

Primary Care 24

Driver Handbook

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Contents

Introduction:	3
Drivers:.....	3
Overnight drivers	4
Dual role drivers	4
Med Cars:.....	5
Start & End of shifts:.....	6
Wavertree.....	6
Other sites.....	6
End of shift	7
Equipment:	7
Med Boxes A&B and RESUS BAG.....	8
Returning the Med box's.....	9
Mobile phones:	9
Laptops:	9
Trolleys:.....	10
Documents/Prescriptions/Information:	10
Information Governance:	10
Appendix: 1 Doctors Bag.....	11
Appendix: 2 Med Boxes and contents	11
Appendix: 3 Resus Bag	12
.....	13
Appendix: 4 Documents	13
.....	13
.....	14
Appendix: 5 Contacts	16
Appendix: 6 Locations	17
NOTES:.....	Error! Bookmark not defined.

Introduction:

This Drivers Workbook is a supplement for the Driver's handbook and sets out expectations and best practice for a range of duties. Due to the specialist nature of the vehicles and equipment, specific guidance is required for the familiarisation of processes and responsibilities when performing driving tasks.

The processes described in this workbook - are designed or have evolved to enhance our performance, security, and safe working conditions for all: staff, patients, the public and PC24 resources. The processes have been subject to change over the previous year, this current manual aims to standardise driver's knowledge and responsibility of equipment, and further develop a culture of elite road safety.

The driver role requires you to have a good knowledge of all equipment/systems and processes and to be familiar with our various hubs of operations. Wavertree, Knowsley, Sefton and Warrington, and to be familiar with location specific processes.

The information throughout will identify these in more detail and provide guidance on other aspects of the role.

New equipment, processes, ways of working and locations may be introduced over time, Drivers must be committed to become familiar with these at the earliest opportunity and engage with the safe driving culture. Please keep this workbook accessible electronically to refer to especially when working out of hours.

Drivers:

A key element of the service PC24 delivers, we rely on drivers' knowledge of the role and ability to be ready and mobile at short notice. Drivers are expected to work as a team with the Urgent Care Coordinators/driving-team at Wavertree (BASE) to ensure the cars and equipment are ready for all service demands and are used correctly and kept in the best condition. Further, drivers are to be aware of timing factors and urgency of each visit, National Quality Required (NQR), Priority 1 (red) emergency within 1 hour, Priority 2 (amber) within 2 hours Priority 3 (green) within 6 hours.

Use the Home visit log to document accurately: arrival /departure times, case numbers and basic address details. When there are I.T related system faults the information on these sheets becomes valuable to the GP and Base.

Once checked-out, all equipment is the responsibility of the driver and remains so until checked back in. Every care must be taken as the equipment is costly, time consuming to replace and extremely fragile.

Damages/losses/incidents with equipment occur predominantly in transit and handovers, this results in reduction of various resources in the office to rectify. Prevention of damage and prompt reporting ensures the vehicles and equipment are on-the-road for maximum time.

Visits and various logistics tasks require drivers to have full knowledge of various PC24 locations and its reception area/storerooms, knowledge of door codes and where keys are stored etc. to be able to perform various tasks as directed by base. The GP will require general assistance of varying urgency on-site and on the road.

When travelling with clinicians, work as a team to find addresses not stored in the Sat-Nav and keep track of equipment in and out of the vehicle. The driver must ensure the clinician is undistracted and allowed to perform their duties, however, the driver should be pro-active in informing the GP of any time constraints.

Conditions in the Med car to be kept as comfortable for the passenger as possible. Heating, music, personal calls and eating etc. should be a consideration. Being mindful of how best to assist individual doctors e.g opening the boot, assisting with doctor's bags, visual checks for risk. The GP may want to use the laptop while being driven to the next visit, a suitable driving style to allow this will help with arrival times.

Take breaks while the visit is underway, visits last between 10min - 1hr+ for a longer break plan with GP and Base. Base will always grant a driving break if on a high mileage run, plan this as to not compromise the service delivery.

Overnight drivers

Overnight driving carries more risk, towards the end of busy shift can be a strain if not fully rested, be aware of this and take a break to refresh where safe to do so. If you are too tired to drive when driving, stop.

Perform a mental risk assessment at visits to improve safety of you and passenger. Occasionally GP's may have to go into flats, unusual property types and through entry ways etc. Plan ahead while approaching an address that indicates a risk and remain vigilant. Central locking should be used as often as possible. Do not put yourself or the GP at risk by stopping for breaks at unknown or potentially hostile situations at night.

Checking equipment back in overnight must be done as efficiently as possible. Maintain a visual of all equipment and lock the car between trips.

Dual role drivers

The reception handbook should be understood in conjunction with this document. Dual role drivers will take on reception duties alongside driving tasks. Wavertree base will instruct when a driving task is ready. Continue with reception duties until told to equip the med car. Organisation throughout the shift and alertness is an expectation.

Take extra precautions if you are the last staff member on site. Inform security/porters and secure all PC:24 assets before departure. Work as a team with the GP's to inform each other of departures or patient arrivals in advance where possible.

As part of a safe driving culture, *all* drivers should discuss frequently with other drivers about safety and problems encountered at other sites, road conditions, road works

and local traffic situations etc. Report any serious traffic jams or road closures to base, so they can manage E.T.A's and re-distribute the information.

Med Cars:

PC:24 have a fleet of 7-8 car, Skoda KAROQ 1.5 Petrol with manual and automatic transmissions. The Med cars have various modifications for power and tracking requirements, charging facilities, emergency lights and to use as a mobile workspace.

The high visibility, the amount of essential on-board equipment and the nature of our service requires further guidance on the processes on the use of the vehicle and its features.

PC24 is not an emergency service, as such the Med cars are not classed as emergency vehicles, the Green lights are not to be used as a way of getting through traffic jams. . Traffic camera incidents will still be prosecuted to the driver of the vehicle under these circumstances.

Safety and efficiency of the fleet must always be under consideration when driving or parked. Excessive Idling of engines, excessive acceleration/braking, and turning at speed etc. PC:24 have installed a system in the fleet that will report on these indicators. This tracking system has many functions but is mainly used to develop driver awareness. It will provide opportunity to openly discuss safety and identify potential risks to our drivers and vehicles when off-site.

Drivers are to perform a walk round of the vehicle and complete a vehicle check sheet. ([Appendix 4](#)). The car should not be moved until this is done as this prevents inheriting another driver's damage. On ignition, see dashboard for indicators such as low tyre pressure, oil, temperature etc.

If the car fails any checks on the check sheet or has new damage, report to the Shift Manager, if unsafe to drive a different car will be supplied.

When driving the car, if something does not respond the way you expect it to or 'does not feel right' in any of the car's functions or stability on the road, report it to the shift manager. Reports made about vehicles are catalogued and trends of faults can be tracked for efficient and pre-emptive maintenance.

If the Med car develops a fault on the road, stay with the vehicle or within close proximity (if there's a hazard to staying in the car). Depending on the fault it will be recovered/roadside assistance etc. Drivers are expected to stay with the vehicle incl. past their finish time.

Drivers will be the point of contact for any recovery/roadside assistance. They will expect location and fault details and they will provide an E.T.A. Robust communication with base is essential in these types of scenario.

Med cars have an E-Brake. This will engage when doors are opened or when ignition is off. Double check the light is on to show it has been applied. Do not use E-Brake when in motion.

Start & End of shifts:

Wavertree

After reporting to an Urgent Care Coordinator to let them know you are available you will be assigned keys, phones, laptop and prescriptions. Depending on current service demands the other equipment may/may not be ready. Urgent Care Coordinator/Shift Manager will provide further information.

If Urgent Care Coordinators are aware you are available, and keys have not been issued, wait for further instructions in the T.V room. All laptops and phones are numbered. Where possible ensure you have the same number laptop and phones. Confirm with despatch if these numbers differ. If the numbers don't match and there is a change of staff, it can cause delays in communications.

Drivers are to ask to sign the laptop/keys and car log sheet. Urgent Care Coordinator staff can be dealing with patient cases and Dr's queries. Be helpful and patient while they prepare your equipment. If there are home visits, double-check you have everything on the equipment list in this manual. The driver is to ensure all equipment has been supplied.

Preference over transmission type of the cars should be made to the person issuing the keys, however this will depend on which vehicle is available.

Due to health and safety staff are not permitted in the Med storage room, wait for staff outside as not to distract from their check out procedure.

GP's on shift at Wavertree will usually have their own prescriptions, check with GP to confirm.

All staff use the car park, be considerate and helpful to any staff coming in or out. Always drive with maximum attention to safety on all sites. Be prepared to give priority of access to staff and goods vehicles coming into any sites. Assume pedestrians/patients/staff/visitors have right of way when approaching destinations and arriving on-site.

Other sites

PC:24 has a number of sites, when starting shifts at other locations, such as Runcorn you may retrieve all the equipment from the stores. Turn phones and laptop on first while preparing paperwork and visual checks on equipment. It is important to carefully check equipment at sites other than Wavertree as there is more autonomy at these sites, therefore the processes are more comprehensive. Contact Urgent Care Coordinator on the mobiles provided and report any issues. Urgent Care Coordinator may have home visits, if not, it is still necessary to load the vehicle. Waiting for visits to come through and then loading the vehicle will cause a rush and increases chance of damage/ leaving something behind.

When possible, discuss with on-site PC:24 receptionist or doctor about the current situation and any obstacles that may become a problem during the shift. Be aware of what time Dr's start and finish times.

PC:24 locations are shared with NHS facilities. When on site at other locations you are representing the company. Maintain positive relationships with non-PC:24 staff and follow all on site rules and requests.

While accessing PC:24 stores in other locations, always lock after use, be observant of how items are stored and keep things organised. These stores are often the only storage space available to us on site and they are shared spaces. Always use safes and key lock boxes with diligence. All other items in the stores are the responsibility of, and stock checked by the receptionists. Assist other staff when needed.

Stores can be either a storeroom or an array of cupboards. The condition and the security of these stores must be reported if a problem arises.

Use the drivers check sheet ([Appendix 4](#)) and complete every field, include extra information and sign and date.

As a driver, it is also common to transport passengers, visit and conduct tasks in unfamiliar locations and access specific areas of hospital/care sites with various keys/fobs and codes to gain access to stores/receptions/other vehicles etc. Movement around these sites and knowledge of where things are -improve efficiency, if you will be unrecognised, identify yourself and the purpose of the visit with I.D badge on show. At no time must a patient or passengers other than pc24 staff be transported in any PC24 med vehicles.

Respect and privacy for patients and GP's on all sites and centres. Knock and wait when entering clinical rooms, enter slowly.

End of shift

Park med car in designated area at Wavertree. When on other sites park in staff areas where possible. Well lit areas close to the main entrance. Do not use disabled spaces or obstruct access. Sweep the car incl. boot for documents, chargers etc.

Turn all electronics off and leave in neutral

Sign in car, laptop and phone on Senior Urgent Care Coordinator's form. Make sure keys are returned. As the equipment is the driver's responsibility, it must be handed over to office staff. Leaving equipment unattended, vehicles un-locked or confidential paperwork left will be reported.

Equipment when on other sites should be stored neatly and risk free. A call to the Urgent Care Coordinator to report whether med bags have been used or not. Use on site safes and communicate with reception before

Empty the vehicle of clutter, record mileage and leave the car in neutral.

Equipment:

The items below will be the sole responsibility of the driver. There is a lot of equipment, drivers need to take time to assess if anything is missing before departing,

Car Keys

P.P.E Masks, aprons, Yellow waste bag,

Drivers check and home visit log sheet

Black doctor's bag (suitcase style) ([Appendix 1](#))

2 mobile phones (charger in car)

1 x Defibrillator & 1 x Nebulizer (grey bag with strap)

Laptop plus charger

1 x Red or orange RESUS bag (Large)

Prescription pad

1x A Medbox & 1x B MedBox

Med Boxes and Resus Bag

Med Boxes A&B and RESUS BAG

MED Boxes ([Appendix 2](#)) are labelled A and B and look the same but contain different medications & medical consumables. The contents are controlled by the Med team at Wavertree, PC24 operates a license to store these and there are strict procedures in place to check-out Med boxes. There is no access to this for drivers unless the GP is accessing its contents, Med boxes are to remain secure and safely stored with the blue clasps engaged throughout the shift, in either a locked boot or a locked storeroom.

Med Boxes should have a Red, undamaged tag when collecting at start the of shift. If the tag is missing or broken, re-seal the Med box with the yellow tag and inform the Urgent Care Coordinator, complete the inventory sheet with notes of the circumstances.

The visiting GP is required to provide a written prescription that covers every item removed from the Med Boxes and placed in the box the item came from within the inventory stock sheet. Allow the GP time for their duties and request a prescription to be written as soon as convenient. If items from both A and B Med boxes are covered under one prescription, use the comments section to be as descriptive as possible and include the med box number containing the prescription.

Aim to provide extensive information on these sheets and include dates, times and detailed information on any reason why original procedure cannot be followed. This helps greatly during shift handovers in back office when accounting for stock and prescriptions etc.

A and B Med boxes and the resus bag are fragile, they contain various items of potentially hazardous substances, sharps and pressurised tanks. Even under urgent calls, the highest levels of care need to be taken while transporting and stowing these items.

The Red/Orange Resus bag ([Appendix 3](#)) should also be sealed with a coloured tag when you receive it, this bag also contains Items that are used in conjunction with items in the Med boxes. The inventory sheet is used in the same way as the med

boxes. It is possible on other locations that the RESUS bag will be unsealed. Report it and check the bag out.

Returning the Med box's

(and RESUS Bag) after your shift sealed with yellow tag and include paperwork filled out with all shift details completed and inventory sheet ticked with all meds that were removed during shift. Clarify with GP, if no prescription has been provided to you if unsure on what Meds have been removed as some medications have very similar names. Use quantity information written on the prescription if the handwriting is

When away from Wavertree, reseal with the included yellow tag after completing the included paperwork with as much detail as possible. This will help the meds team correctly identify the inventory condition and rectify any problems.

Mobile phones:

Connect phones to the Bluetooth system.

There are 2 mobile phones for drivers to have in the Med car. A Driver and Doctor phone, these phones should be monitored throughout the shift for battery life and good signal, as these are used as an emergency phone system if landlines fail. Communications failures are known to happen, in this case the doctor has a phone for clinical use and the driver's phone will be used as a reception phone when on sites other than Wavertree.

The mobiles connect to the in-car Bluetooth system automatically in most cases, be sure they are on and with you throughout the shift, when outside of the vehicle.

The Contacts within the phone contain commonly used numbers, they can be searched through via the phone/navigation screen. If you cannot contact base through landline numbers, call the shift leader's mobile number. ([APPENDIX 5](#)).

Laptops:

Login to the laptop as soon as you are issued with it, ensure login credentials and ADAstra system are working. Inform despatch if you cannot login or cannot gain access to the ADAstra program. A problem with a laptop at the start of a shift can take time to rectify and should be the first thing reported. Restart the laptop and have on charge to see if that rectifies the issue before reporting.

The laptop should be in a ready and safe position in the vehicle and logged on allowing the visiting GP to access it, when the GP arrives at the car, taking care the laptop is at no risk of sliding/falling or knocking.

The on-board power supply will charge the laptop with a normal 3pin U.K plug (passenger footwell), where possible minimise the use of this feature, maintain laptop power above 50%. GP's will sometimes take the laptop into the visit and a sudden power outage can lose data and consume time.

The power supply is prone to get hot and beep under some conditions. If the power supply beeps, switch off at the power toggle and resume charging after 15 minutes.

Use the power supply solely for the purpose of charging laptops, the power rating is suitable for laptop chargers only. The fuse will go if there is high drain.

Work as a team with the GP to log en-route and arrival times on Adastra. By not doing this runs the risk of a time breach penalty and will affect performance results.

When taking address details for the sat nav, determine if the visit is a private address or a care home/facility and get the full address and give the GP a general ETA. GP's may need the laptop for patient notes etc during arrival.

Trolleys:

Trolleys are optional at some PC24 locations, to assist with loading. The trolleys, if not balanced correctly can tip quite easily, especially while turning them. Drivers are encouraged to take every precaution and take time in transporting and loading equipment generally but especially when using the trolleys. It is required that electronics and paperwork are not transported in the trolley but carried to the car. Check the condition of the trolleys and use caution when collapsing/storing them.

Documents/Prescriptions/Information:

Due to the medical/high value and delicate nature of our equipment we transport, various documents and paperwork accompanies all usage of cars and equipment. Drivers at certain times will also be responsible for clinical documents (prescriptions, Dr's notes etc.) All documents may need to be produced on demand, keeping them organised and accessible. As every document will be filed, check them in and keep in excellent condition.

When completing paperwork, make certain that all fields are filled out, add extra information if there are variations from the usual process.

Prescriptions are available in the locked safe on other sites. These must be checked out and back in documenting the start and finish numbers at the bottom of the prescription. The GP who used them will need the prescription form bringing to them to sign and initial. Spare prescriptions are kept in a mini safe in the boot of the med vehicles (key on car keyring) these are to be kept for emergencies and will have the same form attached.

Take extra care when handling written out prescriptions, they are not replaceable. As with all equipment, rushing any of the check-out or check-in procedures will lead to errors.

Information Governance:

Drivers will encounter various formats of confidential/secure/clinical data. You will have received extensive training on this. Be vigilant for breaches of the guidelines while out on the road. All information documented/spoken by doctors remains confidential.

Appendix: 1 Doctors Bag



Appendix: 2 Med Boxes and contents



Appendix: 3 Resus Bag



Appendix: 4 Documents

Home Visit Record Log

Med Car No:		Name of Driver on Duty:		Date of shift:		Equipment bag Number:	
				Start time:			

Break Time start		Break Time start		Break Time start	
Break Time Finish		Break Time Finish		Break Time Finish	

No.	Call No.	Priority	T.O.A Time of Arrival	T.O.D.D Time of Driver Departure	Any Contact Made Y/N	Any other Comments – Do not write any personal details of patients	Calling Card Left <small>NO PERSONAL INFO</small>
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Urgent Care Coordinator: 0151 230 5554 / Shift Manager: 0151 221 5837 / Referral Coordinator: 0151 221 5835

Please do not write any personal details on this form, all identifiable information should be removed.

Home Visit Record Log Sheet V3 Sept-19

Check Item	Yes	No	Check Item	Yes	No
WATER			TYRES - OBSERVATIONS		
Wipers			Tread (above 3mm)		
Washers F/B			Pressure – please see below		
LIGHTS			LOCKS		
Brakes			Doors – inc boot		
Indicators			Windows		
Main/Side/Fog			CLEAN AND TIDY		
Interior			Interior		
Green Light			Exterior		
Car Horn			Any damage – wear and tear		
OIL			DASH		
Oil – any Lights/Leaks			Warning lights		
COMMENTS – HAVE YOU REPORTED TO THE SHIFT MANAGER?					
IT EQUIPMENT			Yes	No	COMMENTS
Mobiles x 2 both working & charged?					
In car charger working					
Any Damage to laptop START OF SHIFT					
Any damage to laptop END OF SHIFT					
ALL Tamper stickers in place?					
Please note any damage to the laptops using the diagram (to the right) and report to the Shift Manager asap.					
MEDS EQUIPMENT			COMMENTS		
Bags A&B tagged?					
Resus bag tagged?					
Have you got the defibrillator & nebuliser?					
Prescriptions returned?					
Winter pack in boot?					
Please note any damage to the vehicle using the diagram (to the right) and report to the shift manager asap.					
Print name					
Signature					
Checked by Fleet Lead	Signature		Date		

Daily Car Check List

Date	
Time of shift	
Med Car No.	
Hire Car Reg No.	

Fuel level	
Fuel topped up?	



DRIVER OBSERVATION FORM

Driver Name:

Signature:

Date:

Vehicle Used:

	Explained	Trainee notes	Driver Session Discussions / Comments
Setting UP			
Car Checks			
IT Equipment Set Up and Use			
Med Boxes / equipment Checks			
Driver Sheets – Filling In on shift			
On Road			
Use of the Areamote / Phones			
Sat Nav			
Driver Sheet Information Logging			
Interaction with Dispatcher / Shift Manager			
Interaction with Doctor			
General Driving and Competence I.e. Hazard Awareness, Speed Limits etc.			
End of Shift			
Logging out and shutting down equipment.			
Checking Meds Boxes / equipment - Used Prescriptions – Nothing left in Car.			
Patient data is disposed of and handled correctly			
Procedure for retuning Med Boxes			
Placing Laptop / phone on charge			
Returning keys and paperwork before leaving.			

Trainee Signature – Agree with Comments:

Date:

Appendix: 5 Contacts

Location	Number	Location	Number
Huyton In Hours 1	07776 766933	Lowe House 1	07591 036185
Huyton In Hours 2	07776 766934	Lowe House 2	07720 546609
Huyton In Hours 3	07776 766935		
Aintree 1	07818 809301	Runcorn 1	07818 809314
Aintree 2	07818 809302	Childwall - EA	07471 385571
Old Swan 1	07818 809303	Townsend - EA	07425 536494
Old Swan 2	07818 809304	Abercrombie - EA	07818 258870
		Garston - EA	07501 490350
		Rainhill - EA	07818 991126
Royal 1	07818 809307	Rainford - EA	07553 301029
Royal 2	07818 809308	Woodside - EA	07824 040253
Huyton 1	07818 809309	Millennium - EA	07824 040096
Huyton 2	07818 809310	Shift Manager Mobile	07393 464572
Runcorn 1		Call Centre 1	07918 745890
Runcorn 2		Call Centre 2	07918 745993
		Call Centre 3	07471 460318
		Call Centre 4	07557 902239

Appendix: 6 Locations

Centre Name	Address	Clinical Room Number	Receptionist Extension	Clinician Extension
Aintree University Hospital CCG: Liverpool	Aintree University Hospital (A&E) Lower Lane L9 7AL	10	1500	1501
Childwall Fiveway Liverpool Extended Access Service (EAS)	Childwall Fiveways, 1 st Floor Queens Drive L15 6UR		1905	
Formby Clinic CCG: Southport and Formby	Phillips Lane Formby L37 4AY	TBA	TBA	TBA
Litherland NHS Treatment Centre CCG: South Sefton	Litherland Town Hall Hatton Hill Road L21 9JN	TBA	TBA	TBA
Lowe House Primary Care Resource Centre CCG: St Helens	103 Crab Street St Helens WA10 2 DJ	6 and 7	2214	2215/2216
Knowsley Walk In Centre (St Chads) CCG: Knowsley	St Chads Clinic St Chads Drive L32 8RE		1401	1402
Millennium Centre St Helens Extended Access Service (EAS)	Corporation Street St Helens WA10 1HJ		2205	
Nutgrove Villa (Huyton) CCG: Knowsley	Nutgrove Villa Westmoreland Road L36 6GA	L28 and L08	1301	1300
Old Swan Neighbourhood Centre CCG: Liverpool	Crystal Close Old Swan L13 2GA	4 and 8	1100	1101/1102
Royal Liverpool; Hospital CCG: Liverpool	RLUH - Clinic R Prescot Street L7 8XP	1 and 2	1701	1702
Halton Hospital (Runcorn) CCG: Halton	Hospital Way Runcorn WA& 2DA		1807	1803/1804
Southport District Hospital CCG: Southport & Formby	Town Lane Southport PR8 6PN	TBA	TBA	TBA
Townsend Medical Centre Liverpool Extended Access Service (EAS)	Townsend Lane Liverpool L6 0BB		1902	

Bath Street Health and Wellbeing Centre CCG: Warrington	Bath Street Legh Street, Warrington, WA1 1UG	TBA	TBA	TBA
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