

How the
National Blood Service
is supported by
Driving Power's speed
and reliability

I CAN

...and I have



The specialist driving division of
MANPOWER
www.manpower.co.uk

The National Blood Service (NBS) in Newcastle found that one of the best ways to ensure efficient collection and delivery was to use agency drivers. Today, their Driving Power drivers transport more than 91,000 litres of blood a year, as well as other vital materials for bone and skin grafts, responsibly and cost-effectively.

Using Driving Power has given the NBS:

- A completely reliable driver supply
- Flexibility to match demand patterns and meet emergency requests at short notice
- The cost-effectiveness that is essential in a public service
- Increasing efficiency through long-term retention of drivers who understand the operation inside out

Meeting the challenge

The challenge

The NBS collects blood and supplies it daily to hospitals for transfusions. Collection and delivery has to be done to a strict schedule – collection in particular is time-sensitive. Blood from donors has to be back in the laboratories for processing within a specific period after the donor sessions finish at 3pm and 7pm.

In addition, there are frequent out-of-hours emergency requirements. It's a complex and ever-changing pattern that the NBS has to satisfy both efficiently and economically.

The solution

Driving Power's solution was to restructure their operation so that they could complement permanent staff with agency drivers. This resulted in the most cost-effective mix of resources to ensure timely deliveries of blood

and blood-related products to hospitals and other centres.

The Newcastle NBS contacted Driving Power, who recruited a transport supervisor to assist with the changes and also began to supply temporary drivers for the new system.

The transport supervisor, Dave Lowe, was transferred almost immediately to a permanent position as Transport and Contracts Officer, and for more than six years, the Service has used up to 10 Driving Power drivers a week for a wide range of regular and emergency deliveries.

The benefits

"We have to be flexible, and Driving Power gives us that," Dave Lowe said. "Whatever we need in any given week, Driving Power deliver." The Newcastle Blood Service collects blood from up to 70 donor

sessions a week, and supplies daily to 23 hospitals. Drivers are often required at short notice to deliver other materials, for a wide range of surgery. Frequently, they also have to deliver supplies to other Blood Service centres – as far away as Leeds, Manchester, Sheffield and London.

"I know I can just pick up the phone and Driving Power will supply the drivers I want," Dave Lowe said. "The drivers are smartly turned out and carry out their duties in a professional manner. Also, many of them come back to us time and again, so they know our operation inside out, which increases our efficiency.

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