Patient Experience and Involvement Group? | NO |
| Staff Side Colleague?  | NO |
| Service Users?  | YES |
| Staff Inclusion Network(s)?  | NO |
| Personal Fair Diverse Champions?  | NO |
| Other (including external organisations): |
|  |
| 1. **What is the impact on the following equality groups?**
 |
| **Positive:*** Advance Equality of opportunity
* Foster good relations between different groups
* Address explicit needs of Equality target groups
 | **Negative:*** Unlawful discrimination / harassment / victimisation
* Failure to address explicit needs of Equality target groups
 | **Neutral:*** It is quite acceptable for the assessment to come out as Neutral Impact.
* Be sure you can justify this decision with clear reasons and evidence if you are challenged
 |
| **Equality Groups** | **Impact****(Positive / Negative / Neutral)** | **Comments*** Provide brief description of the positive / negative impact identified benefits to the equality group.
* Is any impact identified intended or legal?
 |

|  |  |  |
| --- | --- | --- |
| **Race** (All ethnic groups) | Neutral |  |
| **Disability**(Including physical and mental impairments) | Neutral |  |
| **Sex**  | Neutral |  |
| **Gender reassignment** | Neutral |  |
| **Religion or Belief** | Neutral |  |
| **Sexual orientation** | Neutral |  |
| **Age** | Neutral |  |
| **Marriage and Civil Partnership** | Neutral |  |
| **Pregnancy and maternity** | Neutral |  |
| **Other** (e.g. carers, veterans, people from a low socioeconomic background, people with diverse gender identities, human rights) | Neutral |  |

|  |  |
| --- | --- |
| 1. In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?
 |  |
|  |
| 1. If your assessment identifies a negative impact on Equality Groups you must develop an action plan **to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.**
* This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups
* This should be reviewed annually.
 |
| Action Plan Summary |
| **Action** | **Lead** | **Timescale** |
|  |  |  |
|  |  |  |
|  |  |  |

This form will be automatically submitted for review once approved/noted by Trust Procedural Document Group.

For all other assessments, please return an electronic copy to EIA.forms@mbht.nhs.uk once completed.