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# **Leaking Red Cell and Platelet Packs**

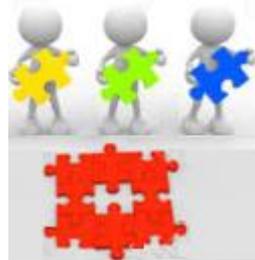
## Background

During 2014/15, there was an increase in leaking packs reported by hospitals. Actions were taken by NHSBT to reduce the occurrence of these and whilst this led to an initial decrease we are now seeing an increase again.



## The Problem

There is insufficient and inconsistent information contained in current reports and it appears not all leaking packs are being reported to NHSBT via the correct channels. This is preventing us from gathering accurate data and understanding what the root causes may be.



## What we need

We would like a more standardised approach for reporting leaking packs. This will help us to understand the level of the problem and to establish if any patterns occur and underlying root causes, which will allow further action.



## Future State

By reporting the leaking packs into the Customer Contacts and Quality Incidents system in a standardised way, we make them more visible and accurate. This allows a more robust investigation to help identify patterns or root causes, and possibly a solution.



# Why?

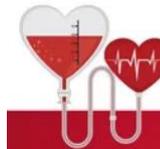
Inconvenience for Hospitals and NHSBT staff handling these packs



Inconvenience and potential transfusion delays for patients



Loss of the valuable gift of donation



Every drop of blood is a gift of life.

Time and financial cost of loss of components, the associated contaminated packs and the replacement of components



Undermining the ethos of voluntary donation

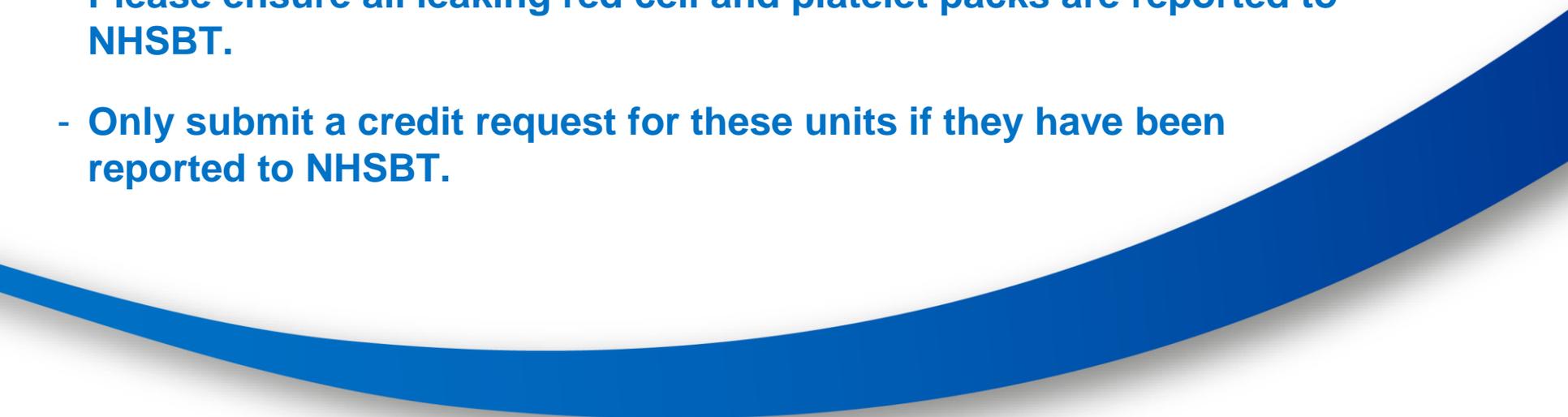


Affecting multiple areas



# Leaking Packs

## **Hospital Action:**

- If a leaking red cell or platelet pack is discovered contact Hospital Services (HS) and do not discard the unit.
  - HS will ask you to complete a pack defects form, return the leaking pack to NHSBT in a bio-hazard container and will also take further details relating to any contaminated packs. Providing NHSBT have details of any contaminated packs they do not need returning.
  - Please ensure all leaking red cell and platelet packs are reported to NHSBT.
  - Only submit a credit request for these units if they have been reported to NHSBT.
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# Leaking Packs

## **NHSBT Action:**

- The issue will be raised on the quality system and the leaking pack will be sent to the Pack Defect Co-ordinator for investigation.
  - As well as investigating the pack we will also consider other information from HS and Transport records.
  - Hospitals will be informed of the outcome of our investigations.
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# Leaking Red Cell and Platelet Packs

## Hospital Action:

