

Improving our service

Providing a world class service for
hospitals and patients in Wales.



welshblood.org.uk
0800 252266

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The Welsh Blood Service (WBS) is committed to providing a modern world class service that is able to meet the needs of hospitals and patients in Wales, improving the donation experience and ensuring quality and safety is at the heart of everything we do.

The WBS has carried out an in-depth review of the service. We have listened to our blood and platelet donors' feedback and have worked in partnership with WBS staff and their Trade Unions to identify what we do well and what needs improving. Throughout the review we have tested best practices and procedures evidenced in other UK blood services.

Changing needs

For a variety of reasons our donor database is declining and showing no signs of reversing. In addition, it is anticipated in the future there will be an increase in demand for blood to meet the needs of an ageing population. To reverse the decline we must satisfy the changing needs of our donors and potential donors in order to enhance the high standards of care that we give to donors and hospitals.

Improvements

We have examined a number of measures to improve our service including:

- Flexible opening times which reflect the changing needs and lifestyles of our donors.
- Reducing waiting times by giving donors the opportunity to make an appointment, or book a bed, whilst still retaining opportunities for donors who prefer to attend without a pre-booked appointment.

- Training our staff to be multi skilled will enable us to provide a better donation process and experience.

All of the above, combined with state of the art technology will ensure the WBS places quality and excellence at the forefront of service delivery in a caring setting.

Working in partnership with our staff, who are as always committed to improving the ways of working as part of the modernisation review.

We now have a static clinic in Talbot Green offering appointments to give blood. Call 01443 622193 to make an appointment.



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