

Transport Policy – Practice Guidance Note		
Courier Services – V03		
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Author / Designation	Martin Laing - Facilities Manager (NTW Solutions Ltd)	
Responsible Officer / Designation	Paul McCabe – Head of Estates and Facilities (NTW Solutions Ltd)	
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1 Introduction

- 1.1 This Practice Guidance Note (PGN) is intended to provide guidance to staff that have responsibility for the management/administration of all aspects of the Consortium Courier Services that operate within Cumbria Northumberland, Tyne and Wear NHS Foundation Trust (the Trust/CNTW).
- 1.2 The guidance will ensure all requests to amend arrangements (temporary, permanent or one off movement of goods) are correctly documented, authorised and communicated to all appropriate Trust officers / departments.

2 Responsibilities

- 2.1 Overall responsibility for the management of this PGN rests with the Head of Estates and Facilities, with day-to-day responsibility delegated to the Service Manager (General Services).

- 2.2 Line Managers are responsible for ensuring employees are aware of this service and whenever practical this method of transportation is used for the transporting of mail, specimens, notes and small parcels to other healthcare establishments and related services.

3 Scope

- 3.1 Various Courier Services operate within the Trust. Some are managed and operated by the Trust; others are subject to Service Level Agreements with other providers. Most Courier Services operate in conjunction with other Trusts and NHS bodies.

4 Details of Courier Services

- 4.1 To take advantage of these services all items to be transported must have full details of the name/department and address of its intended destination. Some sites also have a code reference number.
- 4.2 Utilising existing internal mail collections (main hospital sites) by the Porters these items will be taken away; sorted and put into the courier/internal Trust wide post stream. Parcels **must be** packaged securely and robustly and a full departmental name should be used rather than merely a hospital name.
- 4.3. Out of hours urgent specimens may have to be transported to local laboratories by taxi, in accordance with the Trust's TP-PGN-04 Taxi Usage PGN.
- 4.4 Where there is a need for goods to be transported outside of existing services, e.g. due to size of goods, timescales, sites not visited, this request must be made to the Facilities Office at St Nicholas Hospital who will arrange transportation of the goods.
- 4.5 Only in exceptional circumstances will items be authorised to bypass the current systems in place served by these arrangements. Where these exceptional circumstances exist and are approved by a Senior Manager will external systems be used, e.g. TNT/Royal Mail etc.