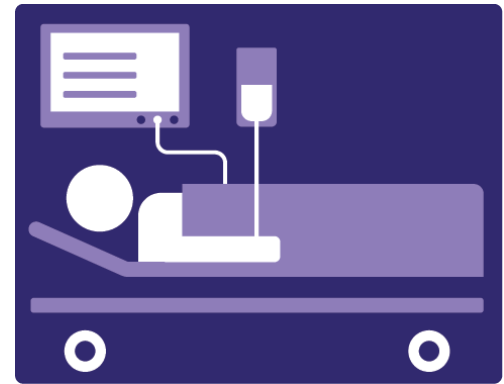


Blood Transfusion User Satisfaction Survey Report: 2023



Summary

A big thank you to everyone who took part in the survey and for all the additional comments submitted. The survey was distributed on 17th May 2023 and was open for 3 weeks. A total of 27 responses were received from a wide range of healthcare professionals from various organisations.

Overall, the responses were very positive, with scores in all categories of at least 4 out of 5 on the weighted scale. As it had been a while since the last Transfusion specific survey, moving forward we aim to undertake the survey annually to allow for continual monitoring of the service.

Survey results

Key:

1 – very unsatisfied/strongly disagree

5 – very satisfied/strongly agree



Choices	Weighted average	1	2	3	4	5
In general, how well does our service of blood provision meet your needs?	4.62	0	0	1	8	17
Choices	Weighted average	1	2	3	4	5
How would you rate the quality of the service?	4.46	1	0	0	10	15
Choices	Weighted average	1	2	3	4	5
Being able to contact the laboratory	4.12	1	2	0	13	10
Being able to contact clinical staff	4.12	1	0	4	11	10
Blood transport arrangements	4.31	1	1	1	9	14
Our blood policies and guidelines	4.31	1	0	3	8	14
Provision of training	4.04	2	2	3	5	14
Advice and support	4.27	1	1	3	6	15

Our Communication	Weighted average	1	2	3	4	5
Choices	Weighted average	1	2	3	4	5
Changes to procedure	4.23	1	1	2	9	13
Changes to new documents and policies	4.23	1	0	2	12	11
Clarity of our email responses	4.42	1	1	1	6	17
Clarity in our telephone responses	4.31	1	1	2	7	15

Choices	Weighted average	1	2	3	4	5
How professional is the blood provision service?	4.77	0	0	0	6	20
Question						
Choices	Weighted average	1	2	3	4	5
Overall, how responsive have NBT been to your questions or concerns about our blood provision service?	4.58	0	0	1	9	16
Choices	Weighted average	1	2	3	4	5
How likely is it that you would recommend us to another organisation?	4.62	0	0	2	5	19

Your valuable feedback is much appreciated and will be used to make further enhancements and developments to the service ongoing.

Additional comments

You said...

Staff are very responsible and always willing to help with any questions or concerns. Blood exchange done on time without any prompting.

Communication between us and the lab are excellent.

...To the whole Team, there is not a small issue, they are always there to help answer all our questions. I feel comfortable to work in this role because of the support I have received since I started.

It has been an absolute pleasure dealing with NBT over the last 8 years. No matter what our requirements or problems, they are always resolved and we have a very good relationship with the NBT staff.

Supportive and professional.

Quality service.

We in the ED have a great relationship with the labs and bloods service which we appreciate greatly thank you.

Well organised, good leadership.

Service is competent and efficient.

Very likely to recommend it.

Contact details

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Transfusion Laboratory Manager	Specialist Practitioner of Transfusion	Transfusion Practitioner	0117 41 (ext 48350)
0117 41 (ext 48353)	0117 41 (ext 48358)	0117 41 (ext 48358)	
BloodTrack Enquiries:	Specific patient notifications (eg DARA, Irradiated, Anti-D requests):	Blood Traceability:	Not for routine use:
BloodTrack@nbt.nhs.uk	TransfusionSeniors@nbt.nhs.uk	BloodTraceability@nbt.nhs.uk	TransfusionTeam@nbt.nhs.uk

Webpage: [Blood Transfusion | North Bristol NHS Trust \(nbt.nhs.uk\)](https://www.nbt.nhs.uk)