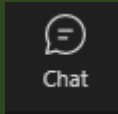
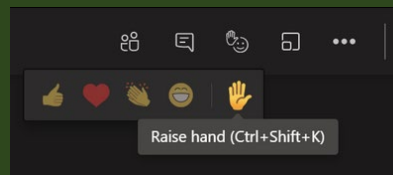


# CT Forum – October 2024

You can raise questions throughout or at the end of the session by



Or raising your 'virtual hand'



- Team update and current vacancies
- Testing performance
- Client update
- Testing reminders
- Expenses and workbook reminders
- Systems update

## Network New Starters

Welcoming Janette Swain & Jenna Nolan to the Network

\*\*Thank you to those who supported our new technicians in completing their shadowing\*\*

**Vacancies:** Scotland (Helmsdale)



# September KPI

| Call Out Times                   | Jan-24     | Feb-24     | Mar-24     | Apr-24     | May-24     | Jun-24     | Jul-24     | Aug-24     | Sep-24     | Oct-24   | Nov-24   | Dec-24   | Year Total  | %   |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|----------|----------|-------------|-----|
| Monday -Friday (8am - 6pm)       | 386        | 381        | 341        | 412        | 359        | 463        | 372        | 343        | 401        |          |          |          | 3458        | 71% |
| Out of Hours (Mon-Fri 6pm - 8am) | 103        | 118        | 85         | 94         | 101        | 129        | 88         | 91         | 92         |          |          |          | 901         | 18% |
| Out of Hours (Sat & Sun)         | 54         | 68         | 57         | 34         | 64         | 76         | 49         | 58         | 63         |          |          |          | 523         | 11% |
| <b>Total</b>                     | <b>543</b> | <b>567</b> | <b>483</b> | <b>540</b> | <b>524</b> | <b>668</b> | <b>509</b> | <b>492</b> | <b>556</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>4882</b> |     |

## September

| % Met KPI          |             |
|--------------------|-------------|
| Month Total        | 556         |
| 2 Hours            | -96%        |
| 3 Hours            | -100%       |
| <b>Overall KPI</b> | <b>-96%</b> |

| Call Out KPI | Over 2 Hours | Over 3 Hours | Total over KPI | Out of Hours | In Hours |
|--------------|--------------|--------------|----------------|--------------|----------|
| January      | 15           | 2            | <b>17</b>      | 6            | 11       |
| February     | 6            | 0            | <b>6</b>       | 2            | 4        |
| March        | 12           | 1            | <b>13</b>      | 1            | 12       |
| April        | 11           | 1            | <b>12</b>      | 6            | 6        |
| May          | 12           | 1            | <b>13</b>      | 3            | 10       |
| June         | 12           | 2            | <b>14</b>      | 4            | 10       |
| July         | 10           | 0            | <b>10</b>      | 1            | 9        |
| August       | 9            | 0            | <b>9</b>       | 2            | 7        |
| September    | 20           | 1            | <b>21</b>      | 4            | 17       |

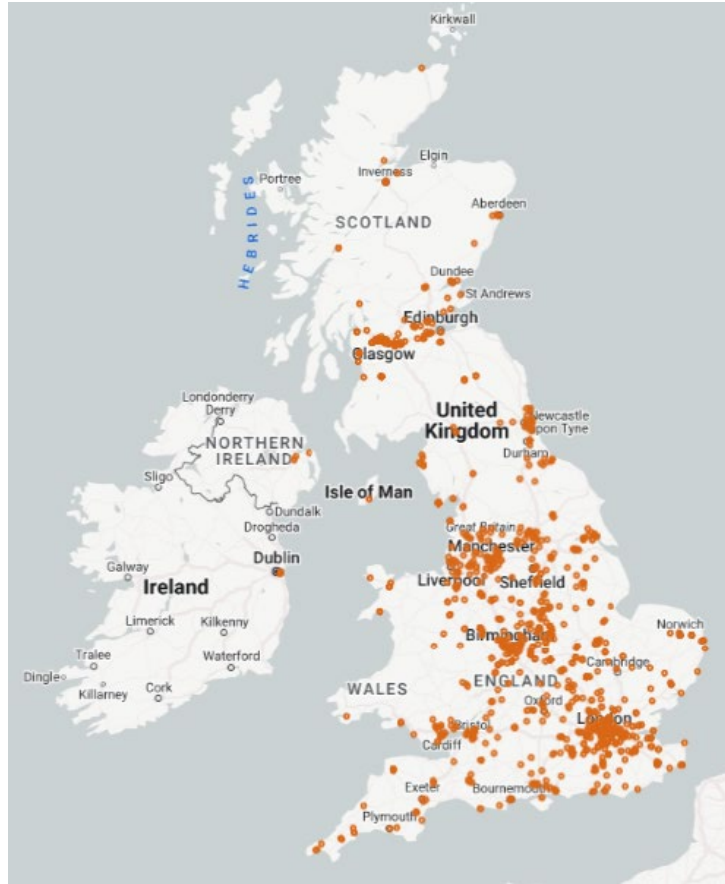
| Percentage inside/ outside of control over KPI |    |
|--|----|
| Outside of our control                         | 3% |
| Within our control                             | 1% |

**Reasons over KPI =**  
 Traffic / road closures  
 CT on another job  
 Closest CT available

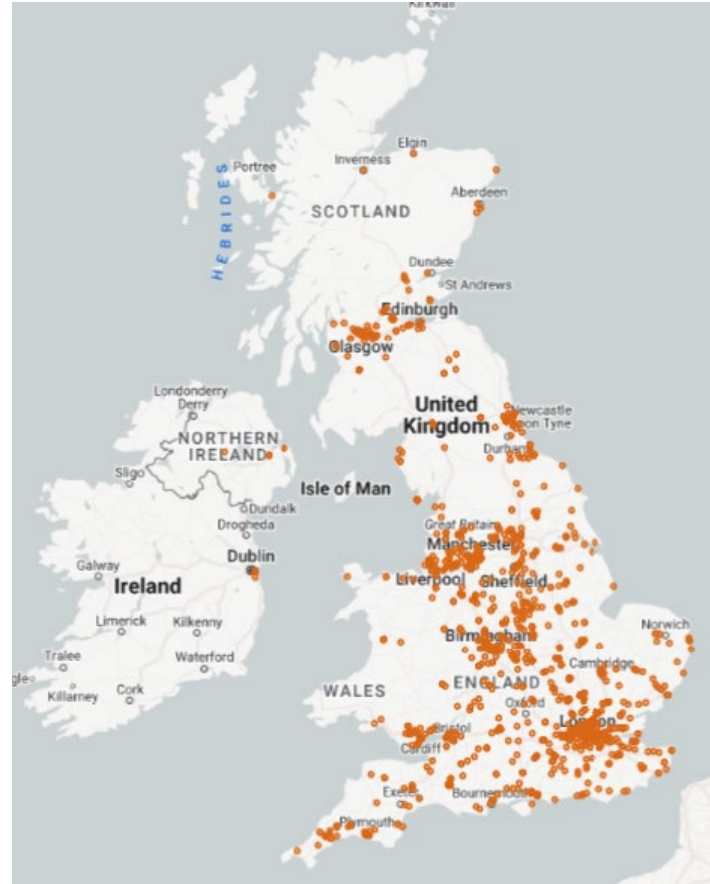
| Response Times (Per Job) | Jan-24     | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24          | Aug-24 | Sep-24 | Oct-24 | Nov-24    | Dec-24 | Year Total | %   |
|--------------------------|------------|--------|--------|--------|--------|--------|-----------------|--------|--------|--------|-----------|--------|------------|-----|
| 1 Hour or Less           | 253        | 222    | 194    | 249    | 227    | 267    | 211             | 225    | 223    |        |           |        | 2071       | 42% |
| 01:01 -01:30             | 203        | 194    | 175    | 190    | 189    | 250    | 205             | 196    | 188    |        |           |        | 1790       | 37% |
| 01:31 - 02:04            | 76         | 144    | 103    | 94     | 89     | 120    | 81              | 62     | 112    |        |           |        | 881        | 18% |
| 02:05 - 02:15            | 3          | 4      | 7      | 1      | 8      | 7      | 7               | 5      | 12     |        |           |        | 54         | 1%  |
| 02:16 - 02:30            | 6          | 2      | 2      | 4      | 5      | 12     | 3               | 2      | 7      |        |           |        | 43         | 1%  |
| Over 2.5 Hours           | 2          | 1      | 2      | 2      | 6      | 12     | 2               | 2      | 10     |        |           |        | 39         | 1%  |
|                          | 543        | 567    | 483    | 540    | 524    | 668    | 509             | 492    | 552    | 0      | 0         | 0      | 4878       |     |
| <b>Within KPI</b>        | <b>97%</b> |        |        |        |        |        | <b>Over KPI</b> |        |        |        | <b>3%</b> |        |            |     |

**79% of call-outs reached in 90 mins**

# Job Distribution- September 2024



Distribution of Jobs – August



Distribution of Jobs – September

## Jobs by Customers

|   | Client Name                          | Count of Jobs | Count of Completed Jobs |
|---|--------------------------------------|---------------|-------------------------|
| 1 | Peel Ports Investments Limited (...) | 44            | 41                      |
| 2 | Brake Bros Limited (Medigold)        | 39            | 37                      |
| 3 | Cadent Gas                           | 37            | 34                      |
| 4 | Biffa (Matrix)                       | 36            | 30                      |
| 5 | Morrison Utilities (Matrix)          | 35            | 31                      |
| 6 | Quest Diagnostics Incorporated       | 33            | 30                      |
| 7 | Synlab                               | 31            | 27                      |
| 8 | Balfour Beatty - T.E & M.F. High...  | 28            | 23                      |
| 9 | Aggregate Industries UK Limited      | 28            | 24                      |

## Job Hours by Region

| Region Name                      | Count of Completed Jobs | Total Actual Job Hours |
|----------------------------------|-------------------------|------------------------|
| London & Surrounding             | 182                     | 155                    |
| Midlands                         | 180                     | 113                    |
| North West                       | 146                     | 56                     |
| Scotland                         | 107                     | 58                     |
| South West                       | 86                      | 68                     |
| South East                       | 85                      | 41                     |
| United Kingdom                   | 76                      | 27                     |
| East of England                  | 76                      | 45                     |
| Yorkshire & Humber               | 68                      | 25                     |
| North East                       | 54                      | 37                     |
| Wales                            | 51                      | 42                     |
| South Coast and the Isle of W... | 20                      | 47                     |
| Ireland                          | 7                       | 10                     |

- Birtley Group
- Currall Lewis and Martin (Construction) Limited
- Odilia Clark
- Rosyth Royal Dockyard LTD
- Electricity North-West
- Sigma Aldrich Company Limited
- Oakbrook Services LTD
- Dow Silicones UK LTS
- K&N Surfacing LTD

- **NESO** contract is LIVE
- **National Grid** – random testing programme LIVE
- **Cadent Gas** reviewing their testing programme, likely to increase random testing %
- **AMEY** are currently reviewing their policy
- **Balfour Beatty** start their rail testing, again, towards the end of the year
- **Fourth Ports** trial for 3 months
- **Breedon FC** to start Q1, 2025
- **Hire Station** may require additional donors tested in addition to those booked (2 to 3 donors). Donors have the choice of a urine test, all tests will initially be booked as oral fluid

# Postage – Samples to Matrix

From **1st November** for one month, send samples to Matrix (**for HK, Medigold and Matrix clients only**) using the Track24 lab postage bags. During this trial, we will be monitoring the impact on the lab with arrival times of the samples along with any potential delays in reporting versus our SLAs.

|                            |   |
|----------------------------|---|
| <b>Item specification:</b> |   |
| minimum size requirement   | 100mm x 100mm x 10mm  |
| maximum size requirement   | 300mm x 200mm x 30mm  |
| maximum weight requirement | 1.00kg or less  |
| item & contents            | Pre-labelled return mail pack including a sample kit containing screening sample. The discounted rate is not applicable to any other item or contents posted. |
| packaging requirement      | agreed packaging and labelling requirements as described in Appendix 3.   |



# Updates to Testing Documents

## HKFORM01

**Section Four – Donor Declaration and Signed Consent**

I have read or had the Donor Information Sheet read to me and I confirm I have not taken anything by mouth or smoked (including vaping) in the **15 minutes** before this alcohol and **if applicable**, onsite oral fluid drug test.

I understand that a non-negative reaction from this onsite drug test will require laboratory confirmation analysis. I also understand and acknowledge that a copy of this form regardless of the result will be communicated to my employer/company, sponsor and **only if applicable** Sentinel.

**Personal Data:** I understand and acknowledge that my personal data relating to this onsite alcohol and drug test will be used and stored in compliance with the Data Protection Act 2018 (including UK GDPR).

I confirm my personal details I have provided are correct and, having confirmed that I have understood the Donor Information Sheet and read this declaration, I give my **informed consent** to Hampton Knight for this alcohol and drug test.

Donor Signature:  Date:

## HKFORM02

**Section Five – Donor Declaration and Signed Consent**

I have read or had the Donor Information Sheet read to me and I understand the reason and purpose of this test.

**Alcohol and Oral Fluid Testing only:** I confirm I have not taken anything by mouth or smoked (including vaping) in the **15 minutes** before this test.

I confirm my personal details I have provided are correct and, having confirmed that I have understood the Donor Information Sheet and read this declaration, I give my **informed consent** to Hampton Knight for this alcohol/drug test including laboratory analysis and, if required medical review.

Donor Signature:

**Section Six – Alcohol Test Result (ensure the correct BrAC measurement is ticked)**

Serial/Asset Number:  Calibration Date:

Time of First Test (24hr):       Result of First Test:   mg/L    µg/100ml

Time of Second Test (24hr):       Result of Second Test:   mg/L    µg/100ml

**Section Seven – Donor Medication Declaration**

I understand that medication could affect the laboratory analysis result and that a positive laboratory analysis result may require medical review.

Please choose and tick one option, (add additional medication on the reverse of the white copy and sign and date).

I am taking medication. (Details: )

I am taking medication, but I do not wish to declare it.  I **am not and have not** taken medication in the last 14 days (**NONE**).

**Section Eight – Tester Declaration**

I confirm that the sample type identified on this form is the sample type provided by the donor who has given their informed consent to this test and laboratory analysis. I also confirm that I have followed the accepted sample collection and testing procedure.

I confirm the urine sample was at the correct temperature (**32°-38°**) and visual checks were carried out:

Tester Name:  Time of Test (24hr):

Tester Signature:  Date:

Donor / Tester signature boxes have now been highlighted to avoid signatures not being obtained

**Remember:** non-negatives should **always** be sent to the lab, with the donor's consent, regardless if they declare medication

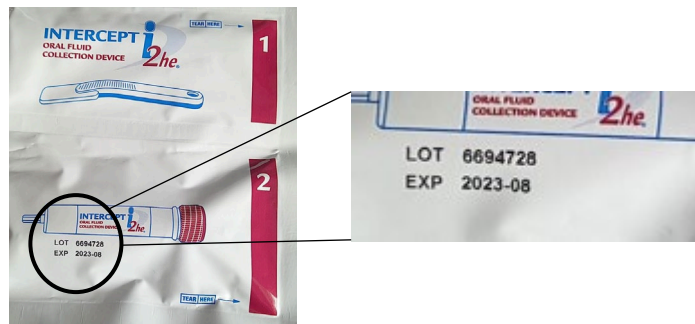
**HKFORM02 (CoC)** removed from the postal envelope following CT feedback

|   |  |
|---|--|
| 7 | Ensure the Matrix Laboratory Postal envelope contains the following:<br><br><div style="text-align: right;"><p>2 x Intercept i2 kits: <input type="checkbox"/></p><p>1 x Secondary transport case: <input type="checkbox"/></p><p>1 x Specimen transport pouch: <input type="checkbox"/></p><p>2 x Disposable gloves for the Donor: <input type="checkbox"/></p></div> |
|---|--|

Additional barcode on OF vial, no longer required

|    |   |                          |
|----|---|--------------------------|
| 34 | <ul style="list-style-type: none"><li>➤ Ask the Donor to initial and date two <b>tamper evident barcode seals</b> and place over the red cap of each vial.</li><li>➤ Insert both sealed red capped vials into the secondary transport case.</li></ul> | <input type="checkbox"/> |
|----|---|--------------------------|

Use the LOT number / expiry date from the outer packaging, not the internal vials



# Oral Fluid Testing

Nil by mouth for 10 mins prior to test

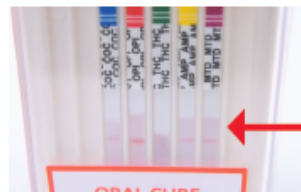


1 Place swab in mouth and collect sample.

Swab handle will turn **RED** when sufficient sample has been collected.



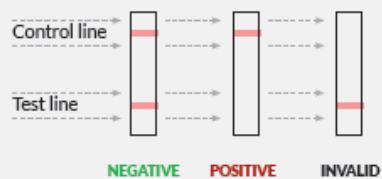
2 Screw down handle lid until you hear/feel a 'click'.



3 Fluid will begin to run up each test strip.

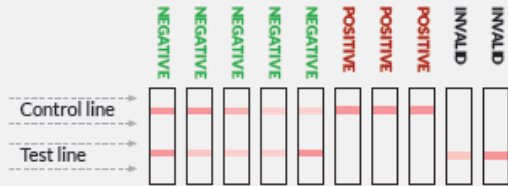
If test strip stays blank **NOT** enough sample has been collected.

4 Read results at 10 minutes



**Band Strength**

Line intensity may vary, any line is a line.



- Ensure the test is at room temperature
- Non running strips indicate there is insufficient saliva
- Strips can be pinched, particularly outer strips – a short sharp tap should get the saliva flowing

Matrix retain stock of all LOT numbers, no need to return cubes for testing

- Submission date for expenses has changed to a Thursday
- Workbooks are to be submitted within 3 months of date of work, we will not accept/pay for workbooks submitted after this timeframe
- Receipts need to be legible, if not, your claim will be rejected
- If you use a toll bridge or tunnel but do not get a receipt, please screenshot your bank account to evidence purchase (showing only the debit for the fee)
- AL requests to be sent to [hkct@hamptonknight.co.uk](mailto:hkct@hamptonknight.co.uk)

## When do the half day/day rates apply?

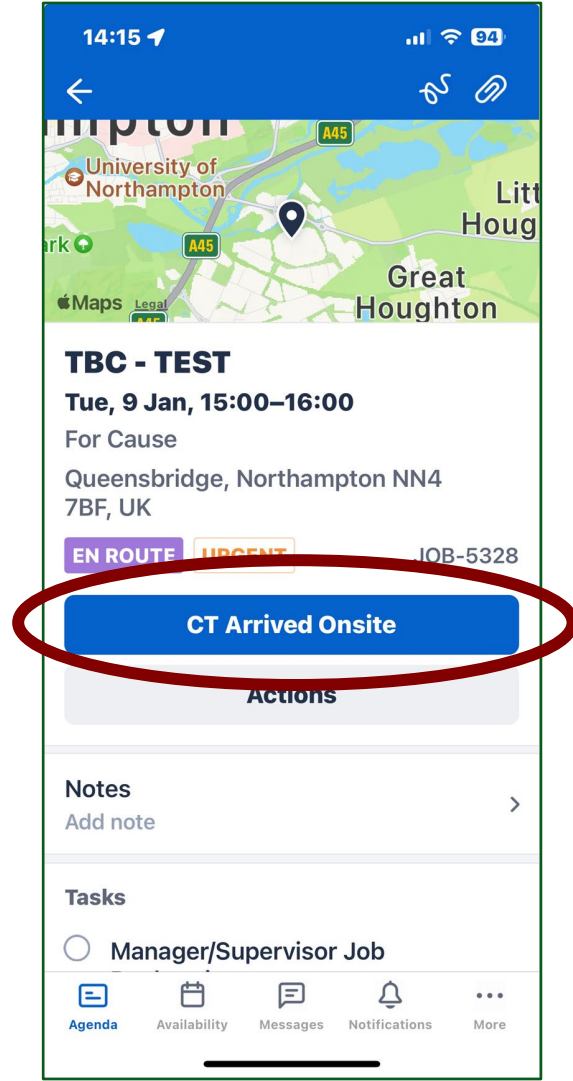
- Scheduled testing only
- Where you are onsite for a duration of time and are unable to test the usual 3 to 4 donors an hour.

The rate of pay you can claim is dependent on the duration of the work scheduled and the time this is carried out. For ease, we have split this into half day up to 4 hours and a full day up to 7.5 hours.

You either claim the rate per donor or the half day/day rate, not both.

There are clients where the half day/day rates applies, you will get to know these within your region.

- **DPD** (Hubs, Network and Transport) pilot started this week – testing went well and will continue until the end of the year
- Collation of data for Wi-Fi connectivity – remember to send your response to the Network team, particularly for clients engaged in the pilot:
  - Cadent Gas
  - DPD
  - Brakes
- **Brakes** pilot to start before the end of 2024



When you arrive onsite, press **CT Arrived Onsite**

Please ensure the time arrived onsite matched what is written on the Managers Declaration form

This is important as it will time stamp your arrival and allow us to show if we have hit our KPI of under 2 hours

Mark job in progress from pre-job check

**Skedulo** provides us with important data, please ensure you mark when:

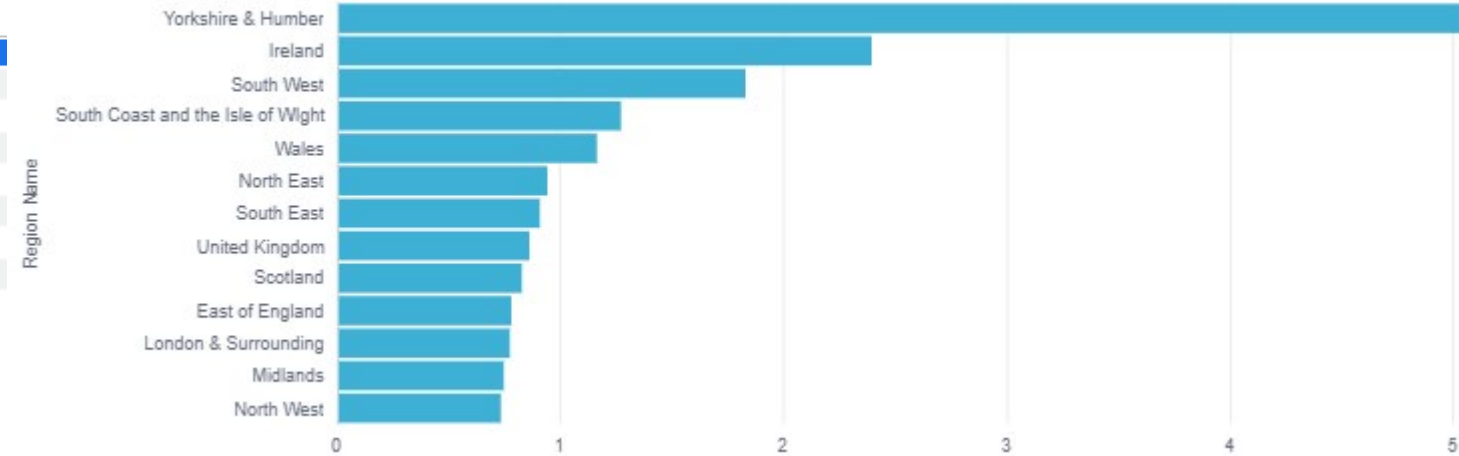
- Enroute
- Onsite
- In progress
- Complete



**Job by Job Status**

| Job Status         | Count of Job |
|--------------------|--------------|
| Complete           | 98           |
| Cancelled          | 38           |
| Ready              | 20           |
| Pending Allocation | 10           |
| In Progress        | 4            |
| Dispatched         | 4            |
| On Site            | 3            |
| En Route           | 2            |
| Pending Dispatch   |              |

**Average Travel Time by Region**





- Ensure you are keeping up to date with your tablet, business updates and expense declines are sent to Medigold emails
- **OneTrust** - Policies viewed, training completed, and certificates uploaded to Cascade
- If you are booked in for your annual re-audit, please attend. If you do get called out or have to re-schedule, let the Training/Network team know as soon as possible
- **Refresher training** must be completed before your audit
- **Annual reviews** – responsible NO will be carrying out annual reviews with CTs, this is not an audit and is procedure

A photograph of a tree-lined path in autumn. The trees have vibrant orange and yellow leaves, and the ground is covered in fallen leaves. The path is paved and leads into the distance. The text is overlaid on the image in white.

**The clocks 'fall' back on Sunday  
27<sup>th</sup> October**

**Remember to change the time on  
your Alcolmeter!**



## Senior Technician (HK Core Team)

Be proud **of your role**

An exciting new opportunity has arisen for Senior Technicians to join our Network Team supporting the continued success of our Testing Service.

Our Core Team of Senior Technicians will assist the Network Team in several areas including carrying out audits/observations, support with the delivery of training and mentoring of new starters plus active participation in regional forums.

If you are interested in applying for this position, please email Samantha Scully ([Samantha.scully@hamptonknight.co.uk](mailto:Samantha.scully@hamptonknight.co.uk)) or Rebecca Brown ([Rebecca.Brown@hamptonknight.co.uk](mailto:Rebecca.Brown@hamptonknight.co.uk)).

Rates will be provided upon request.

Application deadline:

**Thursday 24th October**





# Festive Availability

Enhanced rates for those who are available on Christmas Eve, Christmas Day and New Years Eve – coverage to be agreed with the Network Team

Please ensure you update your availability / unavailability for the festive period

## Who to contact

IT (Cascade log-in, tablet, email access)



IT – raise a ticket via tablet, email or phone

Cascade (system errors)



HR – Corrinne Greener

TalentLMS (password or access to dashboard)



Training dept or Becky

OneTrust (password)



IT – raise a ticket via tablet, email or phone

Skedulo



Network team

**IT tickets can be sent to - [helpdesk@medigold-health.com](mailto:helpdesk@medigold-health.com) or 01604 271 271**

# Contact Numbers

- CT Helpline – 01 604 271 602
  - Option 1 – Bookings Team
  - Option 2 – Network Team (please call our mobiles first, if no answer, call hotline)
  - Option 3 – Stock Team
- Network Team Mobile Numbers:
  - Sam Scully: 07900 319 446 (Mon – Fri 9am to 5pm)
  - Rebecca Brown: 07425 255788 (Mon – Thur 8am to 5pm, Fri 8am to 4pm)
  - Cindy Wren: 07391 051030 (Mon – Thur 8am to 5pm, Fri 8am to 4pm)
  - Stacey Yeardley: 07831 911334 (Mon – Thur 8am to 5pm, Fri 8am to 4pm)
  - Ian Greenslade: contact via email – [ian.greenslade@medigold-health.com](mailto:ian.greenslade@medigold-health.com)

# Next Forum...Thursday 28<sup>th</sup> November



Our Client Service Director, Martin Hughes, will be joining us to brief us on medicinal Cannabis

## **Questions and AOB:**

Recording alcohol limit on HKFORM02

Barcode – OF lab samples