

Feedback on Blood Bank Laboratory User Survey 2026

Firstly, we would like to thank everyone who completed the survey, your time and feedback is very much appreciated.

All answers and comments were reviewed and where necessary appropriate action taken (where users provided details, personal correspondence has been completed).

Did you know!

You can access the BTL Lab User Manual via BHSCT Loop page enter 'Lab User Manual' as a search or access it externally via <https://belfasttrust.hscni.net/service/laboratory-services/laboratories-user-manual/>

The survey opened on 04th Feb 2026 with 4 weeks to complete (closing date, 06th March 2026).

The survey was promoted and shared via e-mail to all BHSCT users, GPs and advertised on social media and via the BHSCT Loop page.

26 responses received!

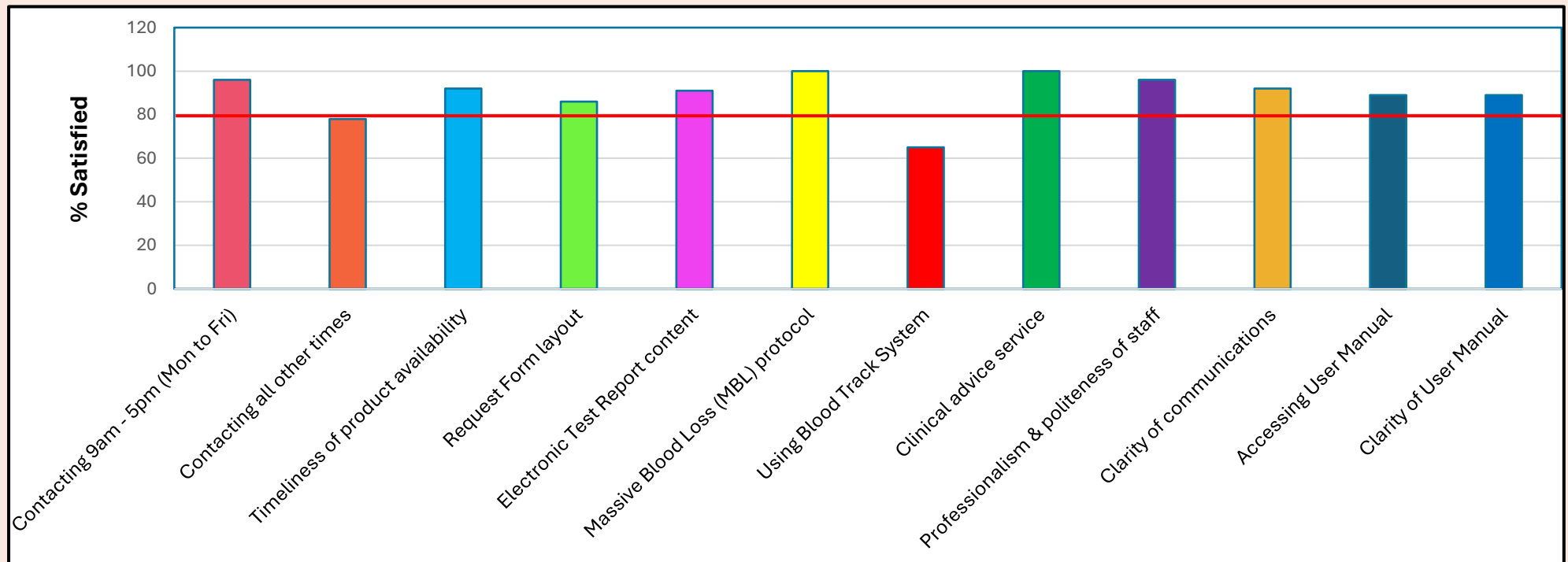
Unfortunately, the response rate was much lower than our previous combined survey with Haematology. We appreciate service users are extremely busy with possible contributory factors affecting the response rate such as survey fatigue as we had issued two surveys at the one time by splitting the Haematology and Blood Bank services. The rationale was to improve analysis of results and direct individual comments according to discipline area, however going forward we will aim to issue surveys at different times throughout the year.

Most users completed the survey in <5mins, the overall average time was 09mins 37secs with 2 outlying users taking 2hrs 53mins and another 26mins each.

Users were asked to rate each of the following questions as Excellent, Good, Average, Poor or N/A.

A target value of 80% was agreed as acceptable.

The graph shows the percentage of users who rated the following questions as Good or Excellent



Majority of questions exceeded the target value of 80%

Two areas rated below the target value of 80%:

1. **Contacting the Blood Bank outside of 9-5pm** - All phones are diverted to the RVH site in the out of hours period. Staff are present in the RVH Blood Bank 24/7 and will do their utmost best to answer any queries as best and as timely as possible, please understand all staff can be under extreme pressure if they are dealing with multiple emergencies or a massive blood loss.
2. **Using the Blood Track system** - In order to comply with the Blood Safety and Quality Regulations (BSQR), which is a mandatory requirement for all hospital blood banks, all donor units must be traceable from donation through to final fate. Blood Track is our current fully validated electronic tracking system, this system is vital to ensure full traceability of all units and to ensure the cold chain of each unit is maintained.

All comments made by users are attached as follows.

We have reviewed each comment and responded directly to users where contact details were provided.

There are few bad experiences with the staff over the phone.

Response: Apologies offered to user and to report specific instances. (US-33)

NO ISSUES

As before, or blood bank don't contact the ward to tell us things are ready. Other times staff report that they have told the ward already, but there may be multiple people who c

Response: This function will be implemented once WinPath BT module is fully integrated with EPIC, however no date has been confirmed. (US-35)

As a theatre nurse it is difficult to contact BCH blood bank directly out of hours when needed, the phone diverts to RVH. On occasions we have needed to be able to contact blood bank on BCH site for more emergency blood or to try to expedite getting blood from RVH as it travels through BCH blood bank before being issued to us.

Response: All phones are diverted to the RVH site in the out of hours period which is manned 24/7.

Staff very helpful and provide plenty of prompts to ensure all necessary information is obtained.

Always professional and civil.

Sometimes during Nights and weekends it takes a longer time to get albumin over. Sometimes more that 1-2hrs.

Response: Unsure of comment location but a similar complaint was raised by PACU and resulted in a recent change to process, who were subsequently complimentary and noted an improvement in delivery times. (US-34)

The blood track system is intermittently non-functional but staff have always been more than helpful

At times staff can be 'sharp' when I contact them. Often asking if products are in the BCH site or not as there is no way of telling this on the system. If we send a porter to get the product and it is not on site they will often take longer to get the product in future. If there was a way of updating the system so we could clearly see where products are it would save us having to ring the blood bank, reducing their stress levels and ours also because we could look, see units are on site and send porters.

Response: This function will be implemented once WinPath BT module is fully integrated with EPIC, however no date has been confirmed. (US-35)

very helpful team. always polite and civil

EXCELLENT SERVICE

I have never experienced any issues contacting Blood bank

Always fast and efficient

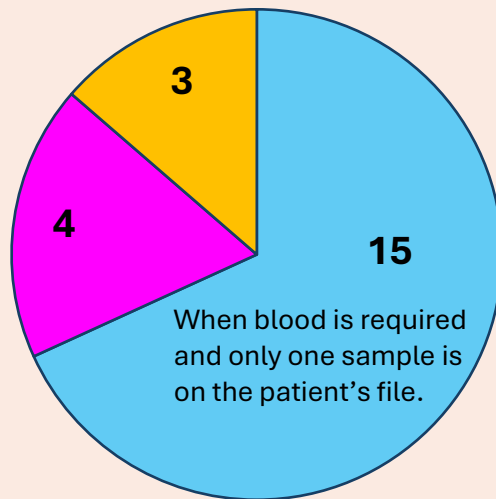
I have never used MBL nor blood tracking but staff really helpful for other clinical things

Need changes in the special requirements part in the request form, need to add 'Not sure' option if possible.

Response: A review of the request form is imminent, however due to space constraints and by having an additional 'Not Sure' option will still require clinical clarification in certain circumstances. (US-33)

*I work in Kingsbridge Private Hospital. We are having constant issues with Blood bank due to paper tracking. Despite many meetings, these issues are unresolved. Main problem is that the computer recognises the blood sent to our hospital as being transfused and therefore requests a Group and Hold at 72hrs, despite patient not having a transfusion. This needs to be reset on computer by someone senior in Blood bank. It is a weekly conversation which we are having to have with Blood bank where our staff are passed around different staff members having to explain the problem. Between the 72hr group and hold and the 48hr tracking in place for the units of packed cells we can be sending blood back and forth to Blood Bank for a number of days following Cardiac surgery. **Action:** Personal feedback was provided directly to the user. (US-36)*

Understanding When a Confirmation Sample (or 2nd sample) is Required in Blood Bank

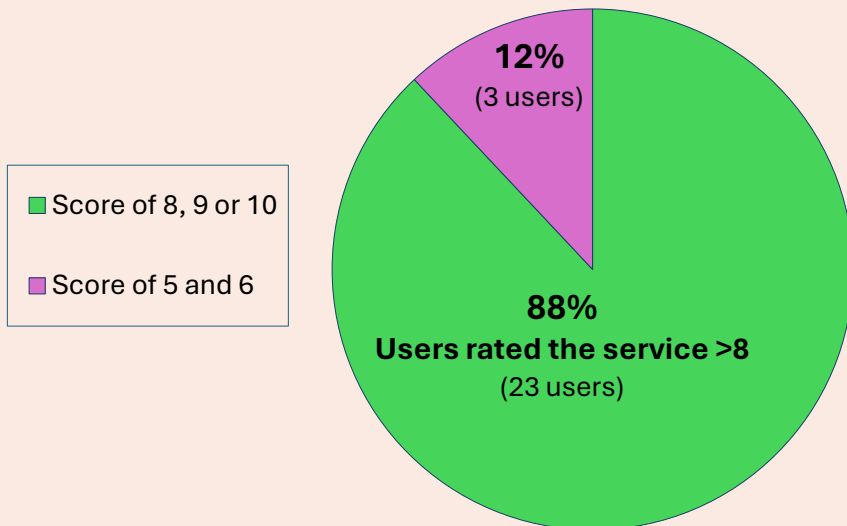


Majority of users responded with the correct answer:
When blood is required and only one sample is on the patient's file.

Action: A communication will be sent to all clinical areas informing them when a confirmation sample is required.

How Would You Rate the Service Provided by Blood Bank?

(Response rating score: 1 = Low and 10 = High)



A BIG THANK YOU!!

This is an excellent service rating and shows slight improvement from our last user survey in 2023 (overall rate = 86%)