

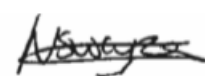
Work Instruction

Delivery of Trial Packs to Participants using NHS Volunteers

Things to Remember

- Only NHS email addresses can be used to access the NHS Volunteer System
 - This work instruction is only applicable to the NHS Volunteer System in England
 - Each practice needs to provide a direct contact number, rather than a generic line in order to help the Volunteer contact them to arrange delivery
 - We will aim for one referral for each practice each day
1. Participant is randomised either at practice or by Clinical Trials Unit
 2. The practice is informed of the randomisation result and is asked to make up the trial pack (contains either self-swab kit and patient information or self-swab kit, patient information and medication)
 3. Referral made to NHS Volunteers to collect the trial pack for delivery to participant using **www.goodsamapp.org/NHSreferral** or by calling **[0808 196 3382](tel:08081963382)**
 4. Ensure that the address and phone number recorded on the referral form is for your practice and that the telephone number is one that the volunteer will be able to get through on.
 5. The Volunteer picks up the referral and calls practice to arrange collection of the trial pack.
 6. The Practice provides the patient's address to the volunteer and ensures the volunteer knows to call the practice once the task is complete and what to do if the patient does not collect the trial pack.
 7. The Practice then calls the patient to let them know that the delivery is on its way. The Volunteer delivers the trial pack using current delivery guidelines set out in the RVS SOPs i.e. ring doorbell/knock on door and step back two meters.
 8. The Volunteer must wait for patient to open door and collect the trial pack. There is no need for any exchange of items, signatures or physical contact, however the volunteer must receive verbal confirmation that they are at the correct address.

9. As soon as the delivery is complete, the Volunteer will then call the practice to confirm delivery and the practice will record this on their trial accountability log. If there are multiple deliveries in one run, the Volunteer need only call the practice with delivery confirmation once all deliveries are complete.
10. If the patient does not open door/collect the trial pack, the Volunteer must return the pack to the practice.
11. The practice must then contact the patient to make arrangement for a delivery the following day.
12. If at any point the practice is unsuccessful in locating a volunteer, they can call the trial team on 0800 130 0880

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