

SFHBDS10

Welcome donors at donation sessions and provide information



Overview

This standard covers welcoming donors and providing them with information prior to both whole blood and blood component donation. You are expected to deal with donors of differing status and apply a limited range of donor selection criteria to alleviate unnecessary donor waiting time.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

- You must be able to:*
- P1 welcome individual members of the public politely, in a friendly manner and with minimum delay, thanking them for attending
 - P2 communicate with donors in a way that makes them feel valued and respected, adapting behaviour to respond effectively to different donor behaviour
 - P3 identify the reason for their attendance in a manner likely to promote confidence in the service and direct them, where appropriate, to other areas within the session
 - P4 obtain information about their individual donor status in a polite manner and issue the correct donor information at the appropriate stage
 - P5 explain clearly to donors the content and purpose of the donor information, at a level and pace that meets their needs and direct them to a private area to complete their documentation and confirm where assistance can be obtained
 - P6 identify discreetly the donor's ability to assimilate the donor information and complete their responses to their documentation, offering assistance if needed
 - P7 respond appropriately to donors who indicate that they need or want your attention
 - P8 check if the donor has been able to complete their documentation if appropriate and answer any questions that they may have
 - P9 apply the selection criteria correctly or refer to the appropriate person if beyond your own knowledge or responsibility
 - P10 check that the personal details of donors who are deferred or suspended are correct and, if appropriate, amend any incorrect donor personal details and documentation in accordance with organisational policy
 - P11 maintain confidentiality of information, positively identify the donor, if appropriate and confirm individuals signature, on the documentation prior to transfer
 - P12 co-ordinate appointment and/or queuing systems to meet donor needs and promote efficient donor flow
 - P13 inform donors politely and promptly of delays and where possible make alternative arrangements

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Knowledge and understanding

You need to know and understand:

- K1 the current European and National legislation, national guidelines, organisational policies and protocols in accordance with Clinical/Corporate Governance which affect your work practice in relation to welcoming donors at donation sessions and providing information
- K2 your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and Clinical/Corporate Governance
- K3 the duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer
- K4 the importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence
- K5 the rights of donors under organisational and service standards including the principles of care and customer service, donor care pathway, organisational values.
- K6 what is complete positive donor identification and why it is important
- K7 the importance of confidentiality in relation to donor information and ways in which confidentiality should be maintained
- K8 the importance of sensitivity when passing information from and to donors and the likely concerns they may have
- K9 the differences between the various donor categories and status and how this affects the amount and type of information that can be given and sought from them
- K10 the nature and sequence of activities at blood and blood component donation sessions
- K11 the extent of the action you can take, including the information which you can give, in relation to clinical and other issues
- K12 how donors can be supported through effective communication
- K13 how to demonstrate that donors are respected and valued
- K14 how to recognise that donors may not fully understand what is said or asked, and what should be done to enhance their understanding
- K15 the main difference between paper-based and computer based record systems
- K16 how to interpret information from questioning against specified criteria & when to refer donors to a professional for further assessment or advice
- K17 how and where to record information relating to donor assessment and eligibility
- K18 the importance of keeping accurate and up to date records
- K19 the importance of immediately reporting any issues which are outside your own sphere of competence without delay to the relevant member of staff

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication
Level: 2

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Suite Blood Donor Support.

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