

## **DONOR CHARTER                      2021-2023**

The IBTS is the national organisation solely responsible for collecting, processing, testing and distributing blood and blood products in Ireland.

It relies completely on the generosity of voluntary non-remunerated donors to provide sufficient donations to ensure a consistent and safe supply of blood and blood components to hospitals.

This charter sets out the level of service Donors can expect when engaging with the Irish Blood Transfusion Service. It is supported by the Donor Action Plan for the same period which identifies improvements and actions to be undertaken to deliver excellence in service to donors.

### **COMMITMENT TO OUR DONORS**

THE IBTS is committed to delivering excellent standards of service to our donors. For any donor who interacts with us, we will

- Value your time and effort that you take to contribute to the wellbeing of patients in Irish hospitals
- Treat everyone fairly, impartially and with courtesy and respect
- Make every effort to ensure the service we provide meets donor's needs and expectations
- Protect your information and respect your right to privacy
- Respond to and address your comments, queries and complaints
- Inform you of how best to engage with our services
- Monitor and report on our performance
- Continuously review and improve our services to donors

### **WHAT TO EXPECT WHEN YOU CONTACT US**

- We will make available clear and comprehensible information about our service, about eligibility criteria to give blood, about our clinics, and about how best a donor can prepare to give blood
- We will use clear simple language in our communication and leaflets
- We will make information available on our website that is up to date and accessible
- We will provide various communication channels for donor queries (donor line, email, contact us forms, social media platforms) with trained resources to answer queries in a quick, professional, knowledgeable and friendly manner. If we cannot deal with your query immediately, we will call you back. Voicemail messages will be dealt with promptly and, insofar as possible calls returned within 1 working day.
- We will introduce ourselves, identify our area of work and contact details if you need to contact us again

### **WHAT TO EXPECT WHEN YOU ATTEND A BLOOD DONATION CLINIC**

- We will care for you in a confidential and professional manner, and our staff will be friendly and helpful
- If you cannot be accepted for donation for any reason, our staff will tell you why
- We will ensure, based on information supplied by you, that you are eligible to donate in accordance with our medical guidelines before we take your donation and thus discharge our duty of care in relation to donor safety
- All staff caring for you will wear a visible name badge
- All donations will be collected using sterile and disposable equipment
- We will ensure our clinics meet health and safety standards, and are clean and suitable for purpose
- We will endeavour to ensure you have a positive donation experience and experience as little delay as possible during your clinic visit
- All blood samples collected will be tested for specific transmissible diseases. You will be contacted and informed of any results which may affect your health. We will also offer counselling when necessary

## HELP US TO HELP YOU

To make the service better for you we ask that you

- Have your Donor ID number when you call us, and when you attend a clinic your donor ID and photo ID
- Give us full and accurate information when you contact us.
- Prepare yourself to give blood by checking the 'Can I Give Blood?' page on our website [www.giveblood.ie](http://www.giveblood.ie) for details on eligibility to donate, FAQ's and the 'Before Attending' section for advice on blood donation
- Treat our staff with courtesy and respect.
- For many people giving blood is a deeply personal vocation, so it can be extremely disappointing when someone is unable to give blood for various reasons. However, what can seem like minor inconveniences to donors, can be life threatening to an immune suppressed patient receiving a transfusion. We understand and appreciate our donor's passion and we want to facilitate as many donors as possible giving blood but we must also do everything we can to ensure that each and every donation is as safe as possible for the patient and donor.

## COMMENTS AND COMPLAINTS

- If you wish to give feedback on good service, or suggest improvements, please do make a comment
- If you are unhappy with the quality of service you received, you can submit your comment, or make a formal complaint through our Service Complaints process
- We will respond directly to you within 10 working days of a complaint being lodged by you about your donor experience

## HOW TO CONTACT US

- Use the 'Contact us' section on the website at [www.giveblood.ie](http://www.giveblood.ie)
- Phone us at 1800 731 137
- Submit your comments to a member of staff on clinic
- Write to us at Donor Services, National Blood Centre, Irish Blood Transfusion Service, St James Street, Dublin 8 D08 NH5R
- IBTS is fully committed to fulfilling our statutory obligations in relation to data protection, equality, and freedom of information
- Our data protection and privacy policy can be viewed on our website in our Privacy section or you can pick up our Data Protection Leaflet at any of our clinics. Data Protection access requests can be made by contacting the Data Protection Unit at [dpo@ibts.ie](mailto:dpo@ibts.ie) or the IBTS Data Protection Officer at the National Blood Centre, Irish Blood Transfusion Service, James's Street, Dublin 8 D08 NH5R
- The IBTS fully complies with the terms of the Freedom of Information Act 2014. Our FOI policy can be viewed on the website in our Media section. We will make every effort to provide you with as much information as possible informally outside the terms of the Act. Formal requests can be made by emailing [Trish.McNally@ibts.ie](mailto:Trish.McNally@ibts.ie) or contacting the Freedom of Information Unit at the National Blood Centre, Irish Blood Transfusion Service, James's Street, Dublin 8 D08 NH5R

The IBTS can only achieve our mission through the generosity of our donors and we value your opinion. Please do not hesitate to let us know when you enjoy your donation experience, or how we can improve our services.

Go raibh maith agat.