

<b>RECEIPT &amp; DISTRIBUTION OPERATIONAL POLICY</b>	<b>Corporate/Strategic Register No: 15032 Status: Public</b>
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Developed in response to:	Requirement to ensure safety and availability of equipment to support clinical services
Contributes to CQC Key Line of Enquiry:	S3

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Author/Contact for Information	Pauline Baker, Procurement Department
Policy to be followed by (target staff)	Receipt & Distribution Team Staff, Senior Sisters/Department Managers, Porters
Distribution Method	Intranet and Website
Related Trust Policies (to be read in conjunction with)	04090 Moving & Handling Policy 04072 Hand Hygiene Policy 04088 Waste Management Policy 04071 Policy for Standard Infection Prevention Precautions 04049 Standing Financial Instructions 07030 Scheme of Responsibility, Authority & Decision 04066 Safe Use of Medical Devices 09030 Health & Safety Policy 11017 Procurement Policy 11023 COSHH Policy

#### Document Review History

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1.0	Pauline Baker	5 <sup>th</sup> February 2016
1.1	Tracey Leforte - 2 month extension request due MSB standardisation	20 <sup>th</sup> February 2019
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1.3	Tracey Leforte - 3 month extension request due MSB standardisation	4 <sup>th</sup> September 2019
1.4	Tracey Leforte - 4 month extension request due MSE standardisation	9 <sup>th</sup> December 2019
1.5	Tracey Leforte - 4 month extension due to COVID19 pandemic	8 April 2020



## INDEX

1. Purpose
2. Aims
3. Scope
4. Roles and Responsibilities
5. Access to Goods Receiving
6. Opening Hours
7. Equipment, Facilities & Space
8. Accepting Goods into Goods Receiving
9. Pallets
10. Distribution of Goods across site at MEHT
11. Accepting Goods on an Ordering Ward or Department
12. Goods Requiring Special Handling
13. Departments with Special Arrangements
14. Personal Deliveries for Staff
15. Receipting Procedure for Goods
16. Receipting Procedure for Services, Leases, and Intangible Goods
17. Request for GRN (Goods Receipt Note) Email Workflow
18. Controlled Stationery
19. Printed Stationery
20. Electrical Goods – Non Medical
21. Printer/Multifunctional Device Ink Cartridges
22. Delivery Locations
23. Receipt & Distribution Team Contact Details
24. Urgent Deliveries
25. Reporting Discrepancies
26. Sending Parcels
27. Returns Procedure
28. Security of Department
29. Communication and Implementation
30. Monitoring
31. Training
32. Equality & Diversity
33. References

## **1 Purpose**

- 1.1 This document sets out the approach of the Trust to deliver a reliable, efficient and secure system for the receipt of goods and services, and for the distribution of goods across the Trusts sites.

## **2 Aims**

- 2.1 To describe how the Trust meets the obligation arising from Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 to ensure that clinical products and equipment are available in sufficient quantities
- 2.2 To clarify the functioning of the Receipt & Distribution (R&D) service and its role in:
- delivering supplies of the right goods, in the right quantities at the right time to support the Trusts activities
  - ensuring suppliers are paid for the products that they have supplied (and preventing accounts from being put on hold)
  - providing a secure and auditable distribution service
  - correctly handling goods which require refrigeration, are bulky, excessively heavy or require other special management
  - reducing lead times
  - streamlining receipting and payment procedures (through the use of electronic purchase to pay systems)
  - minimising transaction costs

## **3 Scope**

- 3.1 This policy applies to all staff who are responsible for providing the R&D service for products and equipment at MEHT.
- 3.2 Currently the bulk of these products are medical/surgical goods received directly from suppliers and couriers.
- 3.3 This policy does not apply to:
- Licenced medicines, or any products receipted and distributed by the Pharmacy Department.
  - Food, or any catering products that are dealt with by the Catering Department
  - Linen which is part of the Total Linen Management Contract

- Deliveries made by NHS Supply Chain overnight, which are separately covered by the Supplies Team Operating Policy
- Personal deliveries for staff
- Stationery items delivered “direct to desk” by Office Depot

#### **4 Roles and Responsibilities**

4.1 **The Chief Executive** is responsible for:

- Ensuring that the Trust has adequate procedures to supply the Trust with equipment and consumables that are suitable for use and available in sufficient quantities
- Ensuring sufficient resources are available to comply with this policy.

4.2 **The Chief Finance Officer** is responsible for:

- Ensuring that the service is run efficiently
- Reporting performance as required

4.3 **The Assistant Director of Procurement** provides the professional leadership for the Receipt & Distribution Team. They are responsible for:

- Setting the standards to which the service is provided
- Periodic monitoring of the service
- Planning and implementing improvements to the service

4.4 **The Portering and Security Manager** is responsible for:

- Resourcing and managing the distribution of goods on site in compliance with this policy, as fully described below.

4.5 **The Receipt & Distribution Manager & Team** are responsible for:

- Operational activities in compliance with this policy, as fully described below.

4.6 **Ward Sisters & Departmental Managers** are responsible for:

- Ensuring that arrangements are put in place when an order is raised, so that the resulting delivery can be accepted directly
- Signing for deliveries when they arrive
- If no signature can routinely be provided, agreeing alternative arrangements with the Receipt and Distribution Team

- Checking that the delivered goods conform to the order that was raised and reporting any discrepancies
- Responding to GRN requests received via email

## **5 Access to Goods Receiving**

5.1 The Goods Receiving point at MEHT is located on the eastern side of the site:

- The approach for delivery vehicles is from the roundabout at the top of Hospital Approach
- Turn right onto the loop road and drive around the side of Car Park 1
- To go straight over the mini roundabout (junction with Pudding Wood Lane)
- To turn left down the side of the tear drop
- There are 2 canopies, Goods Receiving is the second along
- The height restriction for the canopy is 3.2 metres, 10'6". Vehicles under this height may park underneath it to unload.
- Vehicles exceeding the height restriction must park at the side of the canopy, in the road

5.2 The doorway into Goods Receiving is 1980mm (78 inches) high, 1630mm (64 inches) wide. If you are planning a delivery which is excessively large or bulky, please contact the Team to discuss and make arrangements well in advance of arrival.

## **6 Opening Hours**

6.1 Deliveries are accepted between 8.30am and 4.00pm, Monday to Friday

6.2 There are currently no facilities to accept deliveries into Goods Receiving on weekends or Bank Holidays, and if urgent deliveries are being made outside of opening hours they need to be delivered directly to the ordering department.

## **7 Equipment, Facilities & Space**

7.1 Goods Receiving do not have a fork lift truck

7.2 There is no raised delivery bay available

7.3 Suppliers & couriers should ensure that they bring suitable vehicles (provided with a tail lift) and equipment in order to offload the delivered goods

7.4 Deliveries that cannot be offloaded will be rejected, and requested to return with suitable equipment.

7.5 Pallet trucks are available, but are almost constantly in use.

- 7.6 The Goods Receiving area has just 33m<sup>2</sup> floor space available. To keep accepting deliveries, and maintain a safe fire exit route it relies on a fast throughput, and deliveries can't be stored there overnight as there is insufficient space.
- 7.7 The fire exit through Goods Receiving is marked on the floor as a red line, and the line must be kept clear at all times.

## **8 Accepting Goods into Goods Receiving**

- 8.1 The Courier has responsibility for unloading the goods from the vehicle and bringing it through the doors into the main Goods Receiving area.
- 8.2 No goods should be left outside the department (vulnerable to the weather) unless directed.
- 8.3 When a delivery is made to Goods Receiving, a member of the R&D Team checks that the number of parcels (outer boxes) tallies with the delivery note, and will sign the couriers deliver note.
- 8.4 Outer boxes are not opened and the contents of the parcel are not matched with the delivery note (because it is only the requisitioner who can confirm that the delivered goods are fully satisfactory)
- 8.5 Delivery notes are removed, date stamped and scanned to be retained for audit. The original is then re-attached to the parcel.
- 8.6 The purchase order number is checked on the Finance System to confirm the ordering department.
- 8.7 Goods are recorded on a spread sheet recording:
  - Quantity of boxes/pallets/packets
  - Company
  - Order number
  - Recipient
- 8.8 A delivery sign off sheet is created, instructing the R&D porter where to distribute to.

## **9 Pallets**

- 9.1 A large proportion of goods are delivered on pallets that are then taken to wards/departments. These are generally left for the end user to unpack, and empty pallets are then collected either by the Waste or R&D Porter.
- 9.2 If the R&D Porter is able to unpack and bring back pallets, they will be left outside R&D for Waste Porters to transport to the waste compound ready for collection.

## **10 Distribution of Goods across site at MEHT**

- 10.1 Where possible the R&D Porter distributes to a zone at a time to maximise efficiency.
- 10.2 We aim for all goods to be distributed by the end of the working day.
- 10.3 During busy periods, deliveries will be prioritised so that urgent, timed, refrigerated or med/surg goods are distributed first, with non-medical deliveries following afterwards.
- 10.4 The R&D team try to avoid bringing parcels back to Goods Receiving, as this is inefficient, creates a bottleneck in the department and duplicates the resources needed to complete the task.
- 10.5 Delivery trolleys will not be loaded to over eye level or 1.6 metres high. There is a marker on the wall in Goods Receiving at this height. This is to ensure that there is visibility around the trolley, to prevent collisions with staff and patients.
- 10.6 Delivery trolleys will be carefully loaded with heavy parcels low down to minimise the risk of boxes toppling off the trolley and causing injury or damaging the goods.

## **11 Accepting Goods on an Ordering Ward or Department**

- 11.1 When distributing goods across the site the R&D Porter is required to obtain:
  - Printed name
  - Signature from the staff member accepting the goods
- 11.2 If nobody is available to sign, or staff refuse to sign, the Porter will leave the goods in the most secure place available, and mark the delivery sheet accordingly.
- 11.3 Departments that are routinely not able to sign for deliveries are advised to contact the R&D Team to agree and document suitable alternative arrangements.
- 11.4 Once goods have been delivered to the ordering department, they should be checked off against the delivery note, and any discrepancies should be notified to the R&D Team within 3 days.

## **12 Goods Requiring Special Handling**

- 12.1 **Electro Bio-Medical Equipment (Medical Devices)** – Electronic medical devices need to be safety tested, commissioned and asset registered before going into use. For this reason any deliveries of electronic medical devices will be delivered to the EBME Department, not directly to the ordering ward or department unless instructed by EBME.
- 12.2 **Self-assembly goods** – Arrangements to assemble any goods or furniture requiring self-assembly should be made by the ordering department. The Receipt and Distribution Team do not have responsibility for arranging this.

12.3 **Bulky deliveries** – Arrangements to accept bulky deliveries should be made prior to purchase orders being raised. Bulky deliveries need to be moved out of Goods Receiving as soon as possible to avoid creating a blockage.

12.4 **Refrigerated goods** – There are no facilities for refrigerating goods within the R&D department. For this reason goods marked clearly on the outside packaging as requiring refrigeration will take priority for distribution.

### **13 Departments with Special Arrangements**

13.1 The following areas have special arrangements in place with the R&D service to suit their particular requirements:

- IT
- Estates Contractors
- Bouygues (PFI)
- Pathology

13.2 To discuss any details on these arrangements please contact the R&D Department

### **14 Personal Deliveries for Staff**

14.1 Trust staff are requested not to arrange any deliveries for personal (non work-related) goods to come to Goods Receiving at any time.

14.2 Personal deliveries will be rejected by Goods Receiving staff.

14.3 The Trust will not be held responsible for any loss or damage to any personal deliveries.

### **15 Receipting Procedure for Goods**

15.1 When a delivery has been signed for by the ordering ward/department, and no discrepancies have been reported, purchase orders will be receipted three days after physical receipt.

15.2 Goods can't be paid for unless there is a Goods Receipt Note which matches the invoice.

### **16 Receipting Procedure for Services, Leases, and Intangible Goods**

16.1 The R&D Team will receipt an order in response to an email from the budget holder advising:

- That the email is a request for receipt
- Purchase order number

- Value of the receipt & what it is for
- New total of all receipts for this purchase order (once this new request has been actioned). This information is required to avoid duplications.

16.2 Management Accounts may submit a spread sheet to the R&D Team setting out a timetable for the receipting of leases to a date schedule.

## **17 Request for GRN (Goods Receipt Note) Email Workflow**

17.1 Request for GRN Emails are created by Serco, although they look as though they are issued by Goods Receiving because the “from” address states Goods Receiving (this is done for ease of replying).

17.2 They are automatically created in the event that:

- Serco Accounts Payable Team has received an invoice quoting a purchase order number
- The purchase order is valid and exists within the MEHT Finance System
- But there is no confirmation that the goods/services have actually been received (nothing has arrived at Goods Receiving)

17.3 This is typically because the supplier has delivered the goods directly to the ordering department and no-one from the ordering department has forwarded the delivery note to Goods Receiving, or because the goods are intangible.

17.4 An electronic copy of the invoice is attached to the email advising what is being charged for.

17.5 End users should click on the reply button and confirm if the invoice is OK to pay.

17.6 The MEHT R&D Team do not have control over the generation of these emails, and up to 14 will be created in succession if no response is received. The best way to prevent them is to respond quickly as requested.

## **18 Controlled Stationery**

18.1 The following items of controlled stationery are issued by the R&D Team:

- Non-Stock Requisitions
- Patient Property Books
- Sick Certificates Med 3 & Med 10

18.2 Staff can request forms by phone or email and they can be collected from Goods Receiving. A signature is required when they are issued.

## **19 Printed Stationery**

19.1 A bulk delivery of printed stationery is received once a week, and distributed by the R&D Team.

## **20 Electrical Goods – Non Medical**

20.1 These must be PAT tested prior to going into use. These items will be delivered to the ordering department and it is their responsibility to make sure that PAT testing is arranged with the Estates Department.

## **21 Printer/Multifunctional Device Ink Cartridges**

21.1 Printer consumables for the devices that are on the Trusts multifunctional devices contract (as at April 2015 this contract is with Danwood) are included in the contract price.

21.2 Consumables are kept in Goods Receiving, and are available for collection when required.

21.3 Empty cartridges can also be returned for recycling.

21.4 A Danwood Engineer is often on site and based at Goods Receiving. When he is available, he will deal with requests directly, otherwise the R&D Team are on hand to help or advise.

## **22 Delivery Locations**

22.1 Goods are usually delivered to a departmental reception or staff base where there is someone available to sign acceptance.

22.2 Alternative arrangements can be made where goods are put into store rooms or at secure locations as agreed between all parties. This will be necessary where there is no one able or willing to sign for the delivery. Please contact the R&D Team to put arrangements in place.

## **23 Receipt & Distribution Team Contact Details**

23.1 The R&D Team Office is staffed between 8.30am and 4.30pm Monday to Friday.

23.2 Telephone contact details are kept updated on the Trusts intranet telephone directory.

23.3 Currently there is no out of hours service provision.

## **24 Urgent Deliveries**

24.1 In exceptional circumstances urgent deliveries can be requested. Please speak to the R&D Team to discuss.

24.2 Alternatively urgent goods may be collected from Goods Receiving on production of relevant staff identification, and provision of a signature.

## **25 Reporting Discrepancies**

25.1 The Receipt & Distribution Team at MEHT strive to secure continuous supplies of medical/surgical consumable products to support the Trusts activities fully at all times.

25.2 However, sometimes circumstances outside of our control mean that the R&D service is unable to deliver the right product at the right time. Typically this is because:

- Suppliers have incorrectly picked, packed and sent the goods
- Goods have been signed for by one person on a department, and can't be found by another person on the same department

25.3 When this happens, the R&D Team seek to minimise disruption by keeping staff informed of any long running or critical issues.

25.4 Any adverse incidents or procedures cancelled due to a shortage of equipment must be reported as a risk event via the Datix system.

## **26 Sending Parcels**

26.1 The first port of call for the sending of packages and parcels should be the Post Room.

26.2 Any items that are too bulky or heavy to be dealt with by the Post Room can be arranged to be sent by courier.

26.3 Goods that need to be tracked and signed for, and same day, and European Service can be provided.

26.4 To arrange this, the budget holder will need to email the R&D Team with the details, and a budget code.

26.5 Please contact the R&D Team for further details of this service.

## **27 Returns Procedure**

27.1 If goods require returning, please contact the Procurement Department who can arrange this.

27.2 A re-stocking charge (variable) is usually applied if the return has been caused by an error at MEHT. Additionally we may be required to pay for sending back the goods.

27.3 No charge is usually applied for returns caused by faulty products or any other cause outside the Trusts control. Please contact the Procurement Department who can arrange this for you.

27.4 Collections are generally made from the Goods Receiving Department.

27.5 Returns are credited back, and checks are made to ensure that payments are received where appropriate.

## **28 Security of Department**

28.1 The department is equipped with lockable external doors and a full set of window blinds

28.2 At night the blinds are closed and the external door locked

28.3 There are two CCTV cameras operating within Goods Receiving

28.4 Out of hours the internal doors operate on swipe access

28.5 A minimal amount of goods are kept in goods receiving overnight to reduce the incentive for theft

## **29 Communication and Implementation**

29.1 This policy will be made available on the Trust's intranet and website by the Integrated Governance Department.

29.2 The approved policy will be notified in the Trust's Staff Focus that is sent via e-mail to all staff.

29.3 The policy will be locally distributed to staff via email.

## **30 Monitoring**

30.1 Audit Committee has the authority to investigate the functioning of this service to assure itself that it is both adequate and effective.

30.2 The Assistant Director of Procurement will ensure that the service is periodically reviewed to ensure compliance.

30.3 Comments and complaints regarding the service provided by the R&D Team should be emailed to the Assistant Director of Procurement.

30.4 Any breaches of this policy must be reported via the Trusts Datix Risk Event Reporting system, as should any hazards or near misses created by product or stock shortage issues.

## **31 Training**

31.1 All R&D Team and Portering staff receive localised training in relation to their responsibilities to delivery and collect supplies.

## **32 Equality and Diversity**

32.1 The Trust is committed to the provision of a service that is fair, accessible and meets the needs of all individuals.

## **33 References**

33.1 Control of Substances Hazardous to Health (COSHH) Regulations 2002

33.2 Chemicals (Hazard Information and Packaging for Supply) Regulations 2009