

### Meeting Quality Requirements

Good Manufacturing Practice (GMP) is at the heart of our quality management system and informs how we protect patients.

For example we:

- Train to a procedure and check understanding before we use it
- Make clear records when we complete actions so people know keys steps have been completed
- Physically separate stages of a process so we can't get confused
- Tell our line manager and Quality Assurance when things go wrong.

### Information Governance

During your time at NHSBT you may have access to information about the organisation or about individuals which is confidential. To ensure that this confidentiality is maintained, you must:

- Follow NHSBT policies, procedures and work instructions for using information systems;
- Not discuss or share in any other way confidential details outside of NHSBT;
- Ask your supervisor or line manager if you have any concerns or queries about information accuracy or security.

**Don't make assumptions!**  
**If in doubt always, ASK!**

### What is Business Continuity?

See separate leaflet which contains full details on this and what it means.

### What is Code of Conduct?

Code of conduct affects all of us. You are ambassadors of NHSBT and should act in a manner that creates a positive image to our donors, customers and fellow colleagues working within the organisation. In addition you are employed to undertake specific tasks and responsibilities on behalf of the Organisation. You should aim to discharge these duties efficiently and to the best of your ability at all times and in accordance with reasonable instructions.

### My responsibilities

To read this leaflet before arriving on site, ensuring I bring any PPE required with me. Dress appropriately for the activity I have been asked to perform for NHSBT. Treat my work colleagues and donors with respect following the Code of Conduct Principles and those around Data Protection explained in the relevant sections of this leaflet. Understanding and accepting that if I fail to comply with reasonable instruction or blatantly disregard health and safety requirements my Agency will be notified of my conduct which may lead to my contract being terminated and my dismissal from site.

#### Important Information for Me

Name of my Immediate Supervisor .....

My PPE requirements .....

I have read and understand the leaflet.

Signature: .....

Name: .....

Date: .....

**Remember if in doubt don't be afraid to ask for information/training or clarification on something from your immediate supervisor.**

# Your role with Us

## A guide for agency staff



This leaflet explains what you can expect from NHS Blood and Transplant (NHSBT) and what we expect from you whilst you are with us.



It provides essential information to keep both you and your work colleagues safe in the workplace. If you have any queries, please speak to your line manager, or immediate supervisor on Day 1 with us.

Your awareness and understanding of this leaflet will be checked as part of your induction on Day 1 with more specific training and information provided to you related to the role you will be performing.

### Keeping Everyone Safe

We are committed to providing a safe working environment and maintaining everyone's health, wellbeing and safety whilst at work.

To achieve this objective it is essential that we provide you with certain training and information on housekeeping issues, to ensure the safety of yourself and others you may come into contact with whilst you are with us such as our staff, donors and members of the public.

### Housekeeping

**Fire** – make yourself familiar with your surroundings, location of fire exits, fire assembly point and fire extinguishers.

Ensure you have spoken to your immediate supervisor to ensure you know what to do in case of fire especially if this can vary daily.

Report any suspicious people or naked flames/fire hazards immediately as if a fire starts it can spread quickly putting lives and property at risk.

**Personal Protective Equipment (PPE)** – must, where required/specified, be provided by you/your agency and brought with you on your first day and worn as required whilst working for us.

**First Aid** – if this is required you should seek this from one of our qualified first aiders. Your immediate supervisor will assist you to obtain this.

**Welfare Facilities** – you should be made aware as part of your induction where toilets and rest rooms are located along with the designated smoking areas. If you are unsure of these ask your immediate supervisor.

**Tidiness** – ensure that equipment does not introduce trip hazards or block fire exits. If there are spillages clean these up immediately don't just leave for someone else to do.

### Manual Handling

**Before you start prepare yourself** – Always examine and test loads first to check they are within your capacity. Plan the job, clearing the route of any obstacles and identify if there are any manual handling aids to assist you. If beyond your capacity seek help at this point. Do not continue on your own.

**During the activity reduce the risk** – Adopt a stable base position using your powerful leg muscles not your back to provide the force needed for the activity. Keep items being carried close to your body and don't twist or stoop whilst carrying out the task. These practices require less force, increase efficiency and reduce the risk of injury.

Where manual handling aids are provided by us you must use them to minimise the risk of injury. Training will be provided on Day 1 to ensure you understand these along with any specific safe systems of work in place.

### In the Event of an Accident

If something does unfortunately go wrong and you have an accident or needlestick/contact with blood then it must be reported to us at the time and an accident form completed.

Your immediate supervisor will help you do this and ensure that any first aid is provided and that your Agency is also notified of the incident.

### Infection Control

Good hand washing is key to infection control and where more than standard is required this will be explained and demonstrated to you.

Where Hep B immunisation is required for your role this will have been specified to your Agency as this is your/their responsibility.

