

Patient & Staff Risks: The Need for Change

*South East Coast Regional Transfusion Committee
Education Conference*

17th October 2018
University of Sussex, Brighton

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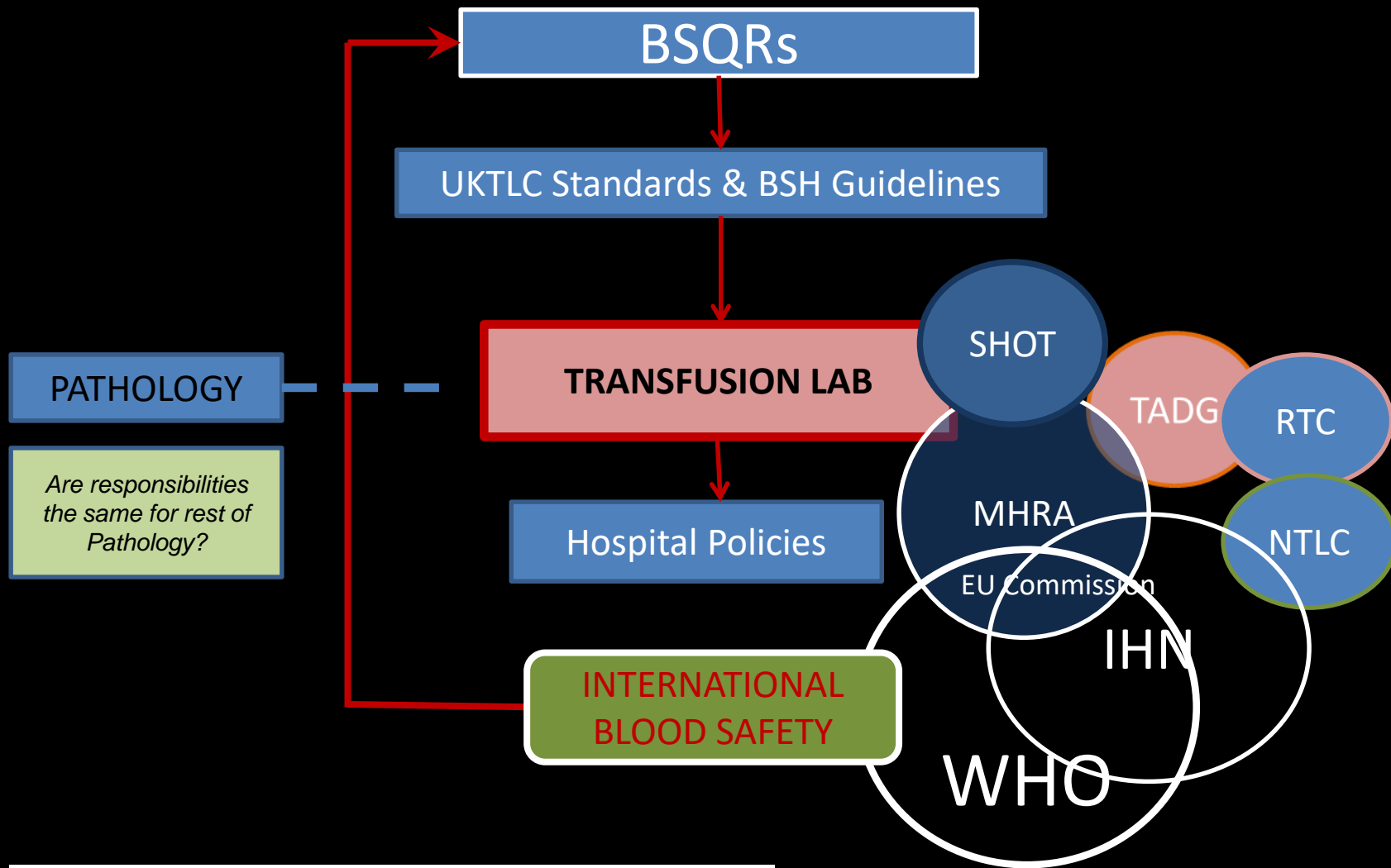
The Past

- No SOPs, regulations, guidelines or standards
- No error reporting
- Patient safety issues
- No blood traceability
- 32 hour working day, full 1hr cross-matching.
- Mentoring and sharing knowledge.



Fun!!!

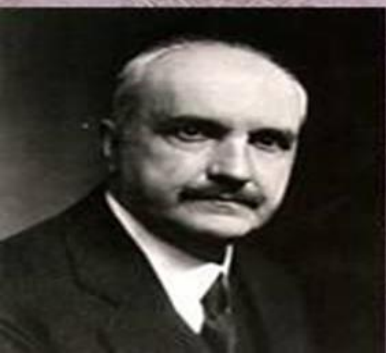




Collective Knowledge

Knowledge that is possessed by a group or organisation and allows access to subject matter experts (SME). For Blood, this 'body of knowledge' influences decisions on public health.

**THOSE WHO DO
NOT LEARN FROM
HISTORY ARE
DOOMED TO
REPEAT IT.**



QuoteHD.com

George Santayana

Spanish Philosopher

1863-1952

The Present: Patient Safety & Care



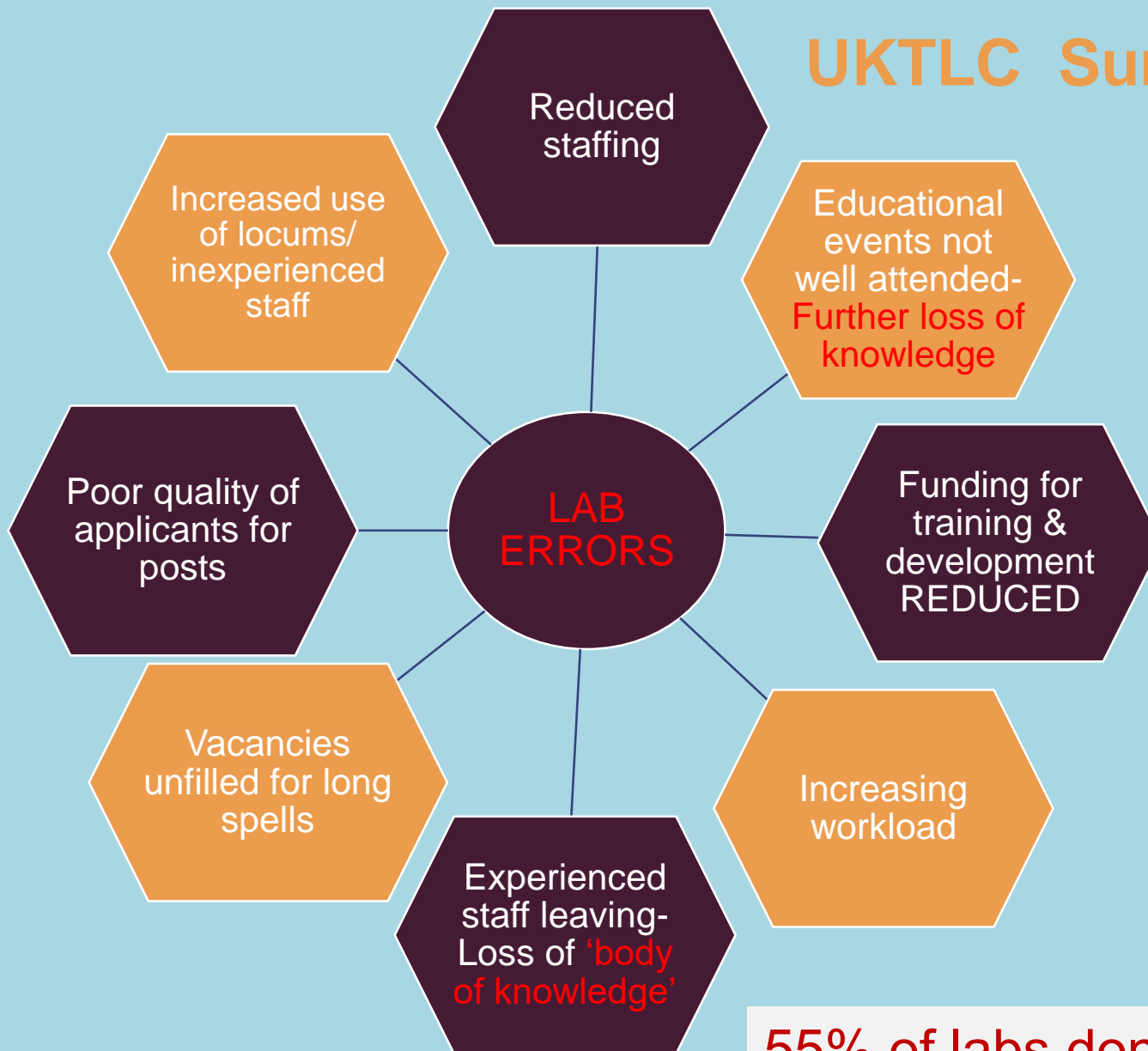
GOOD

- *Regulations & standards*
- *Patient safety standards*
- *Innovation & improvements*
- *Teams*

CHALLENGES

- *Fractured & stressed teams*
- *Friction/ hierarchies*
- *Culture & Behaviours*
- *Resistance*
- *Financial pressures*
- *Regulations & Standards*
- *Line management structures*

UKTLC Survey 2017



55% of labs don't have an agreed staffing capacity plan to cover core hours staffing levels



Dr Don Berwick

- *We are dealing with a demoralised workforce and especially demoralisation among our future workforce, which is a sign of enormous distress*
- *We should continually and forever reduce patient harm by embracing wholeheartedly an ethic of learning*
- *We should ensure that staff are present in appropriate numbers to provide safe care at all times and are well-supported.*

A promise to learn
– a commitment to act

Improving the Safety of Patients
in England

National Advisory Group on the
Safety of Patients in England



**"It's great. I'm
great. Everything's just great."**

The Future: Need for change

1. Effective resource management
2. Culture changes
3. Staff Capacity Planning- Mike Dawe's presentation

Effective Resource Management

- Produce weekly and shift rotas well in advance.
- Plan attendance at external meetings in advance.
- Review staff tea breaks/ lunch to meet service needs.
- Restrict staff leave for large planned projects
- Develop staff at the lower grades.
- Work cooperatively - **MHRA BLOOD FORUM**

Culture Changes

- Improve non-conformance reporting- *build a picture*
- Remove barriers between staff
- Be open and transparent about issues
- Reflect on own behaviours and set standards.
- Remove blame
- Leadership and development at ALL levels

The Regulations: BSQRs

GPG 2.2 (Good Practice Guidelines)

The organisation should have an adequate number of personnel with the necessary qualifications and experience.

Management has the ultimate responsibility to determine and provide adequate and appropriate resources

The responsibilities placed on any one individual should not be so extensive as to present any risk to quality.

Communication



Medicines and Healthcare products Regulatory Agency

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Forum: Blood Forum

Threads 1 to 2 of 2

The MHRA Blood forum has been created as a tool to help those involved in blood component collection, processing, testing and distribution to comply with the EU Blood Directives, UK Statutory Instruments and good practice requirements. It provides the ideal opportunity for extended communication between peers and allows users to put forward their comments and get "real-life" examples of ways in which they can manage robust quality procedures that ensure compliance and which dovetail with their own business needs and resources.

This forum should not be used for direct questions to the GMP Inspectorate, reporting significant deviations or making formal complaints. These should follow the formal routes that are already in place.

Please read the Blood Forum introduction and Rules before posting on this forum.

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Topics	Threads / Posts	Last post
Blood Forum introduction and rules - PLEASE READ BEFORE POSTING ON THIS FORUM	Threads: 1 Posts: 1	Blood Forum introduction and... by MHRA Administrator 10th Jun 2016, 10:52 AM
Quality Management	Threads: 5 Posts: 25	The Cost of Quality by Orr 25th Sep 2018, 10:09 PM
Personnel & Organisation	Threads: 12 Posts: 38	Capacity Planning- draft... by Rashmi 12th Aug 2018, 10:49 PM
Premises	Threads: 1 Posts: 2	Visitors Rule by EClarke 7th Feb 2018, 12:55 PM
Equipment & Materials	Threads: 4 Posts: 8	New blood banks by EClarke 5th Jul 2018, 08:05 AM
Change Control / Validation	Threads: 1 Posts: 3	When to raise a change control by EClarke 5th Jul 2018, 08:01 AM

MHRA Blood Forum:

<http://forums.mhra.gov.uk/forum.php>

**All anyone asks for is a
chance to work with pride.**

W. Edwards Deming