

Appendix 4: Duty Office Call Log

Serial	DTG	From	To	Phone call details.
1	29/11/1923HRS	Duty Office	Hammersmith	Offer of three points of PID Confirmed Donor number We pointed out to look at the history and would they consider for any SPK/Pancreas/slet patients.
2	29/11/1954HRS	Duty Office	Glasgow	Gave offer of a kidney, gave DOB [REDACTED] and MG 210, Confirmed donor age, location and donor number. Asked to look at EOS, we gave the duty office number and confirm what recipient it is for and confirms if not used for recip they can use on someone else we confirm you can only keep it for any recip if on route.
3	29/11/1959HRS	Hammersmith	Duty Office	Declining Panc for all recipients, did not say we declined, DO must have presumed.
4	29/11/20:20HRS	Duty Office	Newcastle	Paged
5	29/11/20:20HRS	Glasgow	Duty Office	With an offer for two recipients confirm PID we gave the donor's location, they declined immediately on history and function for all recipients.
6	29/11/20:20HRS	Duty Office	Edinburgh	Declined offer (serial 2) on cod/virology
7	29/11/20:40HRS	Edinburgh	Duty Office	Offer of pancreas, unable to take the offer due to driving.
8	29/11/20:44HRS	Edinburgh	Duty Office	Confirmed PID gave recipient names & MG and asked to consider from this donor.
9	29/11/20:40HRS	Duty Office	Birmingham	Declined islets and SPK did not discuss kidney with surgeon.
10	29/11/21:01HRS	SNOD	Duty Office	Paged through switch
11	29/11/21:18HRS	Duty Office	Birmingham	Asked to unlock records D/O informs of panc offering, duty office asked to stop offering the pancreas and focus on the kidney offering.
12	29/11/21:21HRS	Birmingham	Duty Office	Paged Again
13	29/11/21:20HRS	Duty Office	Liverpool	Gave recipient details MG grade and donor number, tier type, DBD and gave the hospital and theatre time.
14	29/11/21:44HRS	Liverpool	Duty Office	Message left to contact the duty office regarding a kidney offer.
15	29/11/22:00HRS	Liverpool	Duty Office	Gave recipient details and MG grade and donor details also gave recipients wait time. Declining offer of kidney on encephalitis

Serial	DTG	From	To	Phone call details.
16	29/11/22:16HRS	Duty Office	Leeds	Offer of a kidney, donor details given
17	29/11/22:57HRS	Leeds	Duty Office	Accepting offer do to arrange transport theatre planned in a 1 hour.
18	29/11/23:01HRS	Duty Office	Birmingham	Paged
19	29/11/23:14HRS	Duty Office	Birmingham	Declining Kidney on function.
20	29/11/23:22HRS	Edinburgh	Duty Office	Provisional accepting for two recipients.
21	29/11/23:42HRS	Edinburgh	Duty Office	Now declining kidney offer on PMH
22	29/11/23:48HRS	Duty Office	Sheffield	Page one sent to Sheffield with donor information.
23	29/11/00:00HRS	Duty Office	SNOD	Inform us a KFS and Location and confirmed the set up of transport at 0230hrs
24	30/11/00:06HRS	Duty Office	Arvale	Transport setup
25	30/11/00:31HRS	Sheffield	Duty Office	Consultant asked why other centres declined on PMH. He decided to Decline kidney on PMH
26	30/11/00:32HRS	Duty Office	Renal Fast track	Paged and sent out on Page One to centres.
27	30/11/00:50HRS	Newcastle	Duty Office	WE HAVE A KIDNEY FAST TRACK OFFER FOR YOU - Donor Number: 105726 - Donor Sex: [REDACTED] - Donor Age: [REDACTED] - Donor Type (DBD/DCD): DBD - Organ/s for consideration: UNSPEC KIDNEY - Reason for fast track: POOR FUNCTION - FOR DETAILS PLEASE LOG INTO EOS OR EOS MOBILE
28	30/11/00:54HRS	Cardiff	Duty Office	Declining fast track on function
29	30/11/00:59HRS	Leeds	Duty Office	Interested in fast track of kidneys – informed her Leeds are top but will keep her informed.
30	30/11/01:09HRS	Leeds	Duty Office	Asked why the second kidney was declined we informed him on PMH/COD.
31	30/11/01:56HRS	SNOD		Advised they can now have the second kidney. A few minutes later they rang back to confirm recipient name and spelling.
32	30/11/01:58HRS	TT Leeds	Duty Office	Confirming what is happening with the second kidney, we informed them that Leeds is having the second one. He spoken to Leeds and they have concerns with the PMH and will speak to his consultant.
33	30/11/02:01HRS	SNOD	Duty Office	Asking eta on the kidneys to Leeds Informed us Leeds are declining kidney on PMH/COD

Serial	DTG	From	To	Phone call details.
34	30/11/02:08HRS	Cardiff	Duty Office	Are you still interested as Leeds have pulled out, would you still like the kidney. Leeds have pulled out of the fast track and the other kidney they had accepted, [redacted] asked why they pulled out and am I missing something. We informed her they had declined due to the COD Viral Meningitis and the recipient co ord repeated the COD. We also confirmed addresses (ward then TT lab). Would you like both kidneys (Cardiff accepted both kidneys at this point). HLA sent to TT Lab and we would arrange transport.
35	30/11/02:07HRS	Leeds	Duty Office	Declining kidney on PMH/COD
36	30/11/02:19HRS	Amvale	Duty Office	Transport re directed to Cardiff.
37	30/11/02:21HRS	SNOD	Duty Office	Advised Cardiff accepting and address given.
38	30/11/02:26HRS	TT Cardiff	Duty Office	HLA and local list faxed over.
39	30/11/02:01HRS	SNOD	Duty Office	Anatomy given x clamp 01:38hrs Perfusion - Marshals, Good perfusion on both kidneys. LK – All ones RK – All ones, Damage on the right – Tear in the capsule and sub capsule, hematoma, Tags taken.