Driver Audit Framework

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Introduction

The primary purpose of the driver role is to transport Clinicians to and from patient locations in a safe and timely manner together with all the equipment and medication needed to deliver the highest possible standards of patient experience.

Audits will be performed to ensure that all drivers complying with all the latest SOPS and procedures, and completing all their paperwork correctly.

Auditing Process

Drivers are Audited Monthly and yearly. Monthly Audits are just paperwork audits, Facilities pick up all the completed paperwork from bases on weekly basis, the paperwork gets checked to ensure its properly completed, the data then gets logged on an excel sheet and a monthly average score recorded, this is them picked up by the Driver's Lead and added to the yearly score for the driver.

Yearly audits will take place once a year, where an unannounced visit will be carried out during a driver's shift, ideally but not necessarily, just before the end of their shift where they would have completed all their paperwork. The audit consists of two parts, first part is where the paperwork and car checked, the second part is a questioner to test the driver's knowledge.

Yearly Audit Criteria

Drivers will be scored against 4 main criteria's: **Presentation, Car checks, Equipment/drugs checks and knowledge questions**. Scores are colour coded as outlined below:

>90	Full achievement - Driver has demonstrated excellent knowledge of process.
<90	Partial achievement – Driver has demonstrated acceptable knowledge of the process
<80	Driver has failed to demonstrate an acceptable level of knowledge of the process and needs to be performance managed according to company policy (PPR)

Staff members scoring less than 80% and on a PPR should be re-audited for assurance that they are now compliant within 3 months.

Monthly Audit Criteria

Car and equipment paper work checks are divided into 3 criteria's colour coded as below:

Critical	10 Points
Important	5 Points
No Impact on Patient's Safety	1 Point

Audit Tasks

Task	Resources	Frequency	Responsible
Creating and maintaining Driver master audit log sheet	MS Xcel	Ongoing	HE
Identifying who is due for an audit and assigning them to Auditors, usually 15 drivers per quarter.	Driver Audit log	Quarterly	HE
Carrying out Yearly Audits			AM, TB, HE, TMs
Carrying out Monthly Audits		Monthly	TB
Collecting driver audit sheets and adding them onto master log		Quarterly	HE
Emailing drivers with their results and contacting relative line manager should a PPP is required. And arranges another audit within 3 months	Email	Monthly	HE

Date	Version	Author	Change details
14.02.2024	1.2	Lucy Grinnell	Addition of new version table at the beginning, document title and version number in header, and change table.