

SFHBDS6

Contribute to the promotion and effective functioning of blood and blood component sessions and services



Overview

This standard covers the promotion of blood and blood component donation and services, and the way in which you can contribute to making donation sessions run effectively. It applies to both whole blood and automated collection/apheresis sessions and services.

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 undertake your work in a way that will support good team work and help the smooth flow of donors through the session
 - P2 respond to requests from colleagues as soon as possible and in a manner which is likely to promote goodwill
 - P3 respect other colleagues work demands when seeking help, advice and information
 - P4 identify any issues affecting the smooth flow of donors through the session and take appropriate action to help minimise delays and hold ups
 - P5 make suggestions for improvements to session systems, equipment and activities to the relevant colleague(s) in an appropriate manner, time and place
 - P6 ensure that your appearance and behaviour promotes the donor's confidence, and involvement at all times
 - P7 deal with visitors to the session courteously and in line with organisational policy, to promote their involvement, dignity and sense of purpose
 - P8 explain and refer to blood and blood component collection services accurately and positively and in a way which promotes the confidence and involvement of donors and others
 - P9 encourage donors and others to ask questions, and seek clarification on any aspects of blood and blood component donation sessions and services where you are unsure
 - P10 monitor the donors' progress through the session effectively and report any bottlenecks promptly to the appropriate colleague
 - P11 make donors aware of the ways they can give feedback on their experiences and how to suggest improvements to systems and procedures
 - P12 pass on any feedback and suggestions given to you by donors accurately to the relevant colleague(s) in an appropriate manner, time and place
 - P13 give encouragement and support and advice to donors and others so as to promote blood and blood component collection services to their family, friends and colleagues
 - P14 identify donors who may be suitable to give blood components and give them the relevant information

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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 the promotion and effective functioning of blood component sessions and services
- 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 importance of good team work and good communications during sessions -and how you can contribute to them
- K6 the causes of bottlenecks at donor sessions and actions which can be taken to relieve them
- K7 how your behaviour, appearance and communication can have a positive or negative affect on donor involvement, confidence and continued support/retention
- K8 how to make suggestions for changes to systems and procedures and who you should make these suggestions to
- K9 what is meant by constructive criticism, and how to offer and accept it
- K10 how to offer relevant help, advice and information in a constructive and supportive way
- K11 when to refer donor questions elsewhere, and to whom they should be referred
- K12 the importance of passing on donor feedback accurately
- K13 the channels that are available for donors to give feedback regarding sessions and other aspects of blood collection services
- K14 how collection teams link in to other parts of the service
- K15 the respective roles and responsibilities within teams - including your own role
- K16 the different activities carried out at sessions and what their purpose is
- K17 when it is appropriate to offer and request help, advice and information
- K18 the importance of donor commitment to blood and blood component collection services
- K19 the organisations commitment to public and customer service
- K20 the awards available to donors and how they achieve them

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- K21 what promotional and recruitment literature is available and how to access and use it
- K22 the methods available for sending additional information to donors after sessions
- K23 how sessions and services operate and the ways in which donations will be used including:
 - K23.1 current collection targets and
 - K23.2 the general level of blood stocks,
 - K23.3 the role of equipment and staff,
 - K23.4 the general criteria for donor selection,
 - K23.5 the uses of blood products

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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 5 Quality

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Relevant occupations Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

Suite Blood Donor Support.

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