

Innovation



Cleric Software – this is a computer based planning and resource utilisation tool, which we are using to improve our delivery and performance.

P.D.A.'s



These devices have been introduced to work in conjunction with the Cleric System. Enabling our drivers to electronically record, collection and drop off of items transported by HCS.

Fleet



Over the past 12 months we have undertaken a fleet replacement programme, and most of our vehicles are now fitted with temperature controlled units to ensure items are carried within controlled temperature ranges.



Contact Us

Health Courier Service Base
Unit 1E
WestPoint Industrial Estate
Penarth Road Cardiff CF11 8JQ

Our Communication Hub Number:

0300 123 4092

Nwssp_hcscontrolhub@wales.nhs.uk

Please remember when you make a request for transport, you will be asked for:

- Your name
- Contact number
- Cost code

Your request cannot be processed without a relevant cost code

For any additional transport needs, please contact the Hub.

NHS Health Courier Service



This is for the Cardiff and Vale Health Board area



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Shared Services
Partnership

Our Control Room

As part of ongoing improvements to the way we deliver our services, a new Communication Hub has been introduced in Cardiff. The Hub is designed to manage routine, urgent and emergency (i.e. blue light) requests in strict accordance with the Service Level Agreements and Emergency Activation Protocols held.



Calls received at the Hub are managed consistently, in line with our deployment criteria.

We use various vehicles, which include small vans, 3.5t vans, lorries, emergency support vehicles and 4x4 vehicles in adverse weather conditions etc.

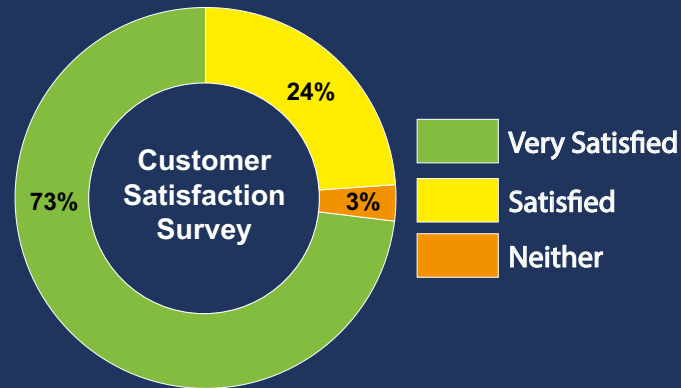
Our Hub operates between 08:00 and 17:00hrs, Monday to Friday. Out of hours, calls are managed by one of our partners to facilitate the call and our operational services are supported by the On Call Manager.

"Once again, thank you very much, you enabled us to solve a difficult issue and thus allowed other teams in the organisation to progress with their work. Outstanding service from a great team"

**Blood Transfusion Laboratory
Manager UHW**

Recent Feedback

A customer satisfaction survey has been carried out in Cardiff and Vale HB area to identify how service users measure our performance. The results of which identify:



"Overall I am satisfied with the service I receive from Health Courier Service"

What we do

The HCS in Cardiff supports front line services, operating 24 hours a day, 365 days a year providing vital logistical services for Hospitals, Clinics, Surgeries, GP Practises Pharmacies, Schools (Flu Vaccines) etc.

As part of our pre-planned scheduling we deliver and collect internal and external post and exchange all mail at centralised post rooms within UHW and UHL for onward posting (normally within 24hrs).

We transport specimens, pathology blood / blood products, vital medicines and a wide variety of other non-patient items in routine, urgent and emergency conditions.

We work as an NHS partner with:

- All NHS Wales Health Boards
- Velindre NHS Trust
- Welsh Blood Service Services
- Air Ambulance Services (EMRTS)
- Welsh Ambulance Service NHS Trust
- Public Health Wales

If you would like a Welsh version of this document, please contact us.

