

# 24 / 7 Blood Bank Sustainability in Scottish Hospitals

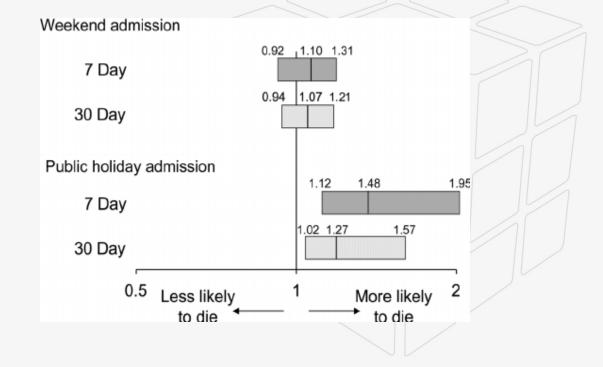
## **Rachel Green** Associate Medical Director Scottish National Blood Transfusion Service



**Emergency medical admissions, deaths at weekends and the public holiday effect. Cohort study** Emerg Med J 2014;**31**:1 30-34 Published Online First: 23

January 2013







# Background

Medical literature first identified an increased death rate for admissions over the weekend period in 2013.

- In 2013 the Scottish Government set out a vision for seven day services.
- A taskforce was set up and met in April 2014
- They agreed that the delivery of appropriate seven day services would improve patient care and clinical outcomes by ensuring the right people were available to deliver the right care, in the right place at the right time.



## Focused on

- Major Trauma
- Critical Care
- Acute Surgery Acute medicine
- Coronary care
- Maternity and Neonates
- Diagnostics and Investigations
- Primary Care.

- Define what is meant by 7 day services
- Define the requirement for 7 day service in those areas
- Gap analysis
- Identify the steps needed to ensure sustainable 7 day services across NHSScotland

All diagnostic specialties received a questionnaire which unfortunately did not identify blood transfusion separately from other Laboratory disciplines.

SNBTS asked to perform a risk assessment of Scottish blood banks and their ability to sustain a 24/7 service.



**External Environment** 

Within Transfusion medicine there has been a steady increase in regulatory burden on

laboratory services.

Regulations such as

- The blood safety and quality regulations
- European Blood Directive
- British Committee of Standards in Haematology Guidelines
- ISO-15189(2012) Medical Laboratory Requirement for Quality and Competence
- UK Transfusion Laboratory Collaborative 2014

Challenging in an environment where pressure is being place on multi-skilling staff across laboratory disciplines.

How can we ensure long term resilience in the face of the challenges?



# **SNBTS Action Plan**

- SNBTS sent out a first questionnaire to all 32 Stock holding Blood Banks across Scotland to assess them against the BSQR
- From those replies a Risk assessment Matrix was developed to allow hospitals to score themselves against the guidelines/recommendations
- Matrix included staffing /activity /training /quality support currently and at 5 years



## **Risk Model**

The risk of 24/7 sustainability for hospital blood banks was defined as a loss of service provision due to being unable to maintain accreditation (BSQR/UKTLC/UKAS).

- Calculator spreadsheet
- A Likelihood Score Table
- An Impact Score Table

#### Hospital Name:

	Factor	Hospital Score	
А.	Activity	Current Situation	Projected Status in 5 years
1	Activity v supporting a high level clinical environment		
	Hospital Definition	0	0
	Does your hospital have an A&E on site- enter Y/N		
	Does it have an Obstetric unit on site- enter Y/N		
	How many major haemorrhages do you have in a week approximately		
2	Level of Service		
		0	0
3	Manual v automated techniques		
		0	0
4	Inter phases to the Laboratory information System		
5	Level of Investigation for antibody screens	0	0
5	Level of investigation for antibody screens	-	
в.	Staffing	0	0
Б.	Staffing		
6	Staffing levels that can cover out of hours in the Blood Bank		
7	Dedicated Blood Bank staff	0	0
		0	0
8	Multidisciplinary team		
9	Lone working	0	0
-		0	0
10	Recruitment / Supply of operational staff	•	Ŭ
	Operational staff within the Blood bank	0	0
11	Recruitment / Supply of Managers		
	Managerial staff within the Blood bank	0	0
12	Loss of Knowledge/expertise of		
12	Operational staff within the Blood bank(AfC Bands 2 - 6)		
13 C	Managerial staff within the Blood bank(AfC Bands 2 - 6) Staff Training	0	0
14	Proportion of staff with qualifications that satisfy the UK Transfusion Laboratory Standards		
		0	0
15	Transfusion Refresher Training – What % of staff undertake annual updates/competency re-evaluation		
		0	0
16	Do you think there is a risk to sustaining your blood bank services over the next 5 years		
17	Do you think there is a risk to maintaining according to the SCORC	0	0
17	Do you think there is a risk to maintaining compliance with the BSQR?	0	0
18	Do you think there is a risk to achieving compliance with the UK Transfusion Laboratory Standards?	0	0
		0	0
D	Quality and Training Support		
19	Quality manager	0	0
20	Training Support	, v	Ŭ.
		0	0
	Likelihood Total	0	0
	Impact if regulatory compliance not achieved	0	0

В	Staffing													
6	Staffing levels that can cover out of hours in the Blood Bank	Score = 1	Score = 2	Score = 3	Score = 4									
+		If your number of staff is greater than 20	If your number of staff is between 11	If your number of staff is between 5 and 10	If your number of staff is Less than 5									
7	Dedicated Blood Bank staff	Score = 1	and 20 Score = 2	Score = 3	Score = 4	Score = 5	Score = 6	Score = 7	Score = 8	Score = 9	Score = 10	Score = 11	Score = 12	Score = 13
		The blood bank is staffed 24/7 by staff who are dedicated to transfusion and no other area and are trained in transfusion qualifications or demonstrated equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed 24/7 by staff who are dedicated to transfusion and no other area and are trained in transfusion (in house training but some staff having transfusion qualification s or demonstrat ed equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed 24/7 by staff who are dedicated to transfusion/ haematology and no other area and are trained in transfusion with the blood bank managers having transfusion qualifications or demonstrated equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed 24/7 by staff who are dedicated to transfusion/ha ematology and no other area and are trained in transfusion (in house training only with no transfusion qualifications)	The blood bank is staffed over an extended working day by staff who are dedicated to transfusion and no other area and are trained in transfusion with transfusion qualification s or demonstrat ed equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed over an extended working day by staff who are dedicated to transfusion and no other area and are trained in transfusion (in house training but some staff have transfusion qualifications or demonstrated equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed over an extended working day by staff who are dedicated to transfusion/ haematology and no other area and are trained in transfusion with the blood bank managers having transfusion qualifications or demonstrated equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed during an extended working day by staff who are dedicated to transfusion / haematolog y and no other area and are trained in transfusion (in house training only with no transfusion qualification s)	The blood bank is staffed during the day (7/8 hrs) by staff who are dedicated to transfusion and no other area and are trained in transfusion with transfusion qualification s or demonstrat ed equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed during the day (7/8 hrs)by staff who are dedicated to transfusion and no other area and are trained in transfusion (in house training but some have transfusion qualifications or demonstrated equivalence in keeping with the UK Transfusion laboratory Standards	The blood bank is staffed during the day (7/8hrs) by staff who are dedicated to transfusion / haematology and no other area and are trained in transfusion (in house training only with no transfusion qualifications)	The blood bank is staffed during the day only(7/8hrs) by staff who are dedicated to transfusion/ha ematology and no other area and are trained in transfusion with the blood bank managers having transfusion qualifications or demonstrated equivalence in keeping with the UK Transfusion laboratory Standards	There are no dedicated staff. A multi disciplinary team covers blood banking

#### Service Delivery Impact Guide

The guide is to help assess what the impact might be of not achieving compliance with the Blood Safety and Quality Regulations (BSQR), the UK Transfusion Laboratory Standards Collaborative (UKTLC) and the other accreditation requirements(CPA/UKAS) on providing a Blood bank service

Scor	Description	Service Delivery
1	Negligible	There may be some interruption to a Blood Bank Service which does not directly impact on the delivery of services to the patient/donor or the ability to continue to provide a clinical service. No obvious harm to the patient/donor/public.
		Very low impact – no blood bank service disruption including out of hours provision.
		Competent/trained staff are easily resourced and there is sufficient leadership and funding to manage the situation of any non compliance
2	Minor	There may be some interruption to a Blood Bank service and could impact on the delivery of services to the patient/donor. No obvious harm to the patient/donor/public.
		low impact – <b>some blood bank service disruption including out of hours</b> provision but it can be easily remedied. <b>Short term solutions required.</b>
		Competent/trained staff are easily resourced and there is sufficient leadership and funding to manage the situation of any non compliance
3	Moderate	There is an impact on the delivery of Blood bank services to the patient/donor or the ability to continue to provide a clinical service. Services may need to be <b>reviewed and reduced</b> accordingly. <b>Interim solutions will need to be put in place</b>
		Medium impact – <b>considerable amount of blood bank service disruption including out of hours provision.</b> Additional support and planning may be required within the hospital trust to reorganise workload between sites etc. <b>Longer term solutions required</b> .
		Maintaining competency is challenging to the expected standards but staff are still able to carry out the relevant tasks. Additional resources will be required but can be found within existing budgets.
4	Major	There is a major impact on the delivery of blood bank services to the patient/donor or the ability to continue to provide a clinical service. Services may need to be stopped or greatly reduced.
		Major impact – major blood bank service disruption. Out of hours service stopped and may not be sustainable in the long term.
		A major service provision review would be required to deliver a blood bank service to the patient.
		Staff competency cannot be maintained to the expected standards and therefore cannot be allowed to undertake their blood bank duties. Additional resources will definitely be required.
5	Catastrophic	There is a severe impact on the delivery of blood bank services to the patient/donor. <b>The blood Bank service will need to be stopped.</b>
		The workforce does not have the necessary knowledge and skills needed to operate a blood bank service.



## Purpose

- To risk assess the current service
- and what using own knowledge the risk in 5 years.

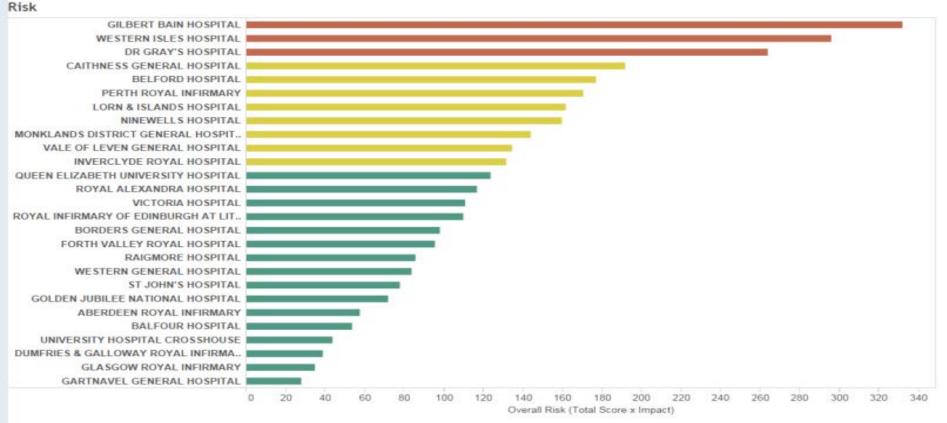
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<b>hart</b> nsfused, <b>Colour</b> = Overall Risk status nt your location, or		Select Your Lo (CTRL + Select to cor	ocations mpare more than one)			
to compare more than one)	-	A1 - Teaching ABE	ERDEEN ROYAL INFIRMARY			

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	Hospital classification	ROYAL INFIRMARY OF EDINBURGH		1			•
		WESTERN GENERAL HOSPITAL		1		•	
		GLASGOW ROYAL INFIRMARY		1		•	
		NINEWELLS HOSPITAL		-			•
		QUEEN ELIZABETH UNIVERSITY HO		1		•	)
		RAIGMORE HOSPITAL				•	
	A2 - Large	VICTORIA HOSPITAL		I		•	
2 T	General Hospital	UNIVERSITY HOSPITAL CROSSHOU				•	
	classification	ROYAL ALEXANDRA HOSPITAL		1		•	
		MONKLANDS DISTRICT GENERAL		1		•	
		INVERCLYDE ROYAL HOSPITAL				•	
the way was		ST JOHN'S HOSPITAL		1		•	
the second second	A3- General	GARTNAVEL GENERAL HOSPITAL				2	
	Hospital classification	FORTH VALLEY ROYAL HOSPITAL				•	
E with O		DUMFRIES & GALLOWAY ROYAL IN				•	
		BORDERS GENERAL HOSPITAL		-		•	
1 the for		PERTH ROYAL INFIRMARY		-		•	
		DR GRAY'S HOSPITAL				•	)
the IV		VALE OF LEVEN GENERAL HOSPIT		1		•	
Selena en la companya de la companya		LORN & ISLANDS HOSPITAL				•	
		GILBERT BAIN HOSPITAL				•	)
		BALFOUR HOSPITAL				•	
		BELFORD HOSPITAL				•	
		CAITHNESS GENERAL HOSPITAL				•	
- 2 Now	Other	GOLDEN JUBILEE NATIONAL HOSP		1		•	
		WESTERN ISLES HOSPITAL				•	
and the second			0 10,000	0 100 200 300	0 20 40 60 80 0	Impact 4	6
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bronder -			RBC Transfused	DISTANCE to P&T	Total Survey Score		

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Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Map of Blood Banks in Scotland

Blood Bank Dashboard

Blood Bank Rank

Analysis of Blood Banks requesting assistance

### **Key Areas of Concern**

#### **Risk List** (highest to lowest risk)

Recruitment / Supply of Managerial staff within the Blood bank	ABERDEEN ROYAL	FORTH VALLEY		GLASGOW ROYAI	GOLDEN JUBILEE	
Staffing levels that can cover out of hours in the Blood Bank	INFIRMART	ROYAL HOSPITAL		INFIRMARY		
Recruitment / Supply of Operational staff within the Blood bank		HOSFILAL			HOSFILAL	
Risk to sustaining your blood bank services over the next 5 years	BELFORD					
Risk to achieving compliance with the UK Transfusion Laboratory Standards?	HOSPITAL					
Training Support		LORN & IS HOSPITAL		ROYAL ALEXANDRA	ROYAL INFIRMARY	ST HO
Dedicated Blood Bank staff	BORDERS			HOSPITAL	OF EDINBURGH	
Manual v automated techniques	GENERAL HOSPITAL	MONKLAN	DS DISTRICT		AT LITTLE FRANCE	
Level of Investigation for antibody screens		GENERAL				
Multidisciplinary team	CAITHNESS			UNIVERSITY		
Lone working	GENERAL HOSPITAL	NINEWELLS HOSPITAL		HOSPITAL	_	
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato						
Quality manager	DUMFRIES &			VALE OF LEV	FN	
Risk to maintaining compliance with the BSQR?	GALLOWAY ROYAL	PERTH ROYAL INFIRMARY		GENERAL		
Interfaces to the Laboratory information System						
Loss of Knowledge/expertise of Operational BB Staff	BALFOUR HOSPITA		GILBERT BA		WESTE	RN
Loss of Managerial Staff within the Blood Bank	BALFOORHOSFITA		GIEDERTDA	AHOSITIAL	ISLES	
Level of Service						_
Transfusion Refresher Training – What % of staff undertake annual updates/co	DR GRAY'S HOSPIT	AL RAIGMORE				

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Map	of	B	lood	Ban	ks in
Scot	ian	d			

Blood Bank Dashboard Blood Bank Rank

Key Risk question responses Analysis of Blood Banks requesting assistance

### **Key Areas of Concern**

#### Risk List (highest to lowest risk)

Recruitment / Supply of Managerial staff within the Blood bank	B	ALFOUR BELFORD			CLYDE L HOSPITAL
Staffing levels that can cover out of hours in the Blood Bank			GENERAL	ROTAL ROTA	LINGSPITAL
Recruitment / Supply of Operational staff within the Blood bank					
Risk to sustaining your blood bank services over the next 5 years		FORTH			
Risk to achieving compliance with the UK Transfusion Laboratory Standards?		ROYAL			
Training Support					
Dedicated Blood Bank staff	GLASGOW	PERTH	ROYAL		
Manual v automated techniques	ROYAL	ROYAL			
Level of Investigation for antibody screens	GOLDEN				
Multidisciplinary team	JUBILEE				
Lone working	LORN &	ST JOHN'S HOSPITAL		WESTERN ISLES HOSPITAL	
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato	ISLANDS HOSPITAL				
Quality manager	MONKLANDS	UNIVERSITY			
Risk to maintaining compliance with the BSQR?	DISTRICT	HOSPITAL			
Interfaces to the Laboratory information System				D CDANIE HOEDITAL	NALE O
Loss of Knowledge/expertise of Operational BB Staff	NINEWELLS	HUSPITAL		DR GRAY'S HOSPITAL	VALE O LEVEN
Loss of Managerial Staff within the Blood Bank					
Level of Service					
Transfusion Refresher Training – What % of staff undertake annual updates/co	QUEEN ELIZABETH UNIVERSITY HOSPITAL			ROYAL ALEXANDRA HOSPIT	AL

Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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### **Key Areas of Concern**

#### Risk List (highest to lowest risk)

Recruitment / Supply of Managerial staff within the Blood bank	ABERDEEN	DUMFRIES	FORTH		BALFOUR		BELFOR	
Staffing levels that can cover out of hours in the Blood Bank	INFIRMARY	•	ROYAL		no sena		noarn	PAL.
Recruitment / Supply of Operational staff within the Blood bank			noarn					
Risk to sustaining your blood bank services over the next 5 years								
Risk to achieving compliance with the UK Transfusion Laboratory Standards?	GLASGOW	GOLDEN						
Training Support	ROYAL	JUBILEE						
Dedicated Blood Bank staff		HOSPITAL			CAITHNE		GILBERT BAIN	
Manual v automated techniques					GENERAL		HOSPIT	AL
Level of Investigation for antibody screens								
Multidisciplinary team	NINEWELLS	ST JOH HOSPIT		VICTORIA HOSPITAL				
Lone working								
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato								
Quality manager	ROYAL	UNIVER		WESTERN	PERTHR	OYAL INF	FIRMARY	
Risk to maintaining compliance with the BSQR?	ALEXANDRA	CROSS						
Interfaces to the Laboratory information System								
Loss of Knowledge/expertise of Operational BB Staff	BORDERS G	ENEDAL	1	ORN & ISLANDS H	OSPITAL	WESTE	DN	QUEEN
Loss of Managerial Staff within the Blood Bank	HOSPITAL	CHENAL	Ĩ	LORN & ISLANDS HO		ISLES		QUEEN
Level of Service						nosin		
	DR GRAY'S HOSPITAL		AL RAIGMORE HOSPIT					

Map of Blood Banks in Scotland     Blood Bank Dashboard     Blood Bank Blood Bank Rank     Key Risk question responses				Blood Bank Rank		A E
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Analysis of Blood Banks requesting assistance

### **Key Areas of Concern**

#### Risk List (highest to lowest risk)

Recruitment / Supply of Managerial staff within the Blood bank			ORTH VALLEY VALE OF				
Staffing levels that can cover out of hours in the Blood Bank		HOSPITAL	GENERAL				
Recruitment / Supply of Operational staff within the Blood bank			HOSPITAL				
Risk to sustaining your blood bank services over the next 5 years							
Risk to achieving compliance with the UK Transfusion Laboratory Standards?							
Training Support							
Dedicated Blood Bank staff	WESTERN GENER						
Manual v automated techniques	HOSPITAL	HOSPITA	L HOSPITAL	LORN &		QUEEN	ROYAL
Level of Investigation for antibody screens				ISLAND HOSPIT	s		
Multidisciplinary team				MONKL			
Lone working				DISTRICT			
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato	PERTH ROYAL	VICTORI		HOSPIT	AL	ST JOHN'S HOSPITAL	
Quality manager				NINEWE	AL ·		
Risk to maintaining compliance with the BSQR?						HOSPITA	L
Interfaces to the Laboratory information System	BORDERS GENER	RAL HOSPITAL	ROYAL ALEXAND		GILBER	T BAIN H	OSPITAL
Loss of Knowledge/expertise of Operational BB Staff			HOSPITAL	HOSPITAL			
Loss of Managerial Staff within the Blood Bank							
Level of Service	INVERCLYDE RO	YAL HOSPITAL					
Transfusion Refresher Training – What % of staff undertake annual updates/co							

Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Recruitment / Supply of Managerial staff within the Blood bank Staffing levels that can cover out of hours in the Blood Bank	BORDERS GENERAL HOSPITAL	FORTH ROYAL HOSPI		ROYAL		ROYAL		ROYAL		ROYAL		BALFOUR HOSPITAL	DR GRAY'S HOSPITAL
Recruitment / Supply of Operational staff within the Blood bank													
Risk to sustaining your blood bank services over the next 5 years													
Risk to achieving compliance with the UK Transfusion Laboratory Standards?													
Training Support	LORN & ISLANDS HOSPITAL		ROYAL	ST JOHN'S HOSPITAL									
Dedicated Blood Bank staff													
Manual v automated techniques						GILBERT BAIN	WESTERN						
Level of Investigation for antibody screens	MONKLANDS DISTRICT GENERAL HOSPITAL					HOSPITAL	HOSPITAL						
Multidisciplinary team													
Lone working													
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato	RAIGMORE HOSP	ITAL		E OF LEVEN IERAL HOSPITAL									
Quality manager			GENERA										
Risk to maintaining compliance with the BSQR?													
nterfaces to the Laboratory information System	CAITHNESS GENE		PERTH RO										
Loss of Knowledge/expertise of Operational BB Staff	HOSPITAL		INFIRMARY	r									
Loss of Managerial Staff within the Blood Bank	GLASGOW ROYAL		UNIVERSIT	Y HOSPITAL									
Level of Service	INFIRMARY		CROSSHO			GARTNAVE							
Transfusion Refresher Training – What % of staff undertake annual updates/co						HOSPITAL							
	GOLDEN JUBILEE		VICTORIA	HOSPITAL		NINEWELLS HOSPITAL							

Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Risk List (highest to lowest risk)	Risk level	by hospit	al					
Recruitment / Supply of Managerial staff within the Blood bank Staffing levels that can cover out of hours in the Blood Bank	BALFOUR HOSPITAL	BORDERS GENERAL HOSPITAL	GEN	THNESS NERAL SPITAL	ABERDEEN ROYAL INFIRMARY	BELFORE		
Recruitment / Supply of Operational staff within the Blood bank							HUSPITAL	
Risk to sustaining your blood bank services over the next 5 years								
Risk to achieving compliance with the UK Transfusion Laboratory Standards?					GOLDEN		NINEWELLS	
Training Support	DD CDAWS	DUMERIES			JUBILEE		HOSPITAL	
Dedicated Blood Bank staff	DR GRAY'S HOSPITAL	GALLOWA	Y ROY		HOSPITAL			
Manual v automated techniques		INFIRMAR		SPITAL				
Level of Investigation for antibody screens								
Multidisciplinary team				QUEEN ELIZ		ST JOHN'S HOSPITAL		
Lone working					HOSPITAL		HUSPITAL	
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato	PERTH ROYA	LINFIRMARY		STERN	RAIGMORE HOSPI			
Quality manager				SPITAL	RAIGMORE	HUSPITAL		
Risk to maintaining compliance with the BSQR?							VALE OF LEVEN	
Interfaces to the Laboratory information System	UNIVERSITY H				ROYAL ALE	XANDRA	GENERAL HOSPITAL	
Loss of Knowledge/expertise of Operational BB Staff					HOSPITAL			
Loss of Managerial Staff within the Blood Bank						1.0		
Level of Service	GILBERT BAI	HOSPITAL	WESTER				RN& ROYAL	
Transfusion Refresher Training - What % of staff undertake annual updates/co								
					GLAS ROYA INFIRM	VIC	TORIA SPITAL	

Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Risk List (highest to lowest risk)	Risk level by	y hospita	I I					
Recruitment / Supply of Managerial staff within the Blood bank	BALFOUR HOSE	PITAL	DR GR			RTH VALLEY		ILBERT BAIN
Staffing levels that can cover out of hours in the Blood Bank								
Recruitment / Supply of Operational staff within the Blood bank								
Risk to sustaining your blood bank services over the next 5 years	BELFORD HOSE							
Risk to achieving compliance with the UK Transfusion Laboratory Standards?								
Training Support				RN & ISLANDS		UNIVERSITY		VICTORIA
Dedicated Blood Bank staff			HOSPI	PITAL		CROSSHOUSE		HOSPITAL
Manual v automated techniques	BORDERS GENI HOSPITAL							
Level of Investigation for antibody screens								
Multidisciplinary team			STJO	JOHN'S HOSPITA				
Lone working	CAITHNESS GE	NERAL				WESTERN GEN		
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato	HOSPITAL							RAL HOSPITAL
Quality manager								
Risk to maintaining compliance with the BSQR?								
Interfaces to the Laboratory information System	ABERDEEN ROYAL	GOLDEN JUBILEE		QUEEN	ROY	AL RAIG	MOR	E HOSPITAL
oss of Knowledge/expertise of Operational BB Staff	INFIRMARY							
Loss of Managerial Staff within the Blood Bank	GALLOWAY	ROYAL		ROYAL				
Level of Service	GARTNAVEL	NINEWEL		INFIRMAR	Y			
Transfusion Refresher Training – What % of staff undertake annual updates/co	GENERAL HOSPITAL	HOSPITAL			зн	MON		
	GLASGOW PERTH RO ROYAL INFIRMARY			AL VALE OF LEVEN GENERAL HOSPITAL				HOSPITAL

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Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Risk List (highest to lowest risk)	<b>Risk level</b>	by hospi	ital			
Recruitment / Supply of Managerial staff within the Blood bank Staffing levels that can cover out of hours in the Blood Bank Recruitment / Supply of Operational staff within the Blood bank Risk to sustaining your blood bank services over the next 5 years Risk to achieving compliance with the UK Transfusion Laboratory Standards?	BALFOUR HOSPITAL DR GRAY'S GARTNAVE		GENERAL HOSPITAL	DUMFRIES & GALLOWAY ROYAL INFIRMARY	FORTH VALLEY ROYAL HOSPITAL	GOLDEN JUBILEE NATIONAL HOSPITAL
Training Support Dedicated Blood Bank staff Manual v automated techniques	HOSPITAL	GENERAL	ROYAL	LORN & ISLA	NDS HOSPITA	L
Level of Investigation for antibody screens Multidisciplinary team Lone working Proportion of staff with gualifications that satisfy the UK Transfusion Laborato	Ifications that satisfy the UK Transfusion Laborato QUEEN ELIZABETH		ALEXANDRA	PERTH ROYA		
Quality manager Risk to maintaining compliance with the BSQR? Interfaces to the Laboratory information System	UNIVERSITY		VALE OF LEVEN GENERAL HOSPITAL	ST JOHN'S HO	DSPITAL	
Loss of Knowledge/expertise of Operational BB Staff Loss of Managerial Staff within the Blood Bank Level of Service Transfusion Refresher Training – What % of staff undertake annual updates/co	GILBERT BAI HOSPITAL		ESTERN ISLES OSPITAL	ABERDEEN ROYAL INFIRMARY BORDERS GENERAL HOSPITAL GLASGOW ROYAL INFIRMARY		ROYAL VICTORIA HO SPITAL

Map of Blood Banks in Scotland Blood Bank Dashboard		Key Risk question responses	Analysis of Blood Banks requesting assistance
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## **Key Areas of Concern**

#### **Risk List** (highest to lowest risk)

Recruitment / Supply of Managerial staff within the Blood bank	DR GRAY'S HOSPITAL	GILBERT HOSPITA		VESTERN ISLES			
Staffing levels that can cover out of hours in the Blood Bank							
Recruitment / Supply of Operational staff within the Blood bank							
Risk to sustaining your blood bank services over the next 5 years							QUEEN
Risk to achieving compliance with the UK Transfusion Laboratory Standards?							
Training Support							
Dedicated Blood Bank staff						ROYAL	ROYAL
Manual v automated techniques							
Level of Investigation for antibody screens	GLASGOW ROYAL			YAL INFIRMARY	STJOHN		VICTORIA
Multidisciplinary team	INFIRMARY				HOSPITA		HOSPITAI
Lone working							
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato							WESTERN
Quality manager					VALE OF GENERA		HOSPITAL
Risk to maintaining compliance with the BSQR?	BORDERS	LORN 8	-	BALFOUR	OSPITAL		ORTH
Interfaces to the Laboratory information System	GENERAL HOSPITAL	ISLAND HOSPIT				R	ALLEY OYAL
Loss of Knowledge/expertise of Operational BB Staff						H	OSPITAL
Loss of Managerial Staff within the Blood Bank							
Level of Service	DUMFRIES &			CAITHNES		L	
Transfusion Refresher Training – What % of staff undertake annual updates/co	GALLOWAY ROYAL	-		HOSPITAL			
		GARTN	AVEL GENE	RAL			

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	Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Ran		Risk question	Analysis o Banks req assistance	uesting		
		Key	Areas of	Cond	ern				
Risk List (high	est to lowest risk)		Risk lev	el by hosp	ital				
Recruitment / Sup	pply of Managerial staff with	in the Blood bank	LORN & IS		ALE OF LEVEN	BELFORD	CAITHNESS		
Staffing levels that	at can cover out of hours in	the Blood Bank	HOSPITAL	6	ENERAL HOSPITAL	HOSPITAL	GENERAL HOSPITAL		
Recruitment / Sup	oply of Operational staff with	in the Blood bank							
Risk to sustaining	g your blood bank services o	over the next 5 years							
lisk to achieving	compliance with the UK Tra	nsfusion Laboratory S	tandards?						
raining Support									
edicated Blood	Bank staff		PERTH RO	YAL INFIRMAR	BALFOUR HOSPITAL				
lanual v automat	ted techniques					DR GRAY'S HO	OSPITAL		
evel of Investiga	tion for antibody screens								
lultidisciplinary	team		and the second se						
one working			WESTERN	ISLES HOSPIT	AL	GILBERT BAIN HOSPITAL			
roportion of stat	ff with qualifications that sat	isfy the UK Transfusio	n Laborato						
auality manager									
lisk to maintainin	ng compliance with the BSQ	R?							
nterfaces to the l	Laboratory information Syst	em	FORTH VA ROYAL HOSPITAL	ROYAL			UNIVERSITY HOSPITAL		
oss of Knowledg	ge/expertise of Operational E	3B Staff	HOSPITAL	INFIRM	ART		CROSSHOUSE		
oss of Manageri	al Staff within the Blood Bar	nk .		GOLDE					
evel of Service				Y NATION HOSPIT	AL HOSPITAL				
ransfusion Refre	esher Training – What % of s	taff undertake annual	updates/co		ST JOHN'S		BORDERS GENERA HOSPITAL		
			GALLOWA ROYAL		HOSPITAL	RC	YAL		

Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Risk List (highest to lowest risk)	Risk level by hospital						
Recruitment / Supply of Managerial staff within the Blood bank Staffing levels that can cover out of hours in the Blood Bank	ABERDEEN ROYAL INFIRMARY	INVERCLYDE ROYAL HOSPITAL	LORN &	DS DIS	NKLANDS TRICT NERAL SPITAL	PERTH ROYAL INFIRMARY	
Recruitment / Supply of Operational staff within the Blood bank							
Risk to sustaining your blood bank services over the next 5 years	DR GRAY'S HOSPITAL						
Risk to achieving compliance with the UK Transfusion Laboratory Standards?							
Training Support		RAIGMORE HO	SPITAL	WESTEDN	BELF	OPD	
Dedicated Blood Bank staff		RAIGMORE HUSPITAL		GENERAL	DELFO	ORD	
Manual v automated techniques	DUMFRIES & GALLOWAY ROYAL			HOSPITAL			
Level of Investigation for antibody screens	INFIRMARY						
Multidisciplinary team		ROYAL ALEXA	NDRA				
Lone working	GILBERT BAIN HOSPITAL	HOSPITAL					
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato				GENERAL HOSPITAL	\$		
Quality manager				HUSPITAL			
Risk to maintaining compliance with the BSQR?	GLASGOW ROYAL	ST JOHN'S HO	SPITAL	GARTNAVE			
interfaces to the Laboratory information System	INFIRMARY			GENERAL			
Loss of Knowledge/expertise of Operational BB Staff				III SI IIAL			
Loss of Managerial Staff within the Blood Bank	FORTH VALLEY ROYAL	NINEWELLS H	SPITAL	BALFOUR	ROYAL	VALE OF	
Level of Service	HOSPITAL			HOSPITAL		RY LEVEN GENERA	
Transfusion Refresher Training – What % of staff undertake annual updates/co					and a second sec	HOSPITA	
				QUEEN ELIZABET	н	VICTORI	

	Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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Risk List (highest to lowest risk)	Risk level by hospital						
Recruitment / Supply of Managerial staff within the Blood bank	BORDERS GENERAL HOSPITAL		PERTH ROYA		EN ABETH		VICTORIA HOSPITAL
Staffing levels that can cover out of hours in the Blood Bank				UNIV	ERSITY	CROSSHOUSE	
Recruitment / Supply of Operational staff within the Blood bank							
Risk to sustaining your blood bank services over the next 5 years							
Risk to achieving compliance with the UK Transfusion Laboratory Standards?	FORTH VALLEY ROYAL HOSPITAL						
Training Support							
Dedicated Blood Bank staff			BALFOUR		DR GRAY		1
Manual v automated techniques			HOSPITAL		HOSPITAL	- BAIN HOSPITAL	
Level of Investigation for antibody screens	GOLDEN JUBILEE NATIONAL HOSPIT						
Multidisciplinary team			BELFORD				
Lone working			HOSPITAL				
Proportion of staff with qualifications that satisfy the UK Transfusion Laborato						NDS DISTRICT	VALE OF LEVEN
Quality manager	LORN & ISLANDS HOSPITAL		CAITHNESS		GENERAL	THOSE THAT	GENERAL HOSPITAL
Risk to maintaining compliance with the BSQR?			GENERAL		ROYAL AL		
Interfaces to the Laboratory information System			HOSPITAL		HOSPITAL	-	
Loss of Knowledge/expertise of Operational BB Staff							
Loss of Managerial Staff within the Blood Bank	ABERDEEN ROYAL	GLAS ROYA	L	ROYAL	ST JOHN'S	WESTERN ISLE	S HOSPITAL
Level of Service	INFIRMARY INFIE DUMFRIES & NINE GALLOWAY HOSI ROYAL		VELLS				
Transfusion Refresher Training – What % of staff undertake annual updates/co							
	GARTNAVEL GENERAL HOSPITAL	RAIGN	ITAL	VESTER SENER/ HOSPIT	AL		

	Map of Blood Banks in Scotland	Blood Bank Dashboard	Blood Bank Rank	Key Risk question responses	Analysis of Blood Banks requesting assistance
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## **Blood Banks Requesting Assistance**

Help Requested (Size = number of score categories, Colour = degree of risk)

Category	Question (copy)	Max	BALFOUR HOSPITAL	CAITHNESS GENERAL HO	GILBERT BAIN HOSPITAL	PERTH ROYAL	WESTERN GENERAL HO	WESTERN ISLES HOSPI1
ACTIVITY	Interfaces to the Laboratory information System	5				-	•	
	Activity v supporting a high level clinical environment	4					•	
	Level of Investigation for antibody screens	4					• • • • • • • • • • • • • • • • • • •	
	Level of Service	4		•	•	•	a	-
	Manual v automated techniques	7						
QUALITY & TRAINING	Quality manager	4			•	•		-
SUPPORT	Training Support	4		_		-		-
STAFF TRAINING	Proportion of staff with qualifications that satisfy the	6					•	
IRAINING	Risk to sustaining your blood bank services over the	4			_		-	
	Risk to achieving compliance with the UK Transfusio	4	-	-	_			
	Risk to maintaining compliance with the BSQR?	4	-	-	_	-	-	
	Transfusion Refresher Training – What % of staff un	5			•	•	•	-
STAFFING	Dedicated Blood Bank staff	13					-	
	Recruitment / Supply of Managerial staff within the Bl	4	_	-	_			
	Recruitment / Supply of Operational staff within the B	4		-	_	-	-	
	Staffing levels that can cover out of hours in the Bloo	4			_		-	
	Multidisciplinary team	5	-	-	-			
	Lone working	6						-
	Loss of Knowledge/expertise of Operational BB Staff	6		•				-
	Loss of Managerial Staff within the Blood Bank	6		•		•	•	
			0 5 10 Score	0 5 10 Score	0 5 10 Score	0 5 10 Score	0 5 10 Score	0 5 10 Score



## Output

- Hospital Blood Banks are providing 24/7 services to underpin clinical services on their sites where relevant.
- Several Hospitals feel that they are already challenged to meet the regulatory requirements.
- The biggest areas of concern involve staffing both at senior technical levels and sufficiency of trained staff to provide an out of hours service.



## Actions

- Share results with individual hospitals.
- Prepare report for SGHD.
- Establish what hospitals would seek help with to ensure resilience going forward.



BBTS Annual Conference 2016

## Engagement with Laboratory Representatives

- Validated outputs
- Actions which might mitigate risk
- National Policies and Procedures
- Centralisation of specialist services
- Transfusion Managed Clinical Network
- Availability of 24/7 services off site
- On line transfusion training
- QA support especially for remote and rural



## **Future Actions**

SNBTS will seek resource to undertake review of issues and what it can provide to assist



