Ward Trolley Service Volunteer - Operational Procedure

- Ensure that your hands are washed/always kept clean (especially after handling money) long hair is tied back, and that you adhere to the "bare below the elbows" policy at all times. With the exception of a wedding band and small stud earrings, no jewellery or watches are allowed.
- Sign in for your shift at the Outpatients Help Desk and **ALWAYS** sign out at the same location.
- Collect newspapers from the designated place.
- Collect the Tea Bar keys at the office behind the Outpatient Reception Desk. NB: Even if the tea bar is already open you **MUST** sign in and **ALWAYS** sign out handing back the keys to the same location.
- Collect trolley situated in the Tea Bar or designated place, stock the trolley daily with items for sale including cold drinks from the fridge.
- Remove the petty cash tin from the stock cupboard and count the float which should **always** be a good mix of change to the value of £25. Any takings from the shift go into the tin (except donations which go into the donation collecting tin)
- Collect the Card Payment Machine from the Tea Bar.
- Take pre- printed list for recording sales.
- Do not lift or carry patients, accompany patients to the toilet or help patients in and out of bed.
- Don't offer medical advice if asked and don't answer any medical question, instead, refer them to a member of ward staff.
- Maintain patient confidentiality at all times.
- Don't share your personal contact details
- At the end of your shift change to the value of £25 **must** then be left in the tin with any takings counted and recorded in the cash book in the tin. The cash takings are then placed in the takings envelope which should be sealed and signed by the volunteers on shift with the amount written clearly on the front and secured in the top of the cash safe at the back of the stock cupboard.
- Empty cardboard boxes to be placed in bin in the room at the end of corridor directly opposite the tea bar (the key is in the Dirty utility room along the corridor on the right and the key should be left hanging up on the right-hand site on a big yellow tab)
- Return unsold newspapers to the designated place.
- Return Tea Bar key to the office and sign out.

NB : All ordering of goods and supplies is carried out by the Trolley Service Stock Manager only.

Please report any concerns to the Trolley Service Co-Ordinator or a Trustee

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