



Registered Charity No: 1148402

# **OPERATIONAL RIDER/DRIVER**

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## **HANDBOOK**

<b>Authors</b>	Standards Officer
<b>Date and Version</b>	November 17 Version 1.6
<b>Circulation</b>	Trustees / Committee Members Duty Controllers Duty Riders and Drivers
<b>Review Date</b>	December 18 / New Guidance / New SLA
<b>NOTES</b>	This manual should be read in conjunction with the Membership Manual and remains a LIVE DOCUMENT which will change when new Service Level Agreements are established and/or amended.

Working in partnership with **NHS**

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# INTRODUCTION

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## **CORPORATE RESPONSIBILITY AND FITNESS TO RIDE/DRIVE**

*LEBBS has a social and corporate responsibility to several groups and individuals, e.g. to our customers, to the Group and to the individuals who make up the Group. The law makes no distinction between companies, charity groups or other organisations in this respect.*

*In order to fulfil these responsibilities the committee have a duty of care to you, the rider/drivers, to ensure you are best equipped to safely fulfil your duties as a LEBBS rider/driver. The Group has an obligation to comply with all legislation, such as the Road Safety Act. This Act aims to improve driving (riding) standards and includes developments specifically targeted at companies.*

*The Corporate Manslaughter Bill which became law in 2008 is aimed at the management within an organisation to ensure appropriate processes were put in place to protect persons doing the organisation's business. The levels of responsibility on companies to ensure the safe use of vehicles for company business are now greater than ever. Amongst the provisions of this legislation organisations will need to:*

- a. Have comprehensive road safety policies in place,*
- b. Employ road safety management procedures, including risk assessment,*
- c. Implement practices to eradicate or minimise any risks identified,*
- d. Give staff the information, training and supervision they need to be safe on the road,*
- e. Audit where necessary.*

*Failure to comply with the legislation could have severe consequences. The Group's trustees could face a jail sentence. Even if LEBBS is not directly responsible for an offence, we could be judged vicariously liable for endangering or causing harm through the negligence of a rider/driver riding on official Group business. It is not sufficient to look at similar organisations, or to unreservedly accept external riding qualifications, we must ensure we have the correct procedures in place to enable rider/drivers to fulfil their riding duties, free from any concerns over safety and legislation requirements.*

*The Committee have completed a review of our responsibilities in this respect and the following contains our statement and policies on rider/driver assessment and on-going fitness to ride/drive whilst on official LEBBS business.*

## **LEBBS Mission Statement**

To provide a free out of hours emergency courier service for hospitals and healthcare facilities within Lincolnshire, transporting urgent medical items, including blood, actively staffed by volunteers working to professional standards.

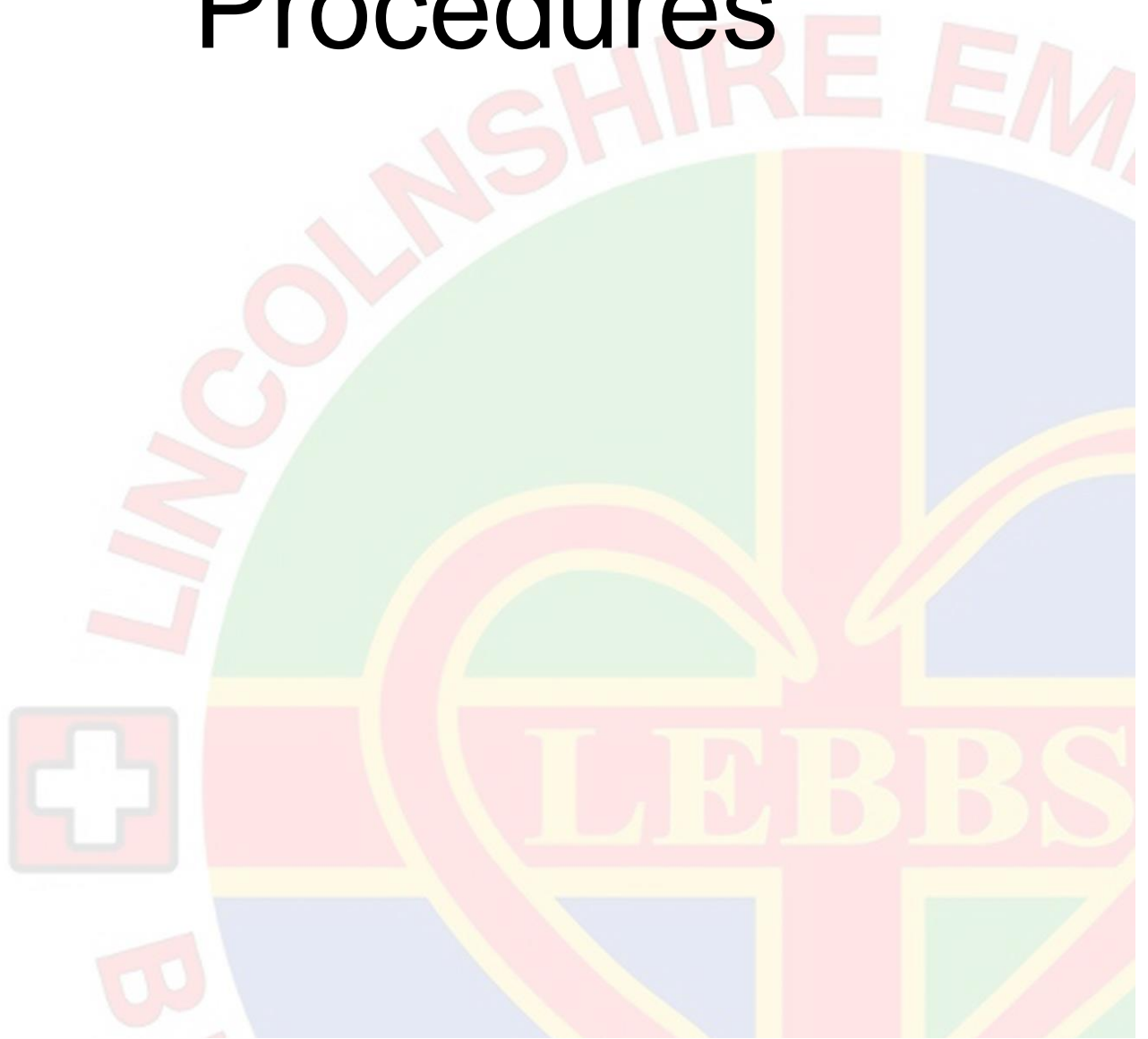
## **LEBBS Overview**

LEBBS will be manned by volunteers providing an emergency courier service to hospitals and healthcare facilities within Lincolnshire using charity owned vehicles. LEBBS covers 'out of hours' times, providing a facility to transport blood products, baby milk, medical documents and other items deemed of an urgent nature for the benefit of patients within the county.

# SECTION 1

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## General Policies and Procedures



# General Policies and Procedures

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This section provides details of all the current written policies and procedures for delivering our services and responsibilities.

1) All riders must hold an advanced riding qualification from one of the following organisations:

- i. The Institute of Advanced Motorists (IAM) – Pass or F1rst
- ii. The Royal Society for the Prevention of Accidents (RoSPA) - Gold or Silver

2) The above qualification must have been taken and/or renewed within a three year period.

It is acceptable for group members who are at DSA/IAM/RoSPA etc, Examiner, Advanced Tutor National Observer level or equivalent who are members of a Blood Bike group to perform requalification assessments providing that person maintains an Examiner, Advanced Tutor or National Observer or equivalent role with one of the recognised advanced riding organisations.

3) Riders/drivers of LEBBS fleet vehicles must not have more than six penalty points on their driving licence. Any points incurred, either on official LEBBS duty or during personal time, must be reported to the Membership Manager with immediate effect.

4) All rider/drivers must comply with LEBBS Fitness to Ride/Drive Standard Operating Procedure.

5) When riding a LEBBS fleet motorcycle CE approved protective motorcycle clothing and helmets must be worn at all times along with an official LEBBS Hi-Vis jacket (See Appendix 1). The rider's own crash helmet must be worn and preferably be of plain colour (white or yellow) under no circumstances are any offensive or garish items of clothing to be worn.

6) Rider/drivers must display their LEBBS ID card within the clear ID pocket of an official LEBBS Hi-Vis jacket at all times whilst on official duty and/or riding a fleet motorcycle.

7) The LEBBS motorcycles and cars must only be used for authorised trips. No private use of LEBBS' fleet vehicles is permitted.

8) Daily Safety Checks must be carried out whilst on rota duty.

9) The Electronic Vehicle Handover must be completed before you commence your riding\driving duty and every 7 days thereafter that the vehicle remains with you.

10) Any safety issues regarding the motorcycle must be reported to the Duty Controller and Fleet Manager immediately. The rider/driver should not ride/drive the vehicle if they deem it to be in an unroadworthy or unsafe condition.

11) The rider/driver is responsible for their own safety and must not ride/drive if they do not feel fully capable.

12) The Duty Controller should fully take into account rider/driver fatigue before despatching the rider/driver, irrespective of the category of call.

13) Emergency calls can only be authorised by the Duty Controller, who must in turn comply with the Duty Controller briefing in this respect. LEBBS Rider/drivers have no exemption from any traffic law whilst riding under blue lights.

# Operational Procedures

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## Duty Shift Log

All journeys must be notified by the Duty Controller prior and included in the Duty Shift Log. Mileage must be recorded at the commencement of each shift. For security and insurance reasons all vehicles are tracked and a notification will be sent if and when a vehicle is moved without the relevant authority and/or notification.

The Duty Controller **must** be notified at every step of a journey, for example but not limited to, collection of a consignment, arrival at destination hospital and/or healthcare facility, arrival at home following delivery of consignment.

## On call rota

Duty rider/drivers will typically have the vehicle for three or four nights, although not compulsory and rider/drivers specific requirements will be catered for where possible. The rotas will be published on the website in the member's area. In the event that you are unable to cover the dates please contact the rota manager immediately by email ([rota@lebbs.org](mailto:rota@lebbs.org)).

Handover of vehicles should be arranged to suit both the riders/drivers concerned. It is normal practice for the outgoing rider/driver to get the vehicle to the incoming rider/driver.

## Communication

It is important that the Duty Controller is kept informed of any incident, accident, defect or problem with the vehicle or rider/driver.

All call outs should come from the Duty Controller and be logged appropriately in the shift logs. You must advise the Controller of any change of plan or request from another source.

**DO NOT** accept another package from the hospital without contacting the Duty Controller for authorisation and inclusion in the shift log.

At the start of shift the Duty Controller will agree the most appropriate contact numbers, landlines are preferable but not compulsory. Always report to the Controller when collection and delivery is completed and before returning home or on to another drop-off point and on arrival home. A text message would suffice if it includes the time of the event, do not rely on the time of the message being the same in case of network system delays. At the same time, check for texts which might indicate a new job.

## Vehicle maintenance

Check the Vehicle when you take delivery and complete the Electronic Vehicle Handover on the LEBBS website members area. Repeat this every 7 days that the vehicle remains with you.

Motorcycles should be connected to the battery charger supplied when not in use.

For insurance purposes the Grip Lock provided must be fitted when the motorcycle is left unattended.

Inform the next rider/driver of any concerns when handing the vehicle on and ensure that the Duty Controller is made aware, so that remedial action can be planned.

It is the off going rider/drivers responsibility to ensure the vehicle has a full tank of fuel on handover.

You should check regularly lights, fluid levels, tyres for pressure; tread depth, and for general damage. The relevant gauges and check sheets can be found in the panniers of each vehicle. The Fleet Manager and/or committee member will arrange, sanction or agree corrective action as appropriate. Major repairs and servicing might mean arranging a change over to the reserve motorcycle and will always be arranged by the Duty Controller and duty committee member.

## Vehicle Trackers

All LEBBS vehicles are fitted with a tracking system. The tracking system has been fitted as a security device in the event of theft and also for safety and security of LEBBS riders/drivers which in turn aids compliance with The Corporate Manslaughter and Corporate Homicide Act 2007.

The tracking system also helps to identify riders/drivers that drive excessively fast, and when vehicles are being used improperly. LIVE vehicle tracking produces detailed journey and incident reports which could be passed on to the relevant authorities in the event of an incident.

Speed warnings will be received if a rider/driver exceeds the speed limits and will be monitored. Speeding will not be condoned, LEBBS hold no exemption for exceeding speed limits and riders/drivers may be prosecuted in the event of an incident, accident or police investigation.

LEBBS accepts no responsibility for prosecution whilst failing to comply with road traffic legislation and regulations. If a rider/driver is deemed to be riding in a dangerous manner or one which will bring the charity into disrepute, the LEBBS Executive Committee holds the right to terminate the rider/drivers membership with immediate effect.

## Blue lights

The use of blue lights will only be authorised by the Duty Controller, the Duty Controller will advise if a call is classed as an emergency and if blue lights are authorised. LEBBS rider/drivers have no legal exemption when using blue lights which may **only** be used to facilitate safe and effective progress through traffic.

***If authorised, the use of blue lights is entirely at the rider/drivers discretion and in accordance with the advice and information previously supplied.***



# SECTION 2

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## Riders & Drivers



# Legal & Insurance

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For insurance purposes, riders/drivers must have held a full motorcycle/drivers licence for at least 2 years, be 25 or older, have no more than 6 penalty points and be a registered LEBBS member.

All riders must have completed a Membership Application Form, paid their membership subscription and hold a valid Advanced qualification (as detailed in Section 1). Any changes, including receipt of points on your driving licence must be advised to the Membership Manager as soon as practicably possible.

Vehicles may only be ridden for authorised journeys. In the event that it is required to operate from a place other than home authorisation must be sought from the Duty Controller.

You should always ride/drive in a manner reflecting your advanced skills and the charities aims. The use of blue lights increases visibility of both the vehicle and your riding/driving. You are required to wear a LEBBS approved Hi-viz jacket when riding on the business of the charity. It is recommended that a white helmet is also worn to improve visibility, however it is recognised that this is not always practical.

Whilst not in use the motorcycle must be kept off road where possible and at all times be covered. You must also be fully conversant and compliant with the Fitness to Ride/Drive section of this handbook.

## Highway Code

You are required to comply with the Highway Code at all times. Blue light riding is extremely rare and provides no exemptions. LEBBS have no exemptions of any kind from the advice given in The Highway Code - as it applies to the everyday rider/driver.

## Your responsibility under the law

You must obey, at all times, road traffic legislation and regulations, when riding a LEBBS motorcycle/vehicle. Failure to comply with legislation may render you liable to prosecution and, if issued with a fixed penalty notice or convicted of an offence, you will have to pay, out of your own pocket, any fine imposed by a court.

***LEBBS accepts no responsibility for prosecution whilst failing to comply with road traffic legislation and regulations.***

***YOU MAY ALSO HAVE YOUR DRIVING LICENCE ENDORSED - OR EVEN LOSE IT!***

## Blue lights

The use of blue lights will only be authorised by the Duty Controller, the Duty Controller will advise if a call is classed as an emergency and if blue lights are authorised. LEBBS riders/drivers have no legal exemption when using blue lights which may **only** be used to facilitate safe and effective progress through traffic.

***If authorised, the use of blue lights is entirely at the riders/drivers discretion and in accordance with the advice and information previously supplied.***

# Health & Safety

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## Safety: (CoSHH)

All riders/drivers are reminded, for the safety of all, that they should establish from the Duty Controller and confirm at point of collection, the contents of the item to be transported. This applies equally to any second rider/driver who may be required to complete the delivery, e.g. 1st vehicle breakdown or relay.

In the event that the contents being carried become exposed, riders/drivers are reminded that the hospital sending or receiving the item (as appropriate) should deal with the contents under their safety practice. **DO NOT** attempt to handle the contents.

Inform the Duty Controller immediately if you come into contact with the exposed contents, the hospital should also be informed immediately. The correct procedures for inoculation and tests will be followed accordingly.

In the unlikely and unfortunate event of damage due to a road traffic incident the boxes are clearly marked as having substances which may be hazardous to health. Ensure that any attending services are informed and the Duty Controller is informed immediately so the hospital can also be notified.

## Riders Clothing

LEBBS doesn't want to restrict members to wearing the most expensive protective motorcycle clothing. However, LEBBS can't ignore or condone riding without the appropriate protective clothing. All items of clothing **MUST** be in good state or repair and clean. Unkempt, dirty and scruffy clothing will not be excused and does not portray a professional image.

It should be remembered that hospitals and the environments LEBBS volunteers enter are ordinarily clinical environments and must be respected as such.

As a general guide the following is an indication of the minimum level of clothing acceptable:

- Motorcycle helmet
- Sturdy footwear or boots that provides support and ankle protection.
- Textile or leather motorcycle trousers
- Textile or leather motorcycle jacket
- Motorcycle gloves

The following are examples of clothing that are not acceptable under any circumstances:

- Lightweight training shoes
- Canvas basketball trainers
- Any form of clothing with areas of exposed skin
- Shell suits or lightweight tracksuits
- distressed ripped jeans
- lightweight fleece or hoody
- No gloves or skiing gloves

In all cases it is a legal requirement that riders wear an approved and correctly fastened motorcycle helmet with suitable eye protection (an exception is made for members of the Sikh religion wearing a turban).

Clothing is also one of the subjects covered in element A of the Compulsory Basic Training (CBT) which is now a legal requirement.

## **Safety: Hospitals**

Follow all hospital safety procedures. The most common include switching off any mobile phones and not smoking within their buildings.

Park away from ambulance bays and areas where trolleys or wheelchairs may be used.

If asked to carry controlled drugs ensure that you sign the register at the dispensing pharmacy and that:

- The drugs are properly sealed in a locked container.
- They are signed for and receipted at point of delivery.

If you are attacked or threatened because someone thinks you have drugs **DO NOT** risk your safety by attempting to fight them off.

# Taking on the vehicle

***It is the responsibility of the oncoming rider/driver to ensure the Vehicle is in a roadworthy condition.***

You must complete the Electronic Vehicle Handover, which can be found in the members area of the LEBBS web site at the time of handover. Completion of the handover is mandatory irrespective of mileage you may do during your allocated duty period. It is essential that the Allstar Fuel Card is accounted for at all times, to this end the Electronic Vehicle Handover includes a tick box to indicate that the fuel card has been handed over.

When on call the duty rider/driver must be available to respond should a hospital need the services of LEBBS.

A rider/driver can use their discretion if they feel they cannot perform a delivery, for example:

- A hospital needs a delivery within a time that is not safely possible.
- Extreme weather conditions (gales, snow/ice etc).
- There is a problem with the vehicle that cannot be fixed (puncture etc).
- The rider/driver does not feel he is in a fit state to ride/drive, e.g. owing to fatigue.

***The Duty Controller MUST be informed if a rider/driver uses their discretion and feels they are not able to fulfil the collection/delivery.***

## Familiarisation with the vehicle

When you receive the vehicle you will be expected to complete a full POWDER check:

<b>Petrol</b>	-	Is the tank full and/or do you have enough fuel for the journey?
<b>Oil</b>	-	Is the oil at the correct height when stood vertical?
<b>Water</b>	-	If the vehicle has a water cooled engine, check the level of the coolant as above.
<b>Damage</b>	-	Check for any damage to the vehicle and most importantly your helmet.
<b>Electrics</b>	-	Complete a full check of lights including foot and hand brake operation.
<b>Rubber</b>	-	Check for damage, tyre pressure and any small stones in the tread.

## Damage/faults to the vehicle

If the vehicle sustains damage or develops a fault during your custody or control, you must report it to the Fleet Manager immediately by email ([fleet@lebbs.org](mailto:fleet@lebbs.org)) and to the Duty Controller. If the fault will affect your ability to respond you must notify the Duty Controller without delay. You have a responsibility to make sure that the vehicle is safe for you and subsequent riders/drivers and to brief them on the circumstances.

All defects/faults and actions must be noted on the Electronic Vehicle Handover.

## **Motorcycle contents**

During handover of the motorcycle, you are to ensure the following supplied items are present:

- Fuel Card (enclosed in a LEBBS Lanyard)
- Tyre Pressure Gauge
- Tyre Tread Depth Gauge
- Grip Lock
- Puncture repair slime
- 2 x LEBBS Receipt pads (Primary and Secondary)
- Battery Charger
- 3 x LEBBS Hi-Viz Jackets (XL, 2XL and 3XL)
- 2 x Blood Box Covers
- 4 x Rok Straps
- Milk box

## **Car contents**

During handover of the car, you are to ensure the following supplied items are present:

- Fuel Card (enclosed in a LEBBS Lanyard)
- Tyre Pressure Gauge
- Tyre Tread Depth Gauge
- Puncture repair slime (if required)
- 2 x LEBBS Receipt pads (Primary and Secondary)
- 3 x LEBBS Hi-Viz Jackets (L, XL and 2XL)
- Milk Box

# Collection & Delivery

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## Collection & Delivery

On receipt of a call from the Duty Controller, record the relevant information on the carbonated receipt pad (Appendix 2). Do this before you commence your journey because it is your proof that you are on an authorised job, and may be requested by the police if they have reason to ask.

The Duty Controller will advise if there are any special safety risks or size issues known to exist with the item to be collected any other relevant information.

- Agree an estimated time of arrival with the Duty Controller.
- Ensure the motorcycle and yourself are fit for the journey.
- Report to the collection point with your receipt pad, ID card.
- Ensure hospital safety rules are observed, e.g. use of mobile phones, confidentiality etc.
- Confirm that the items and delivery address match your information. Contact the Duty Controller if there is any discrepancy.
- Ensure the receipt pad is completed prior to leaving the collection point.
- Secure the items in the panniers or on the motorcycle rack. All items that are secured on the rack **MUST** be covered with the fluorescent yellow cover. (see page 15)
- Inform the Duty Controller of the time of collection.
- Transit directly to the delivery point.
- Report to the delivery point with your receipt pad, ID card and items.
- Complete the receipt pad with full delivery details and obtain a signature from the person accepting the delivery.
- Sign to confirm you have completed the job and give the white copy to the person accepting the delivery and keep the yellow copy in the pad.

Should a rider or driver use the last page in the Primary Receipt Pad, the Secondary Receipt Pad should then be started. At this point the Duty Controller should be informed so that they can arrange for a new book to be issued to the vehicle at the next suitable opportunity.

The completed Pad needs to be retained and handed to a member of the Committee.

# Motorcycle Rack

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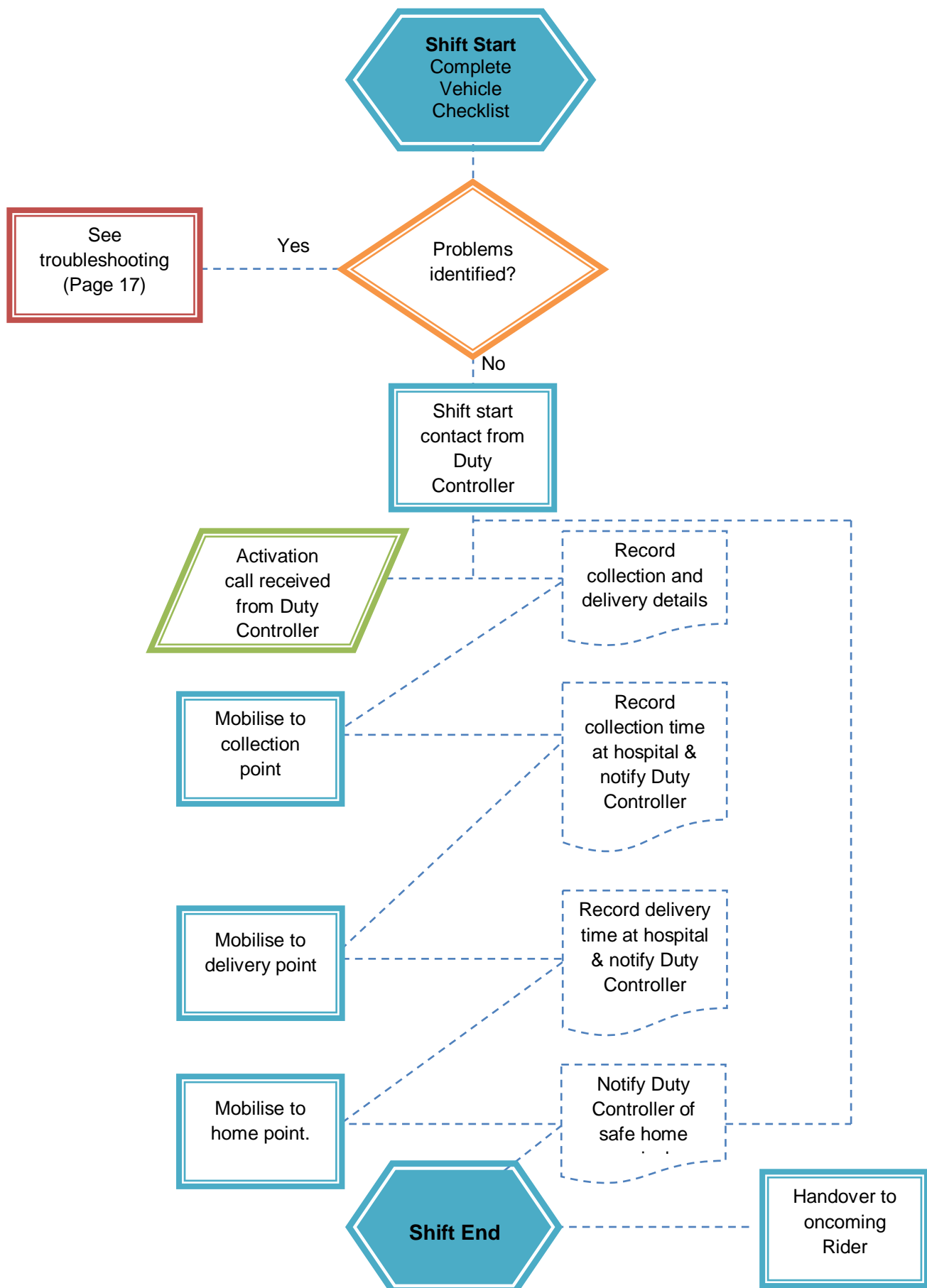
## Securing items to the motorcycle rack

When required to secure an item to the rack, the yellow waterproof cover must be placed over the top prior to the straps being secured. A minimum of four straps are to be used to secure the load. The strap ends are to be secured via the Velcro ty-wraps supplied (See pictures below).





# Typical Shift Algorithm – Rider/Driver



# Troubleshooting

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## Riders/drivers

<b>1</b>	Duty vehicle not handed over.	Contact previous rider/driver or Controller if not contactable.
<b>2</b>	Fault found - vehicle unroadworthy.	Contact Duty Controller or Duty Committee.
<b>3</b>	Fault found - vehicle still roadworthy.	Can you rectify the problem? If yes, please rectify if possible and report to <a href="mailto:fleet@lebbs.org">fleet@lebbs.org</a> . If no, report to fleet.
<b>4</b>	Vehicle breaks down	Contact Duty Controller to arrange recovery.
<b>5</b>	Package reported as broken	Contact the Duty Controller for further advice.
<b>6</b>	Package doesn't have UN3373 Label.	A stock of labels can be found in the vehicle packs, ensure a label is attached before transporting.

# Contact Numbers

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Hospital Contacts		
Boston Pilgrim Hospital	01205 364801	PE21 9QS
Grantham Hospital	01476 565232	NG31 8DG
Lincoln Hospital	01522 512512	LN2 5QY
Scunthorpe General Hospital	01724 282282	DN15 7BH
Grimsby Diana Princess of Wales Hospital	01472 874111	DN33 2BA
NHS Blood and Transplant Sheffield	0114 3584800	S5 7JN
Louth	01507 600100	LN11 0EU
Goole and District	01405 720720	DN14 6RX

# Appendix 1 LEBBS Hi-Viz Jacket

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# Appendix 2 - Carbonated Receipt Pad


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Date: -----

Number of packages: -----

Time Collected: -----


Sender Signature: -----



Time Delivered: -----

Recipient Signature: -----

Courier Sign & Print: -----



Collection Location: -----

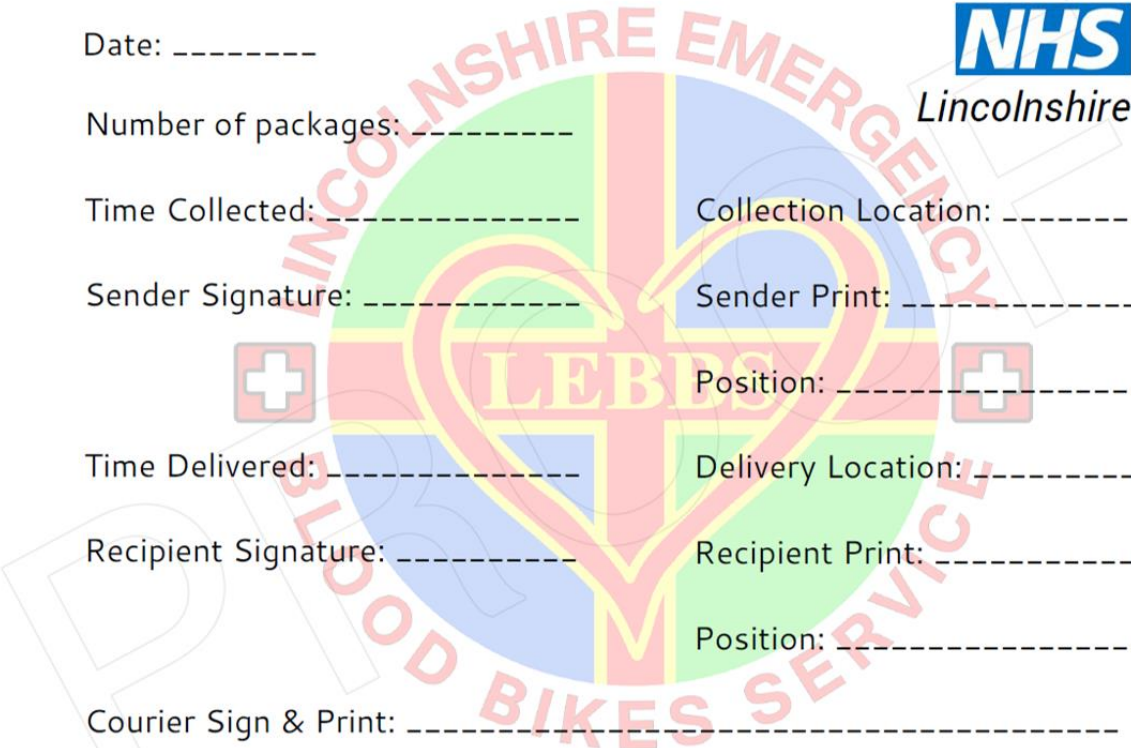
Sender Print: -----

Position: -----

Delivery Location: -----

Recipient Print: -----

Position: -----



White copy to be left with delivery. Yellow copy to be retained

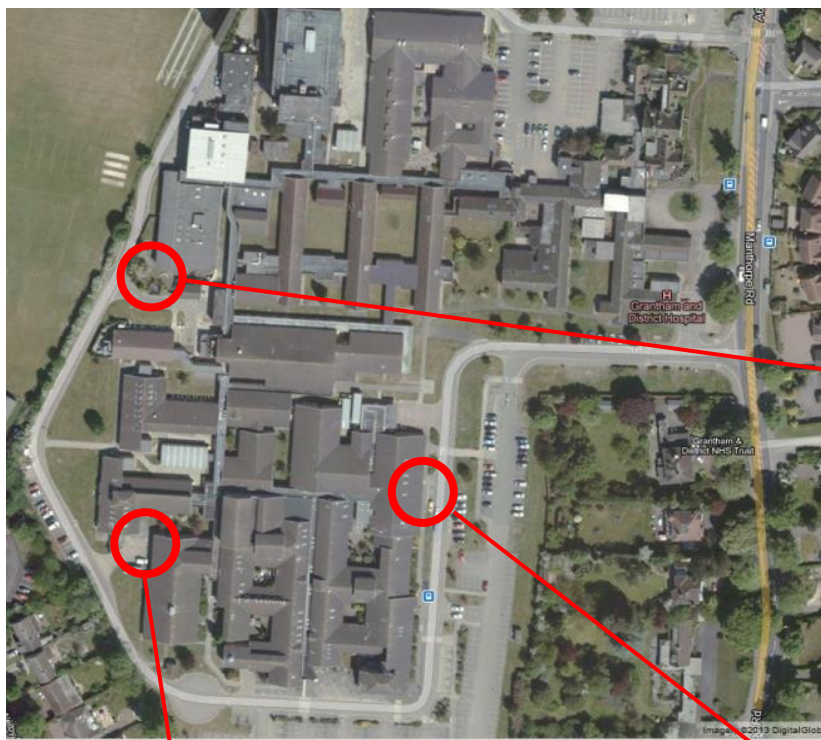


# Appendix 3 - Hospital Directions

## Grantham Hospital

01476 565232  
Manthorpe Road  
Grantham  
NG31 8DG

Collection Points: A&E Reception, Pathology or GP Out of Hours



GP Out of Hours



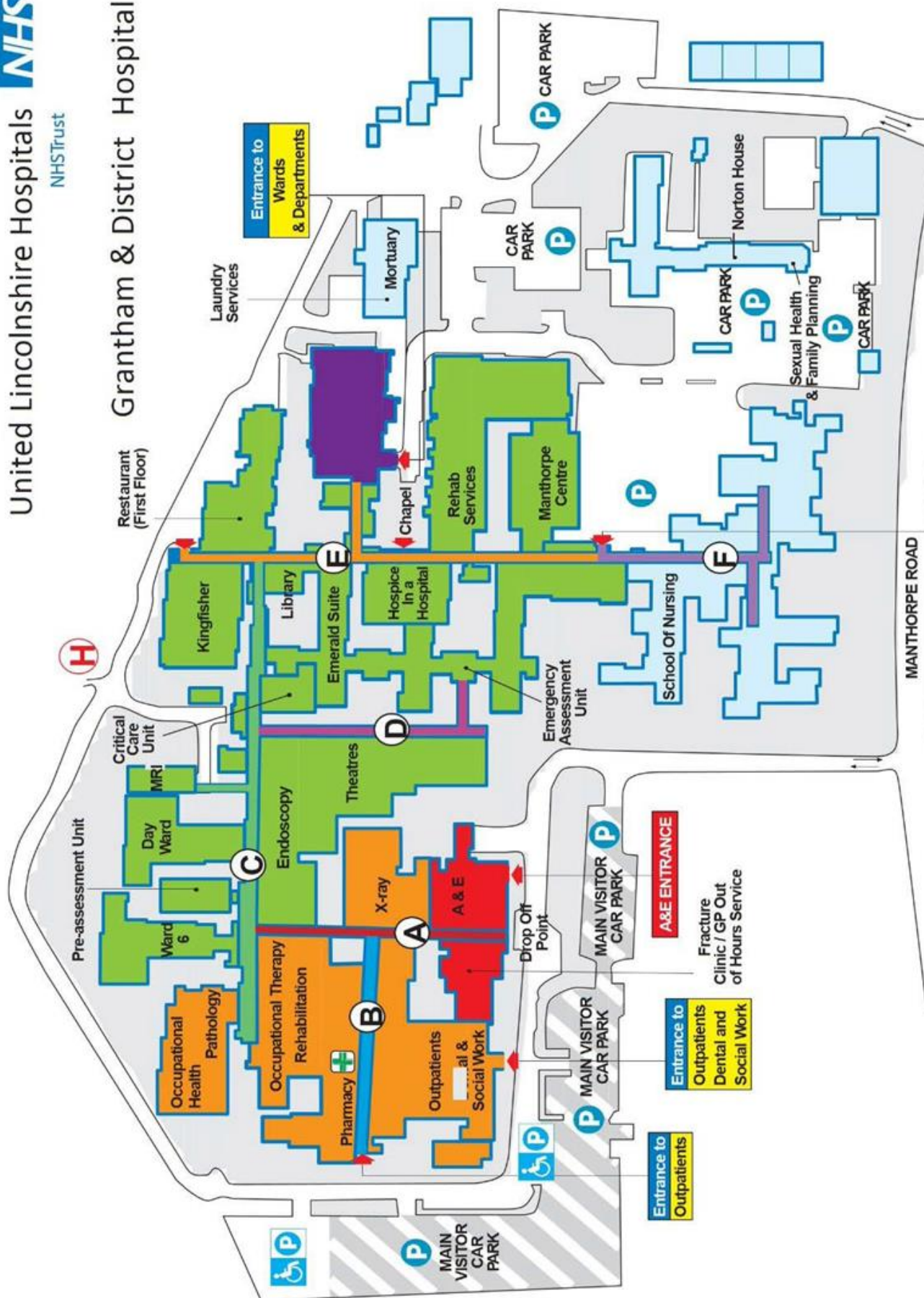
Pathology



A&E



## Grantham & District Hospital

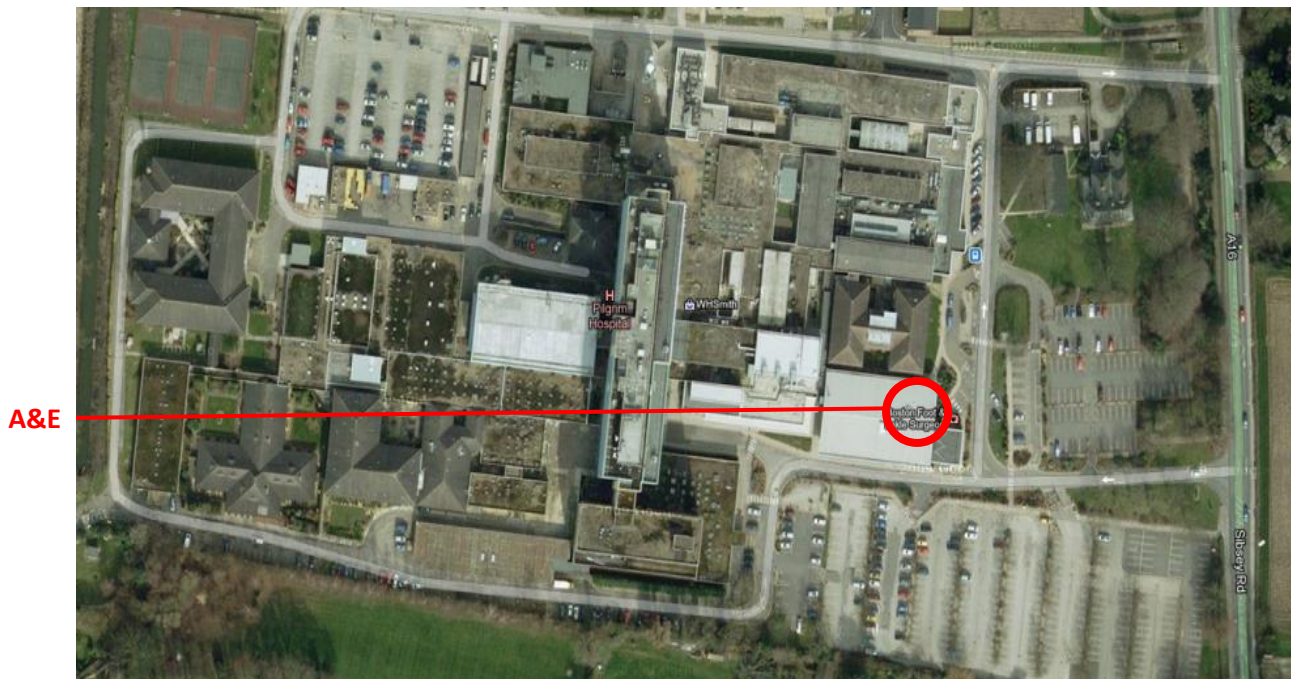




# Pilgrim Hospital, Boston

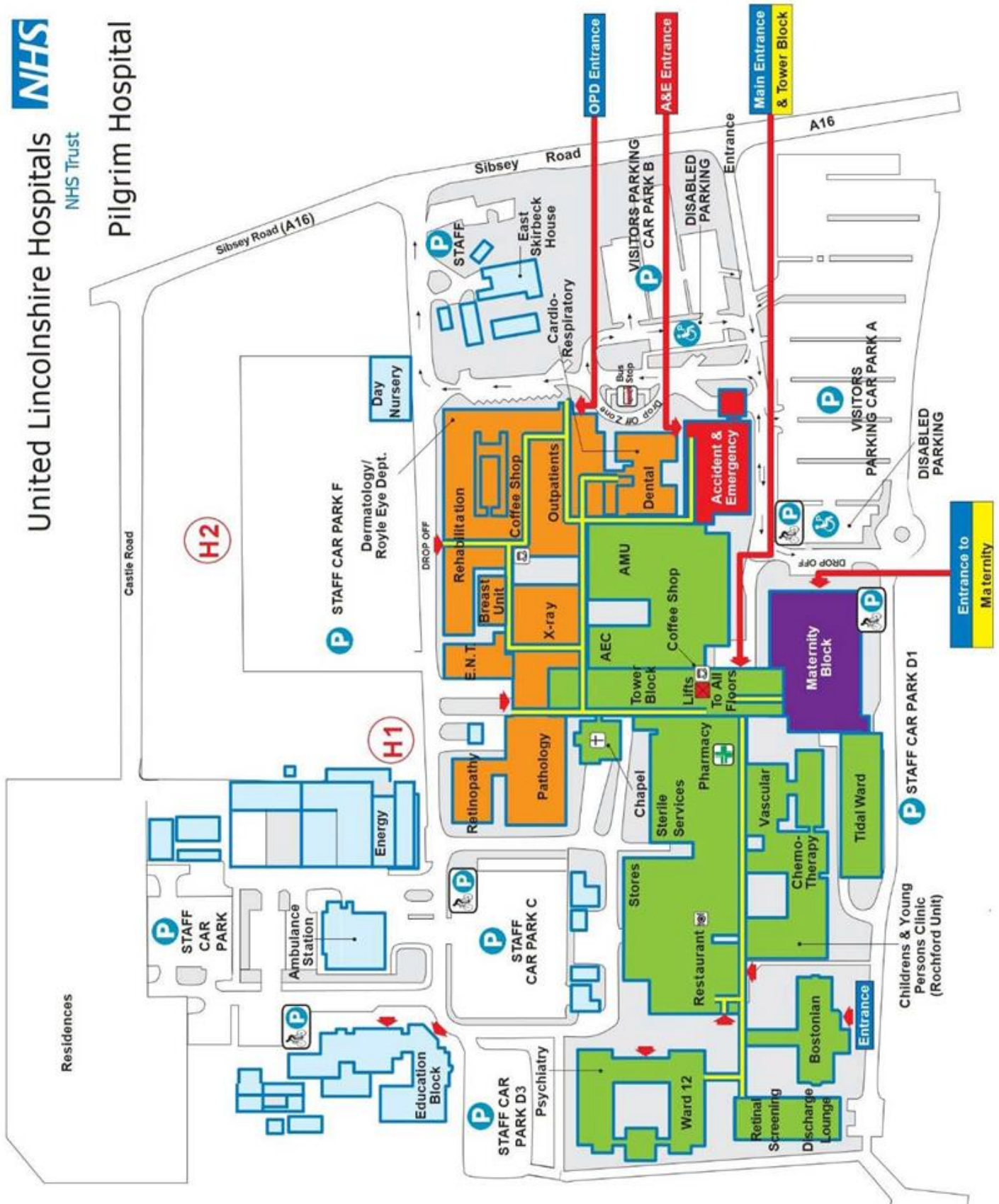
01205 364801  
Sibsey Road  
Boston  
PE21 9QS

Collection Point: A&E Reception





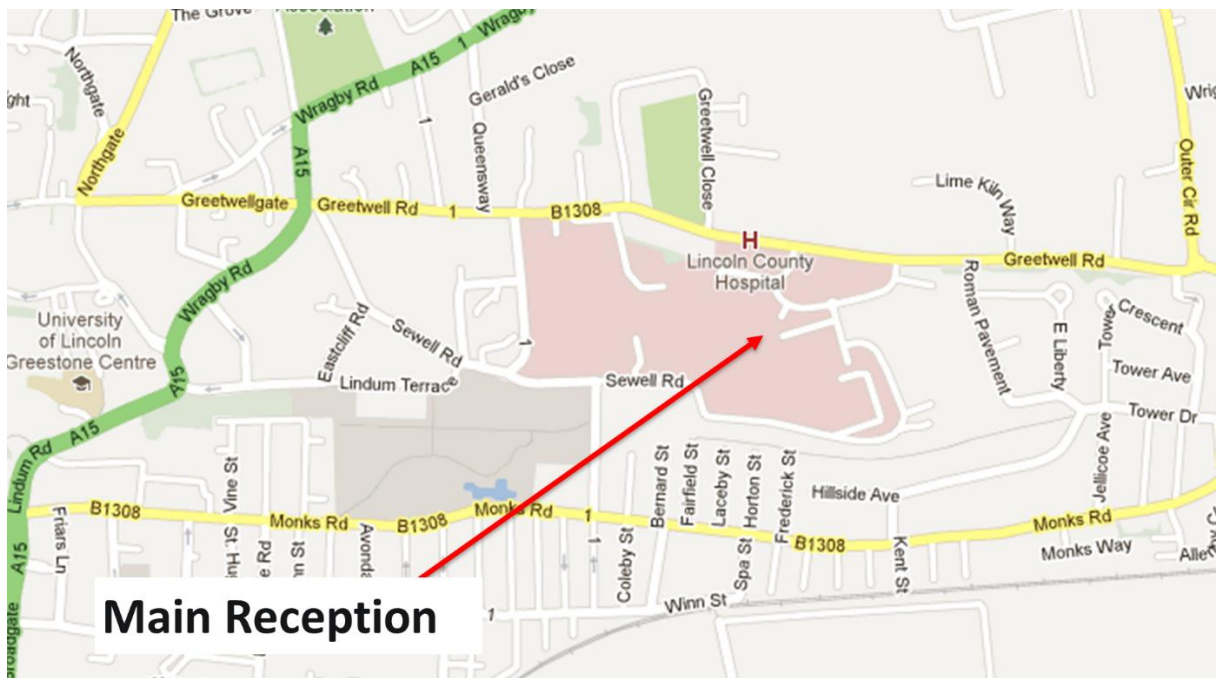
# Pilgrim Hospital



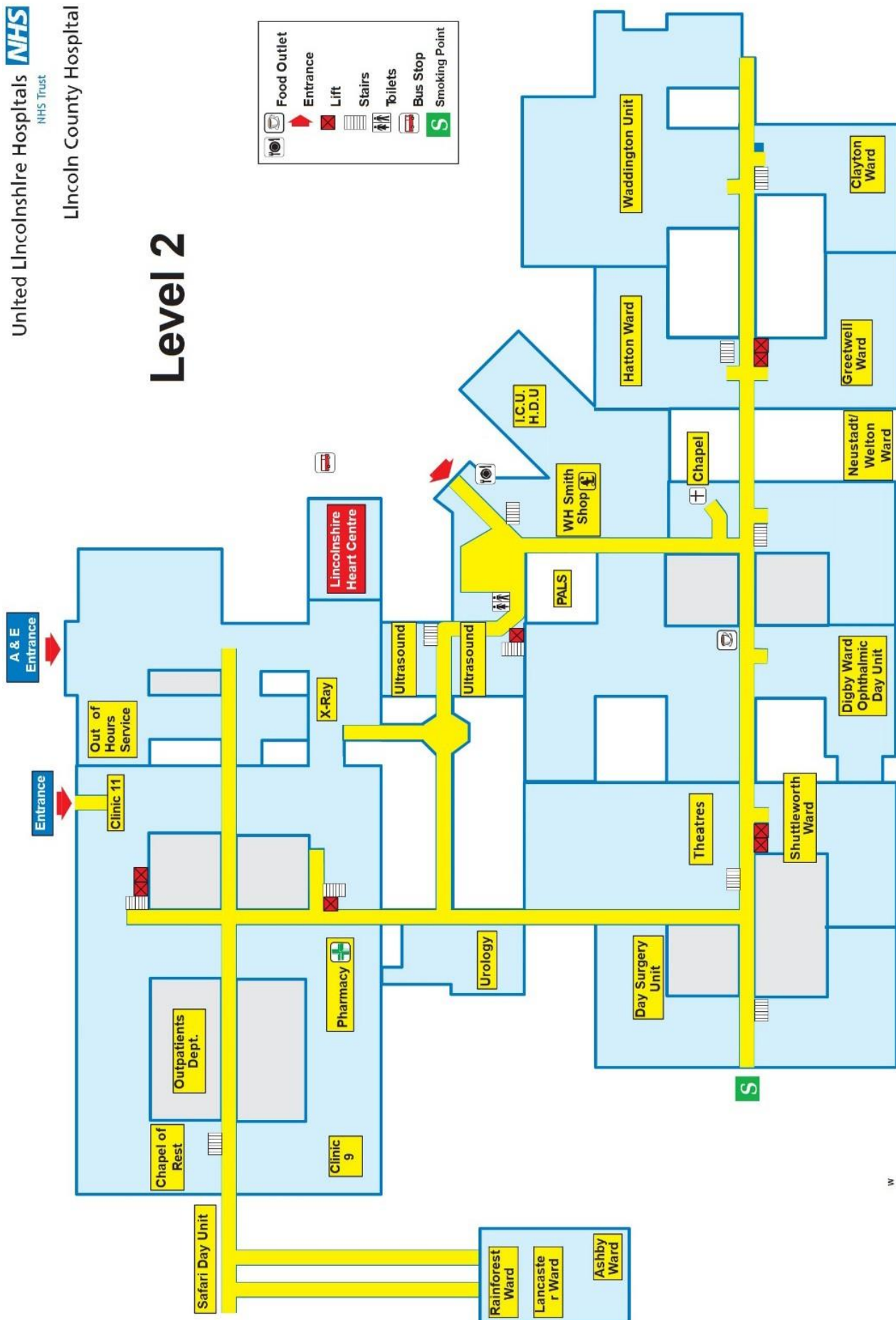
# Lincoln County Hospital

Greetwell Road  
Lincoln  
LN2 5QY




Collection Point: Main Reception



## Level 2



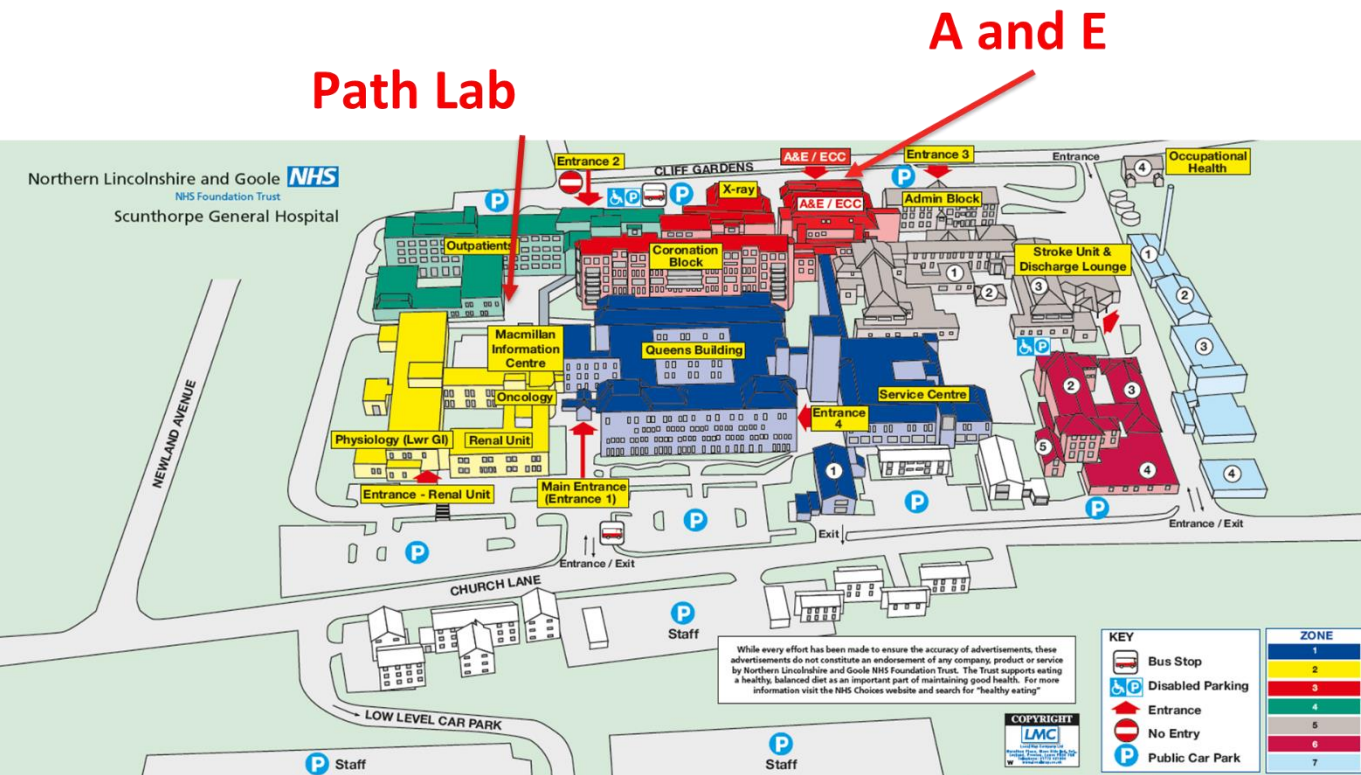
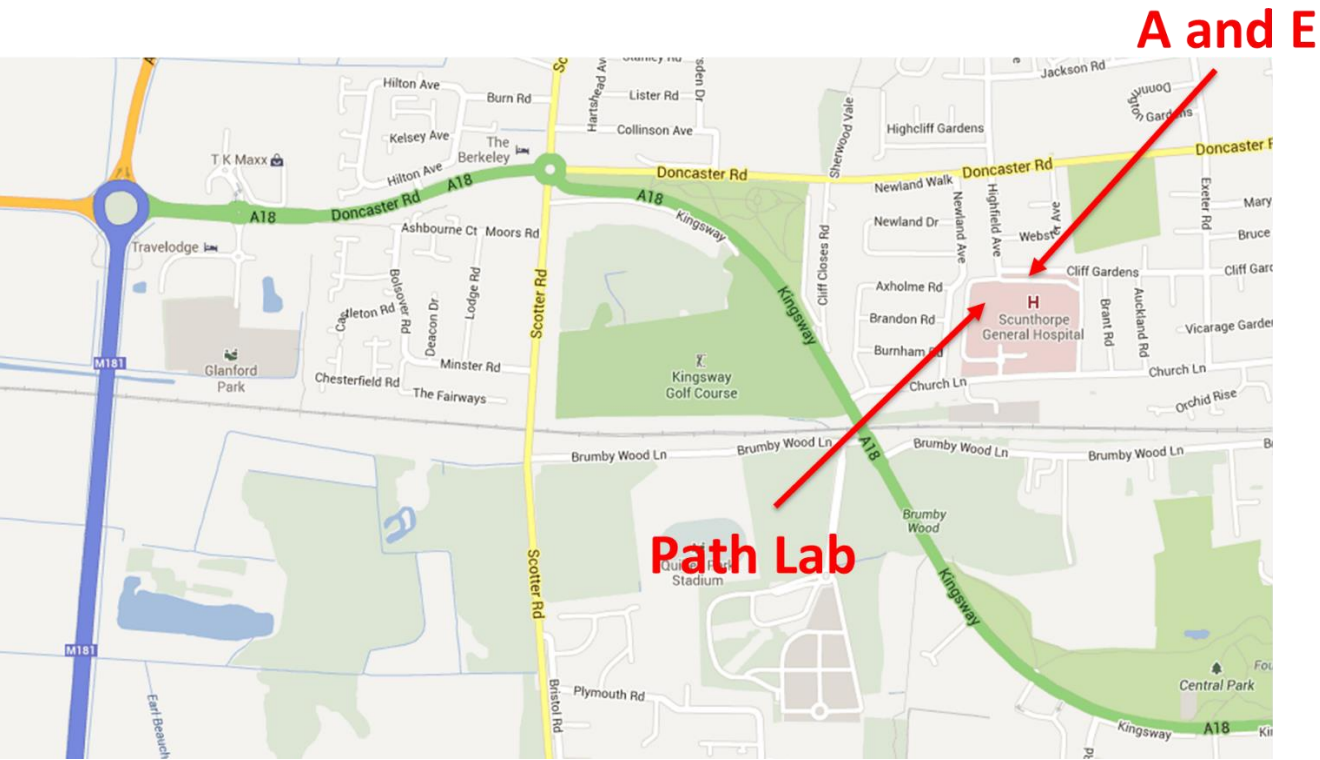


Department	Level	Department	Level	Department	Level
<b>Accident &amp; Emergency</b>	<b>2</b>	Lloyds Pharmacy		Theatres	2
Asnby Ward	(via 2)			Time Out Food Outlet	2 / 3
		Macmillan		Time Out Vending	2
Burton Ward	1	M.E.A.U.A & B			
		Medical Day Unit (via 2)		Waddington Unit	2
Cardiac Short Stay	1	Medical Physics		Women's & Children's Services	Maternity Block
Carlton / Coleby Ward	1				
Chapel	2	Navenby Ward		Ultrasound	2
Chapel of Rest	2	Neustadt / Welton Ward		Urology	2
Clayton Ward	2				
County Restaurant (via 2)	3	Occupational Therapy	(via 2)	X-Ray	2
		Oncology & Radiotherapy	1		
Day Surgery Unit	2	Outpatient Reception &			
Dermatology Clinic	3	Clinics 1-8	3		
Digby Ward (Ophthalmic Day Unit)	2	Outpatient Reception &			
Discharge Lounge & Dixon Ward	1	Clinics 9-11	2		
Endoscopy	1	Out of Hours Service	2		
Greetwell Ward	2	Pain Management Unit (PMU)	1		
		PALS	2		
Hatton Ward	2	Pharmacy 	2		
Headquarters (Via Level 2)	3	Physiotherapy	(via 2)		
		Post Grad Centre	1		
ICU / HDU	2				
Ingham Ward	1	Rheumatology	(via 2)		
Johnson Ward	1	Safari Day Unit	2		
		Shop (WH Smith) 	2		
Lancaster Ward	(via 2)	Shuttleworth Ward	2		
Lecture Theatre	1	Smoking Points 	1		
Library (staff)	1	Sterile Services (Synergy)	1		
<b>Lincolnshire Heart Centre</b>	<b>2</b>	<b>Stroke Unit (via 2)</b>	<b>1</b>		

# Scunthorpe General Hospital

Cliff Gardens  
Scunthorpe  
DN15 7BH

Collection Point: A&E Reception or Pathology Dept.





## A&E



## Path Lab





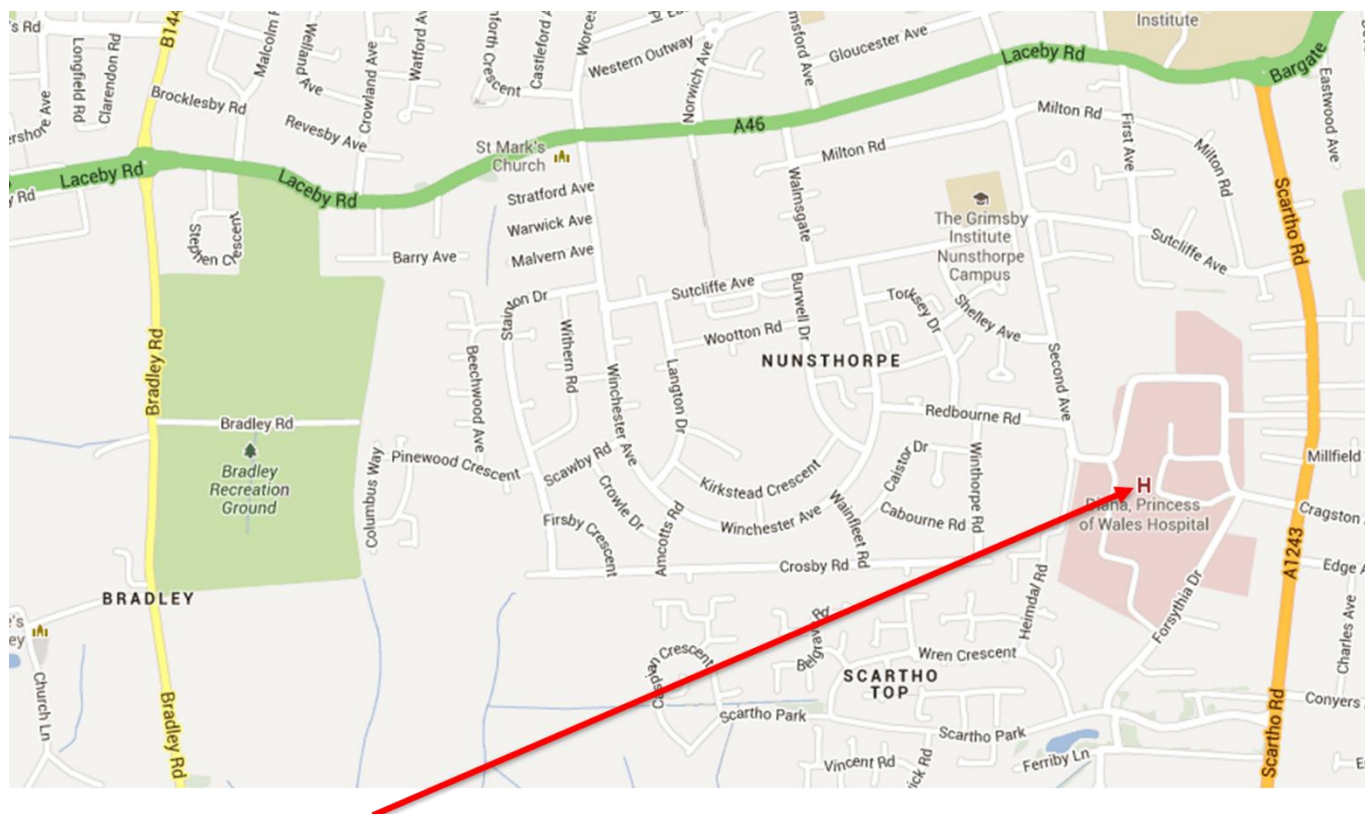
## Path Lab



# Diana Princess of Wales Hospital, Grimsby

Scarcho Road  
Grimsby  
DN33 2BA

Collection Point: A&E Reception



**A and E**

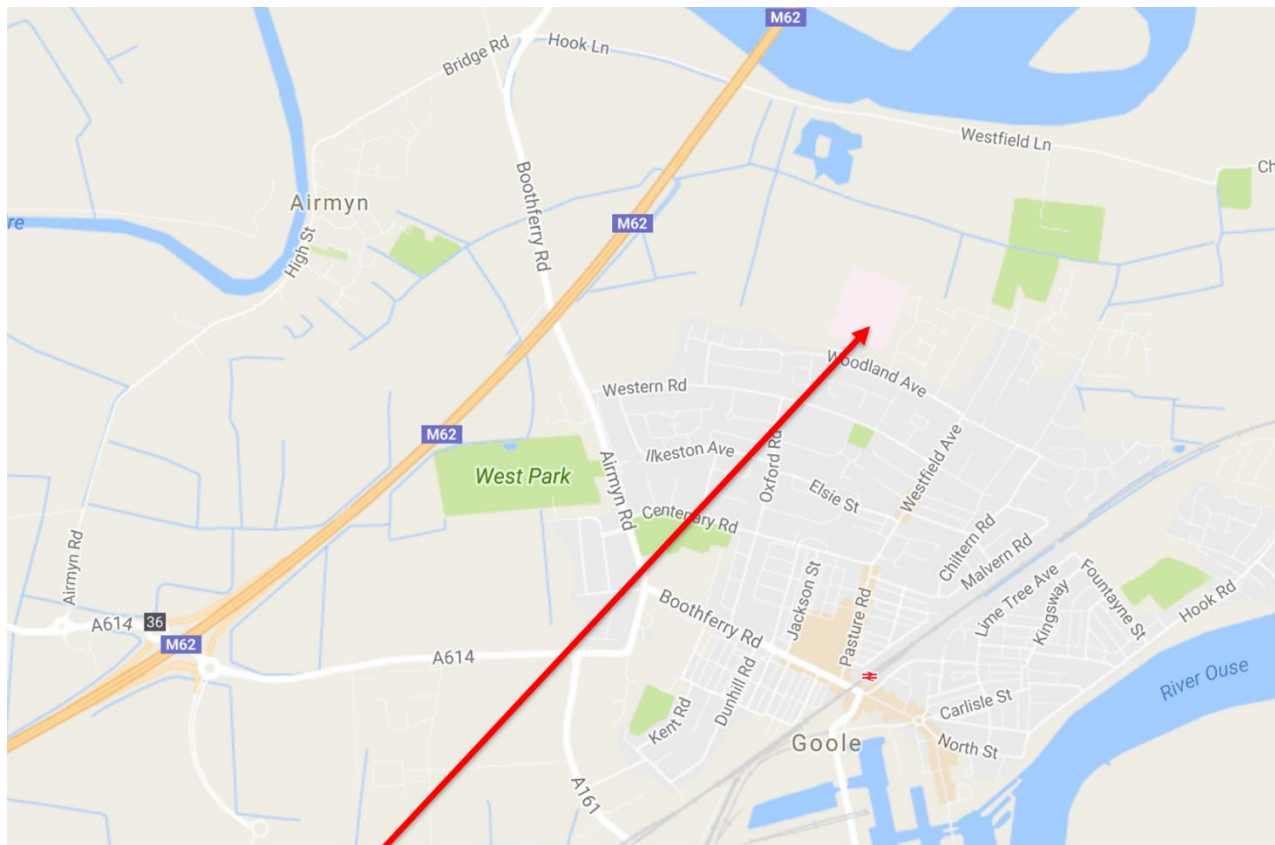


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# Goole and District Hospital

Woodland Avenue,  
Goole,  
DN14 6RX

Collection Points: Ward 3 or Ward 6

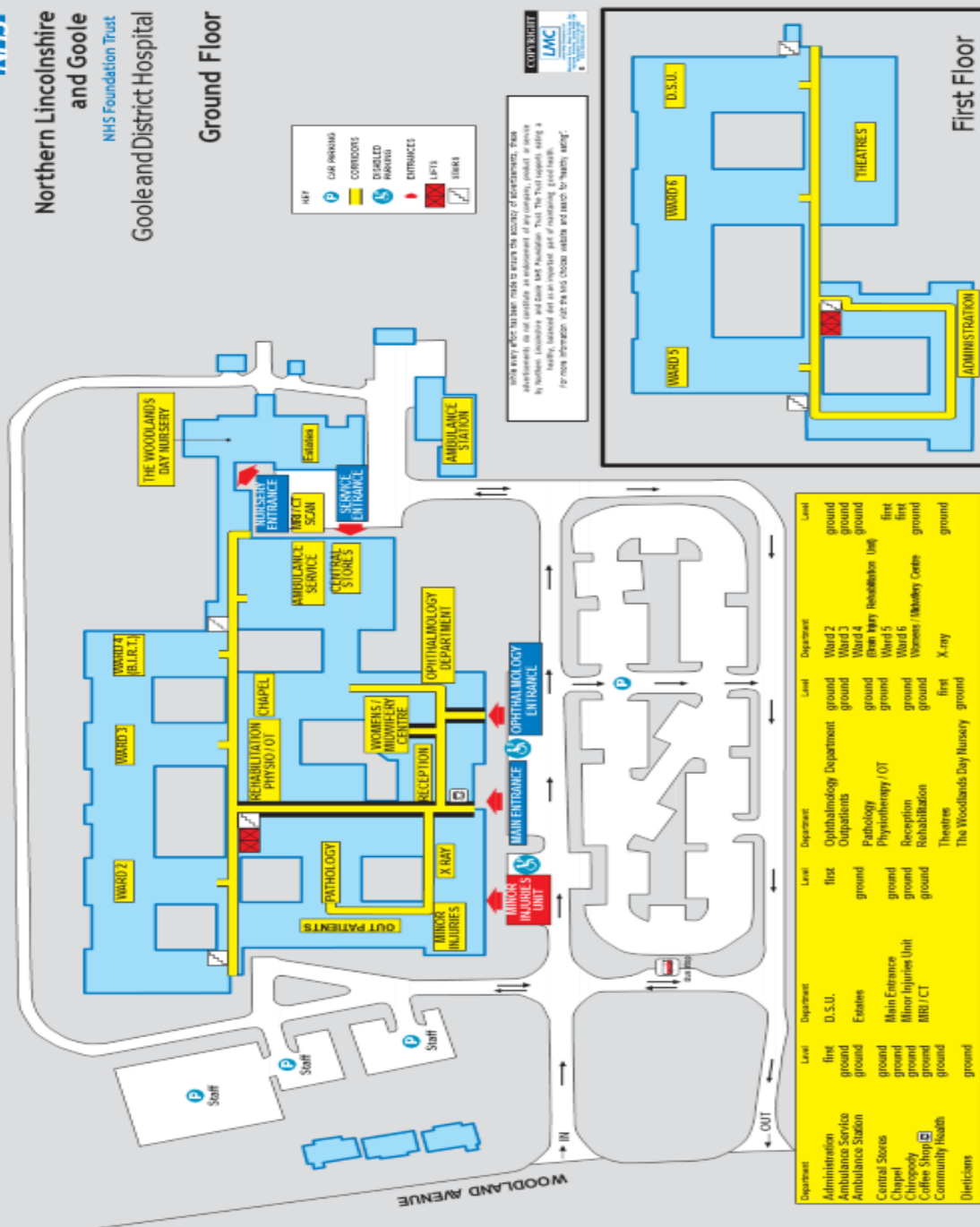


**Hospital**





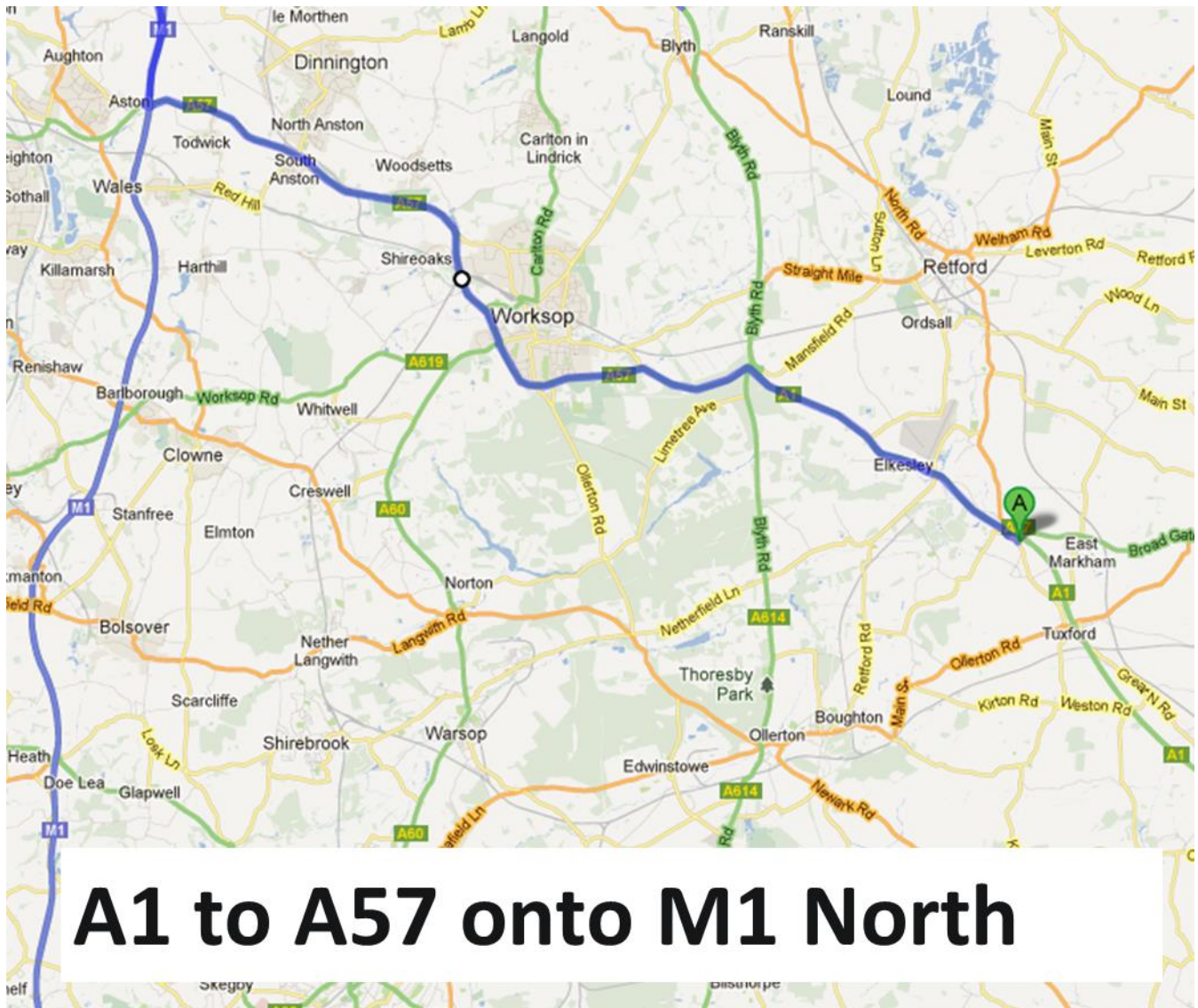
## Ground Floor





# NHS Blood & Transplant Centre

Longley Lane  
Sheffield  
S5 7JN



## A1 to A57 onto M1 North













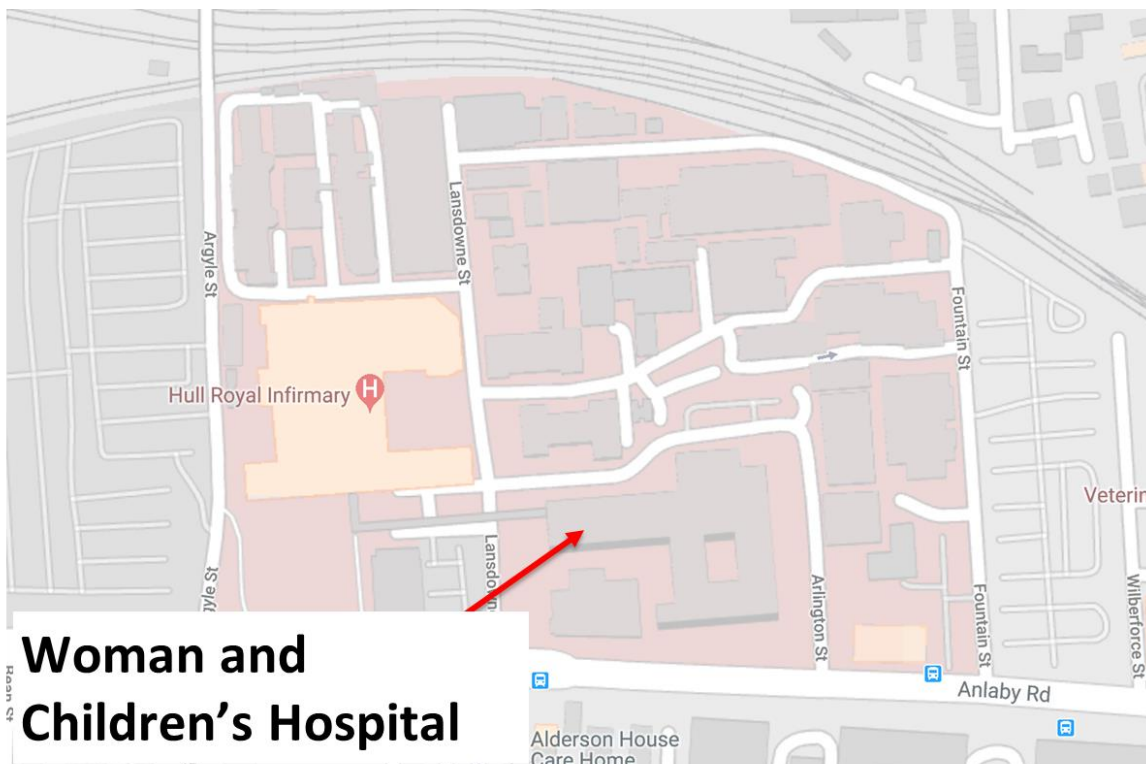
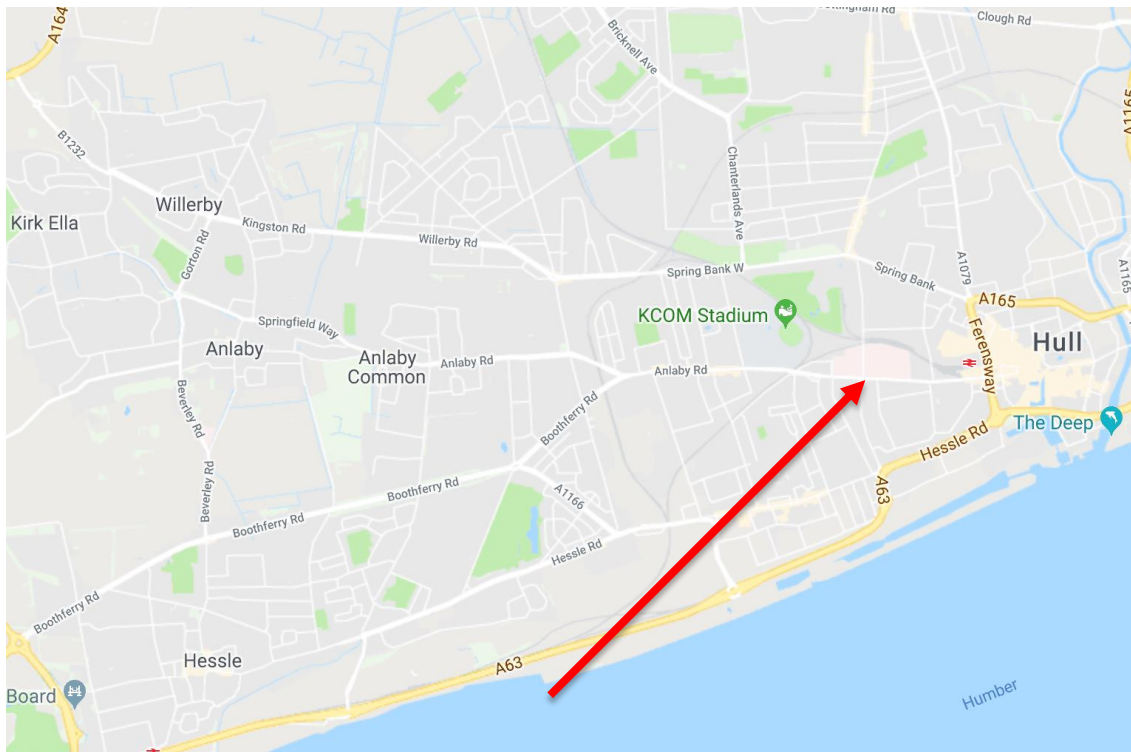
# Hull Royal Infirmary (Donor Milk)

Anlaby Rd

Hull

HU3 2JZ

Collection Point: Women and Children's Hospital



**Woman and  
Children's Hospital**

