

Nursing Strategy 2021 – 2026

Advancing the Values: Caring, Expert, Quality



Foreword



Betsy Bassis
Chief Executive of NHSBT

Welcome to the NHSBT Nursing Strategy for 2021 – 2026. As Chief Executive of NHS Blood and Transplant, I am proud to lead a healthcare organisation that saves and improves lives through the provision of our highly specialist and varied services.

As an organisation, we have had to rise to the challenge of the COVID-19 pandemic. Nurses have been at the centre of NHSBT's response. From leadership on infection, prevention and control to innovations in practice and volunteering to provide support in ICUs, our nurses have been extraordinary. This strategy sets out our ambition to build on this experience, supporting nurses to further their development and drive improvements in practice for the benefit of donor and patient care.

This is a strategy for nurses, developed by our nurses. I endorse it wholeheartedly and commend it to all colleagues – Nurses and non-Nurses alike. In delivering it, I hope that NHSBT will become a destination of choice for top nursing talent across the NHS.



Anthony Clarkson FRCN
Executive and Board Nurse Sponsor

As a Registered Nurse who has dedicated my career to working across the life saving specialities of NHSBT I fully understand the unique contribution Nurses make to the safe, effective and above all caring delivery of our services. When Nurses are supported to succeed, NHSBT succeeds and more patients across the UK have their lives saved and improved through our unique work.

This strategy, developed utilising ideas and feedback from Nurses across our organisation, seeks to develop the 6 Priorities through which Nursing and NHSBT can grow, improve and embed excellence over the next 5 years. Nurses, as healthcare professionals and leaders, have so much to offer and this strategy will provide the tools through which every Nurse can develop and thrive.

As the Nursing professions' representative on the NHSBT Executive Team and NHSBT Board I frequently enjoy the opportunity to showcase the contribution of Nursing and the inspirational work of Nurses. This strategy will support the innate qualities of Nurses and Nursing, offering the inclusive, supportive and innovative environment that will make NHSBT an excellent place for all Nurses to work. I commend this strategy to every colleague and I look forward to working with each of you in the years ahead to make this exciting vision a reality.

Chief Nurses

Nurses are at the heart of NHS Blood and Transplants' work to save and improve the lives of tens of thousands of patients every year. Through our efforts, whether it is caring for our patients, donors or providing support to the families of organ and tissue donors at the time of their sad loss, we bring life and hope to desperately ill patients across the UK. Our work is unique, highly specialised and highly valued by our patients and our NHS colleagues. In order for NHSBT to continue to offer world class services into the next decade and beyond it is vital that every Nurse is offered the support, training and opportunities necessary to reach their full potential.

This Nursing strategy sets out the pathway through which our profession will grow and flourish through the next 5 years. It is inspired by the views, ambitions and ideas of colleagues across the organisation who gave their time to contribute to its development. Through our six Priorities we intend to ensure that Nurses have the practical, pastoral and professional support that will equip them to deliver excellence in their specialty areas and take pride in their achievements. In doing this we want NHSBT to become an employer of choice for Nurses, recognised for our commitment to developing our Nurses and for our appreciation of their efforts.

NHSBT and Nursing are a lifesaving combination. As Nurses we dedicate our professional lives to saving and improving the lives of others and we live our corporate values of Caring, Expert and Quality. We hope you will find our plans for Nursing at NHSBT to be as exciting and inspirational as we do. Together we will ensure that Nursing remains at the heart of everything NHSBT does. We thank you for your hard work and dedication and are proud to commend this strategy to you.



Ella Poppitt
Chief Nurse
Blood Supply



Vacant
Chief Nurse
Clinical Services



Olive McGowan
Chief Nurse
Organ and Tissue
Donation and Transplantation

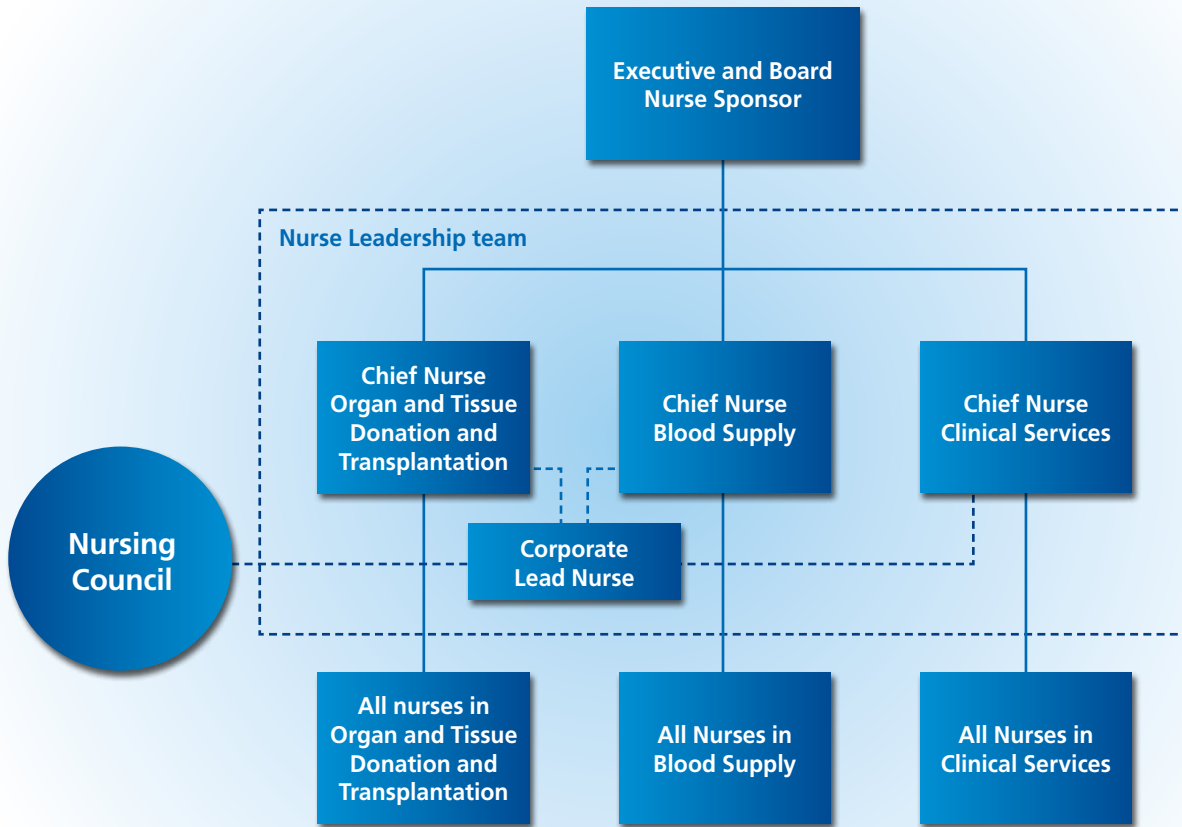
Summary

This second NHSBT Nursing Strategy builds the commitments and ambitions of our profession within a living document that will be delivered through the work of the new Nursing Council. The success of this strategy is intrinsically linked to the delivery of the People strategy, which supports the vision for Nursing and exists in partnership with our Directorate Strategies and the Nursing and healthcare Strategies of the four nations. We encourage all our Nurses to consult with these documents as part of their ongoing professional development. The Nursing environment will develop through the lifetime of this Strategy but we are confident that the aspirations contained therein will remain as relevant for Nurses as ever. We look forward to undertaking this journey with our Nurses and leading Nursing in NHSBT toward our ultimate aim to save and improve more lives.



Photograph taken pre-COVID

Professional Nursing Structure



Photograph taken pre-COVID

Strategic context

This Nursing Strategy outlines some challenging objectives for the forthcoming years. It exists in partnership with our corporate and directorate strategies and identifies six key principles which show how our profession can best support NHSBT to achieve its ambitions. We know that our Nursing leaders, present and future, must be equipped with the knowledge, skills and tools to achieve our ambitions. The six principles recognise and embed support for the Nursing profession in NHSBT. It recognises the essential fact that every Nurse, at every level and location within NHSBT, is a leader and an influencer and should be supported to embrace this responsibility. It also recognises the need for support, development and partnership between NHSBT and our profession so that together we can provide world class services.

Recruitment and Retention

NHSBT is a UK wide employer of Nurses and as such is subject to the same pressures around Nurse recruitment and retention as the rest of the NHS. One in three Nurses will reach retirement age within the next ten years and the Royal College of Nursing calculates that there are 40,000 Nursing vacancies in health and care settings in England. It is within this context that NHSBT must seek to attract, and retain, excellent Nurses in order to continue to save and improve lives. In order to recruit Nurses NHSBT must seek to maximise the channels through which Nurses can join us, considering the potential for supporting the development of the recognised routes into Nursing: University degree, Nursing Degree Apprenticeship, and Nursing Associate, to choose NHSBT for placements, learning and networking.

Diversity and Inclusion

NHSBT is committed to creating a Nursing workforce that reflects the communities we serve and a working environment that is truly inclusive, where employees can be themselves irrespective of their sex, race, religious or philosophical beliefs, disability, sexual orientation, marriage and civil partnership status, age, socio-economic background, gender reassignment status and pregnancy and maternity status. This commitment will ensure all Nurses know that they are valued and respected in NHSBT and can pursue a career in which they are able to be their true self without fear of discrimination in any form. This strategy is designed to support this organisational commitment to diversity and inclusion, recognising that equality is the foundation upon which all other strategic priorities are built.

COVID-19

The lifespan of this Nursing Strategy will inevitably be significantly impacted by the COVID-19 pandemic and its ongoing implications for healthcare and society globally. These factors will influence NHSBT Nurses both as individuals and professionals, working in an environment where interactions with donors and patients, and the processes through which the life-saving work of NHSBT can be facilitated are changed. NHSBT Nurses have already proven their ability to adapt to provide services. From innovations such as the development of the Convalescent Plasma project, changes to blood donation protocols to keep donors and teams safe and the preservation of the UK Organ Donation and Transplantation programme through the pandemic, NHSBT Nurses are central to maintaining life-saving patient services. The pandemic highlighted the stark realities of health inequalities in the UK which includes patients requiring our Blood, Cells, Tissue and Organs as well as those requiring our life saving services. NHSBT Nurses have an important role in supporting the work to address these inequalities and as ever, will ensure that the voices of patients are at the centre of the decision making required moving forward.



The Nursing and Midwifery Council (NMC) Code (The Code)



The Nursing and Midwifery Code provides the principles and standards by which every Nurse at NHSBT operates. It is central to how NHSBT's Nursing profession is recruited, developed, and provides healthcare to our donors and patients across all our services.

Professional Standards

The code contains the professional standards of practice and behaviour that everyone, including patients and the public, can expect from a Nurse. UK Nurses must act in line with the code, whether they are providing direct care to individuals, groups or communities or bringing their professional knowledge to bear on Nursing practice in other roles, such as leadership, education

or research. The standards include ensuring practice is safe and effective, Nurses have a duty to put patients first at all times and to raise concerns as soon as they believe patients are at risk, promoting trust through professionalism. The values and principles set out in the Code can be applied in a range of practice settings, but they are not negotiable or discretionary.

Autonomy and Responsibility

Many of our Nurses work in diverse practice settings and have different levels of autonomy and responsibility. However, they all exercise professional judgement and are accountable for their work and the code should be seen as a way of reinforcing professionalism. When joining the NMC register, and then renewing their registration, Nurses, commit to upholding these standards. This commitment to professional standards is fundamental to being part of the profession and provides a clear, consistent and positive message to our donors, patients, service users and colleagues about what they can expect of those who provide Nursing care.

Safety and Quality

NHSBT is responsible for the safety and quality of the care provided by our Nurses and The Code supports this objective by ensuring that every contact, action and decision made by our Nurses are governed by core professional standards and principles. The standards by which our Nurses practise are key to the quality and safety of the services we provide.

Revalidation

Through revalidation, our Nurses provide evidence of their continued ability to practise safely and effectively and NHSBT supports its Nurses to revalidate. Revalidation is the process that allows Nurses to maintain their registration with the NMC. As part of this process, all Nurses need to meet a range of requirements designed to show that they are keeping up to date and actively maintaining their ability to practise safely and effectively. Nurses need to collect evidence and maintain records to demonstrate to a confirmer that they have met the revalidation requirements. Every three years, Nurses will be asked to apply for revalidation using the NMC Online system as a means of renewing their registration.

There are many synergies with Codes that other registered professionals uphold which supports multi-disciplinary teamwork. Nurses in senior positions are uniquely placed to encourage partnership working across professional boundaries. The GMC and the NMC expect Senior Consultants and Senior Nurses to lead from the front, to act as positive role models for junior staff and ensure that their teams are focused on delivering positive, effective and compassionate care for patients.



The Continuing Commitment to Our Corporate Values

This strategy is a joint professional and corporate commitment to the development of Nursing within NHSBT, and the ongoing lifesaving and improving contribution of Nursing to the services we provide. The priorities set out, linked inexorably to the corporate values of Caring, Expert and Quality, set the pathway for Nursing through the next 5 years, creating a stimulating working environment within which Nurses are valued and nurtured, and where the Nursing profession utilises its unique ethos of donor, donor family and patient centred excellence and innovation to drive the vital work of NHSBT forward.

The Nursing Strategy presents the strategic priorities that will guide our work in 2021-2026:

1. **Fostering a Culture of Collaboration and Caring**
2. **Promoting Health and Wellbeing of Colleagues**
3. **Maximising the Professional Contribution of Nursing**
4. **Creating a Workforce Ready for the Future**
5. **Recruiting and Retaining Talented Nurses**
6. **Delivering Safe, Effective and Compassionate Care**



Every NHSBT Nurse should identify how their contribution will help achieve the objectives of this strategy, which will be brought alive through a workplan developed, implemented and measured through qualitative and quantitative indicators by the Nursing Council. The delivery of these strategic priorities will be via individual action plans aligned to each priority. Progress on these plans will be reviewed at each Nursing Council meeting and reported at regular intervals to the NHSBT Executive Team and Board.

1. Fostering an Inclusive Culture of Collaboration and Caring

Combining NHSBT's corporate values of Caring, Expert and Quality with Nursing's professional commitment to placing the patient and their needs at the heart of everything Nurses do.

In order to achieve a culture of collaboration the culture must be inclusive, where all Nurses and those who provide care to our donors, their families and patients have the opportunity to contribute to and influence the services we provide. Nurses as strong compassionate leaders recognise the necessity of an inclusive culture to ensure excellent care for donors and patients is front and centre in all that NHSBT does and plans to do. In doing this Nurses advocate for donors and patients and are appreciated for their commitment to that role and supported to deliver exceptional care in every circumstance

In order to achieve this NHSBT will:

- 1.a Develop communication:** In order to minimise professional isolation NHSBT will improve communication channels across the organisation, enabling Nurses to share clinical and nursing best practice. Seeking council and embedding Nurses in decision making that effects their professional practice.
- 1.b Support Nurses to collaborate across the organisation and wider NHS:** Through supporting the development of internal and external links and relevant collaboration, Nursing will play an important part in shaping the NHSBT of the future. Skilled and knowledgeable Nurses are very well placed to work across organisational boundaries to ensure our donors, donor families and patients receive the care they deserve.
- 1.c Recognise the contribution of Nursing:** Ensure that Nurses continue to receive professional and personal recognition for delivering excellent care. This will include raising the profile of NHSBT Nursing, ensuring that excellent practice is celebrated, respected and valued.

In order to achieve this Nurses will:

- 1.d Promote professional collaboration:** Nurses will proactively collaborate with other professions across the organisation and wider NHS, and through providing input into policy development and change management processes ensure excellent care is provided to donors and patients.
- 1.e Advocate for those accessing our services:** Nurses will represent and advocate for donors, patients and those accessing our services. In doing so Nurses will ensure we place the donor and patient at the heart of decision making and that our services provide excellent standards of care.
- 1.f Champion excellent care:** Create an environment where best practice is shared and adopted providing appropriate challenge when excellent care is not being achieved, highlighting areas of practice that require revision and change.

We will be successful when:

- Nurses feel well informed and part of the wider NHSBT Nursing community with improved communications across the profession and cross-directorate.
- Nursing representatives are routinely included in change and development programmes where donor or patient care is impacted.
- NHSBT Nursing and standards of care achieve national recognition within the profession and wider healthcare arena.

2. Promoting Health and Wellbeing of Colleagues

Ensuring all Nurses in NHSBT are supported, safe and able to work in an environment where their psychological and physical health are an absolute priority. Thus empowered, Nurses can then utilise their skills and compassion to care for donors and patients, ensuring NHSBT offers truly excellent care to all service users.

NHSBT Nurses and Nurses in the wider NHS have openly expressed that wellbeing has become a significant impactor upon the working experience. Wellbeing has a significant impact on how engaged Nurses feel, and whether they want to stay in an organisation. NHSBT relies upon the Nursing profession to deliver front line patient care, and to ensure that the voice of the patient is represented across the organisation. Working in partnership with the People strategy NHSBT will ensure that high quality wellbeing initiatives are in place to support Nurses to care for themselves as they seek to care for donors and patients

In order to achieve this NHSBT will:

- 2.a Set health and wellbeing as an organisational priority:** Ensure Health and Wellbeing services are available for all Nurses, such as Psychological Peer Support Networks, which are accessible and flexible to meet their needs. Being an organisation that nurtures self-care and promotes a culture of care and compassion where Nurses feel supported.
- 2.b Support Nurses in promoting health and wellbeing:** Promote a culture where colleagues can voice concerns without fear, ensuring regular Health and Wellbeing discussions are taking place.
- 2.b Learn from Nurses:** Sustain an open dialogue and listen to Nurses, recognising that their lived experiences are a vital tool in developing the Health and Wellbeing services that are needed to support them.

In order to achieve this Nurses will:

- 2.d Role model professional behaviour:** Adhering to the NMC professional standards of practice and behaviour recognise and prioritise their own mental, physical health and wellbeing, as well as supporting colleagues to do so.
- 2.e Own their own health and wellbeing:** As healthcare professionals Nurses understand the importance of health and wellbeing and as such should actively participate in programmes to care for their own health in order to effectively care for others.
- 2.f Seek support:** When required, engage with the support that's on offer in NHSBT, including seeking advice when unsure. Highlighting areas in which there are barriers or challenges to accessing support that meets their needs.

We will be successful when:

- Our Voice surveys show an improvement in Health and Wellbeing experiences for Nurses including closing gaps between protected characteristics.
- All Nurses feel they have access and the ability to engage with the support that meets their needs, in order to carry out their role.
- Health and wellbeing support is not a factor in Nurse retention rates.

3. Maximising the Professional Contribution of Nursing

Commitments to developing Nurses, encouraging excellence and enabling world class care for our patients, donors and families.

Nurses in NHSBT are committed to achieving professional excellence and providing world class services to all those who rely upon NHSBT for the Blood, Organs, Tissues and Services that save and improve their lives. Nurses offer a broad professional skill set to the organisation that strengthens and at all points support the NHSBT values. This includes, highly advanced communication skills, leadership, and clinical decision making bringing a holistic view to all activities. Imbedded within the NMC Professional standards of practice and behaviour for Nurses (The Code), Nurses also bring a unique set of professional qualities that strengthen the ethos of patient and donor centred care. While Nurses across the organisation have disparate skills sets there is still much that unites Nursing professionals. NHSBT commits to developing the mechanisms through which Nurses can contribute to the services and developments throughout the organisation using the skills that are inherent in the modern professional Nurse.

In order to achieve this NHSBT will:

- 3.a Support professional contribution:** Facilitate the development of new Nursing roles and support Nurses to maintain their registration when undertaking substantive, secondment and development roles not traditionally undertaken by Nurses.
- 3.b Strengthen clinical supervision and reflective practice:** Reflective practice is a corner stone of professional Nursing supporting revalidation, registration and professional development. The clinical supervision framework will be refreshed to ensure all Nurses are supported to undertake clinical supervision and practice reflective learning.
- 3.c Promoting the profile of Nurses:** Encourage external engagement with key stakeholders, professional bodies and colleges to ensure that we are at the forefront of progressive Nursing care.

In order to achieve this Nurses will:

- 3.d Apply their professional expertise:** Seeking opportunities to undertake research in the specialised fields of work within which NHSBT operates. Sharing research outcomes via a number of internal and external platforms actively contributing to NHSBT's position as a world leading organisation.
- 3.e Promoting professional values:** Demonstrating and sharing evidence based practice across the Nursing community and throughout NHSBT. Using their specialised knowledge and outward facing roles to gain feedback from lived experiences to develop improvements, to shape services and commit to providing the world class services that NHSBT donors and patients deserve.
- 3.f Utilise the NHSBT Nursing Council.** Through the Nursing Council share ideas, best practice and challenge sub-optimal performance. Nurses, directly or via directorate representation, will use this forum to champion service improvement and excellence in care. The Council will play an active role in ensuring Nursing is a pro-active influencer in policy and performance.

We will be successful when:

- The NHSBT Nursing Council represents, reflects, and addresses the ambitions and concerns of the profession across the organisation.
- Nurses are empowered and encouraged to undertake or be part of research in the organisation, enhancing the reputation and leading innovation in their field.
- NHSBT actively supports professional Nursing practice and facilitates the contribution of Nursing across the organisation.

4. Creating a Workforce Ready for the Future

Working in partnership with the People Strategy we will create a Nursing workforce equipped with the necessary skills, pastoral, technical, clinical and specialist, to deliver NHSBT services into the next decade.

Healthcare is constantly evolving and the specialist services delivered across NHSBT utilise every aspect of modern healthcare technology to save and improve lives. A key aspect of a successful 21st Century Nursing workforce is recognising and supporting the need for all Nurses to embrace advances in healthcare and the changing scope in which they can practice. Embracing new ways of working in Nursing teams that utilise the skills set of both support staff and experienced clinical practitioners. Advances in genomics could change the requirements for NHSBT therapies, digital advances could revolutionise how potential donors are screened and hardware and software improvements will impact upon how Nursing as a profession delivers care in the future. If NHSBT is to offer a world class service, and attract, develop and retain the most aspirational Nurses, it must embrace these changes whilst encouraging and training every Nurse to take advantage of them.

In order to achieve this NHSBT will:

- 4.a Empower Nurses to seek professional development:** Opportunities for new and traditional professional development will be made available from apprenticeships through to formal master level qualifications.
- 4.b Inspire the Nurse leaders of tomorrow:** NHSBT is committed to developing inclusive leadership from across the organisational Nursing cohort. This will include action to support and increase the diversity of our Nurses ensuring that Nurses have access to high quality leadership programmes.
- 4.c Ensure Every Nurse is an E-Nurse.** Support those who are unfamiliar or cautious with advances in digital care, by allowing Nurses to access expertise and educational resources. Maximise the opportunities digital learning, and e-portfolios have to offer in a way that best fits with a Work/Home balance.

In order to achieve this Nurses will:

- 4.d Embrace the opportunity.** Embrace the vision of the highly skilled and educated workforce, excelling in the potential new technology offers to improve patient care, ensuring care for donors and patients is maximised.
- 4.e Engage in continuous professional development:** Ensure that they follow professional revalidation process, actively seeking learning that will enhance their practice.
- 4.f Encourage and support learners and colleagues:** Actively encourage and support Nurse learners in the organisation, utilising their teaching and supervision skills to impart specialist knowledge and encourage professional Nurse development. Seek opportunities and promote change to transform the care provided within their specialism.

We will be successful when:

- Nurses are competent and confident to utilise new and emerging technologies to deliver improved patient care, as well as for professional development activities such as reflective practice and work-based learning.
- NHSBT Nurses are recognised as being at the forefront of work within the profession to develop the concept of the E-Nurse.
- We have a diverse Nursing leadership where Nurse Leaders contribute to and influence the services NHSBT provides.

5. Recruiting and Retaining Talented Nurses

Creating a diverse, supportive and flexible working environment capable of attracting and retaining the best Nursing talent to NHSBT.

Creating a value proposition for Nurses to address recruitment and retention challenges is essential if NHSBT is to continue to save and improve lives through the provision of essential Blood, Organs, Tissues and patient Services. This issue was highlighted during the engagement programme for this strategy, with feedback indicating that efforts should be focused both upon attracting the best Nurses to NHSBT and working with Nurses to determine how best to retain that talent.

Meeting the challenge of Nurse recruitment and retention through the lifetime of this strategy will require NHSBT to create an environment which is attractive to the needs of the modern healthcare professional. Delivering this priority will involve close collaboration across NHSBT. A key part of future recruitment priorities will be ensuring equality of opportunity for Nurses from BAME communities. Nursing as a profession is committed to creating a working environment that is truly inclusive and will work in partnership with colleagues from the People and Strategy Teams to develop recruitment, training and processes that deliver the NHSBT commitment to Diversity and Inclusion.

In order to achieve this NHSBT will:

- 5.a Innovate in recruitment.** Using the latest evidence and recognised recruitment practice, NHSBT will showcase the unique work, impact and flexibility of the work to attract, select and appoint the talented Nurses our donors and patients deserve.
- 5.b Develop a representative Nursing cohort.** Create a Nursing workforce that represents the communities we serve, increasing the representation of Black, Asian and minority ethnic Nurses, ensuring we are best placed to deliver excellent care and services to all communities.
- 5.c Maximise career opportunities.** Creating a sustainable highly skilled Nursing workforce, developing opportunities for a fulfilling career including opportunities for cross-Directorate transfers, joint posts and movement into the wider NHS. New and advanced clinical Nursing roles will be explored allowing for non-managerial progression as well as considering the opportunities for Nursing Associate roles. Ensuring there is a visible career pathway for all patient and donor facing colleagues.

In order to achieve this Nurses will:

- 5.d Actively promote NHSBT as an employer of choice.** Champion the breadth of NHSBT Nursing opportunities within the wider healthcare arena and Nursing networks. Demonstrate the contribution Nursing makes to safe, effective and high quality care to donors and patients.
- 5.e Recruit colleagues based on merit and values.** Use value based recruitment processes to attract and appoint the right staff ensuring a representative panel and fair process.
- 5.f Develop our policies.** Through the NHSBT Nursing Council and in collaboration with the People Directorate consider future recruitment and retention practice and policies, ensuring the latest professional guidance is taken into account.

We will be successful when:

- The Nursing workforce reflects the donors and patients we serve including 15% of the cohort being from BAME communities.
- Nurses feel supported to build a career within NHSBT and the wider NHS.
- Retention rates match or are better than the national NHS average.

6. Delivering Safe, Effective and Compassionate Care

Quality is the driving standard for all Nurses in NHSBT, ensuring that the care provided to donors, patients and colleagues is appropriate, beneficial, caring and above all safe. To practice effectively all Nurses maintain the highest professional standards and NHSBT will support that work by ensuring comprehensive and rigorous procedures are in place to embed quality at all levels in the organisation.

Clinical governance is a systematic approach to ensure that all donors and patients receive the best care and is a shared responsibility. Whilst we share accountability for the care we deliver with other colleagues Nurses are ideally placed and skilled to optimise care while minimising risks to those who use our services as a routine part of their role. The Directorate Chief Nurses provide a key leadership role within clinical governance working in tandem with the Medical Directors and chairing the Directorate Clinical Audit Risk and Effectiveness (CARE) Committees. The Directorate Chief Nurses also collectively lead on relevant corporate policy areas including; Safeguarding, Medicines Management, Resuscitation and Clinical Supervision.

In order to achieve this NHSBT will:

- 6.a Ensure effective systems are in place:** Support systems and structures to ensure effective joint working between managers and Nurses in the provision of safe, high-quality care whilst supporting Nurses to meet their professional responsibilities.
- 6.b Support effective safeguarding:** Ensure we meet our safeguarding responsibilities protecting adults and children's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. All Nursing staff will be appropriately trained in safeguarding.
- 6.c Support the development of professional core skills:** Recognising the core skills required to deliver safe, effective and compassionate care providing effective and high quality mandatory and professional training and clinical supervision.

In order to achieve this Nurses will:

- 6.d Learn from quality incidents:** Actively taking part in patient safety processes, learning from quality incidents and best practice to improve care. Reporting incidents and near misses when they occur and appropriately escalating patient safety issues to managers.
- 6.e Promote the highest standards of care:** Regularly reviewing donor and patients experience indicators to identify opportunities for improvement in delivering a quality experience to all donors, families and patients. Ensuring the views of donors and patients are considered and act as their advocate as appropriate.
- 6.f Support quality and regulatory compliance:** Proactively support and where appropriate lead the clinical and care aspects of quality and regulatory compliance and audit, including those undertaken by the MHRA, HTA and CQC.

We will be successful when:

- Nurses feel supported and able to deliver care to a high professional standard.
- Excellence in donor and patient experience is achieved.
- Patient and donor outcomes related to safety and satisfaction are improved.

NHS Blood and Transplant

NHS Blood and Transplant (NHSBT) saves and improves lives by providing a safe, reliable and efficient supply of blood and associated services to the NHS in England. We are the organ donor organisation for the UK and are responsible for matching and allocating donated organs. We rely on thousands of members of the public who voluntarily donate their blood, organs, tissues and stem cells.

For more information

Visit nhsbt.nhs.uk

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