

SevernSide

Integrated Urgent Care

Driver Adult Framework

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1.3	Hesham El-Halabi	16.08.2022
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Introduction

The primary purpose of the driver role is to transport Clinicians to and from patient locations in a safe and timely manner together with all the equipment and medication needed to deliver the highest possible standards of patient experience.

Audits will be performed to ensure that all drivers complying with all the latest SOPS and procedures and completing all their paperwork correctly.

Auditing Process

Drivers are Audited Monthly and yearly. Monthly Audits are paperwork audits only. Facilities pick up all the completed paperwork from bases on weekly basis, audit the paperwork to ensure its properly completed, and record the results on the Drivers Audit Log. A monthly average score is recorded for each driver The Team Manager with the responsibility as Driver's Lead adds the results to the yearly score for the driver.

Yearly audits will take place once a year, where an unannounced visit will be carried out during a driver's shift, ideally but not necessarily, just before the end of their shift where they would have completed all their paperwork. The audit consists of two parts, first part is where the paperwork and car checked, the second part is a set of audit questions to test the driver's knowledge.

Yearly Audit Criteria

Drivers will be scored against 4 main criteria's: **Presentation, Car checks, Equipment/drugs checks and knowledge questions**. Scores are colour coded as outlined below:

>90	Full achievement - Driver has demonstrated excellent knowledge of process.
<90	Partial achievement – Driver has demonstrated acceptable knowledge of the process
<80	Driver has failed to demonstrate an acceptable level of knowledge of the process and needs to be performance managed according to company policy

Staff members scoring less than 80% will be managed in line with the performance management policy. The individual should be re-audited for assurance that they are now compliant within 3 months. If the individual is 'green' at the second audit they performance review will be complete, if not the line manager will continue to manage in line with policy.

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Monthly Audit Criteria

Car and equipment paperwork checks are divided into 3 criteria's colour coded as below:

Critical	10 Points
Important	5 Points
No Impact on Patient's Safety	1 Point

The Driver Audit target performance is 90% or above, and the thresholds are as below:

- Above 90% is the target with no further actions
- If a driver has achieved between 80-90 % for 3 consecutive months, if so then a conversation with their line manager to be arranged to discuss training and support.
- If a driver is scored below 80 in any given month line manager will meet with the driver as soon as possible with training and support provided achieve an improvement.

Lack of improvement may result in the employee being put into the formal Performance review process (see Managing Performance Policy).

Audit Tasks

Task	Resources	Frequency	Responsible
Creating and maintaining Driver master audit log sheet S drive>service delivery team>audits>driver audits	MS Xcel	Ongoing	Team Manager Driver Lead
Identifying who is due for an audit and assigning them to Auditors, usually 15 drivers per quarter.	Driver Audit log	Quarterly	Team Manager Driver Lead
Carrying out Yearly Audits			Team Manager Driver Lead/TMs
Carrying out Monthly Audits		Monthly	Facilities
Collecting driver audit sheets and adding them onto master log		Quarterly	Team Manager Driver Lead
Emailing drivers with their results and contacting relative line manager should a PPP is required. And arranges another audit within 3 months	Email	Monthly	Team Manager Driver Lead

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Monitoring

Driver audit performance is reported to and monitored through the SevernSide operational Quality and Performance Review meeting.

Change Table

Date	Version	Author	Change details
14.02.2024	1.2	Lucy Grinnell	Addition of new version table at the beginning, document title and version number in header, and change table.
06/09/2024	1.3	Hesham E	Review/updated with more detailed view in the criteria and thresholds for monthly audits