


2023 SHOT and UKTLC Transfusion Laboratory Culture Survey


Suggestions and ideas to discuss and promote safety culture within teams and organisations


Aim of this document and its importance


The summary report can be accessed via: 
[SHOT survey](#) or [UKTLC webpage](#)


- The 2023 SHOT and UKTLC laboratory culture survey aimed to measure and understand the safety culture in laboratories in hospitals and blood services in the UK with input from the MHRA haemovigilance team. The summary report with the findings from the survey can be accessed through this link: <https://www.shotuk.org/resources/current-resources/shot-surveys/>
- The survey identified issues with safety culture prevalent in the transfusion laboratories across UK with staff not feeling safe to raise concerns, experiencing incivility with negative impact on their mental health and ability to perform their roles. Incivility in the workplace has shown to have negative impact on performance, communication and learning with great potential to reduce patient safety. In contrast, civility embedded into a restorative culture can reduce errors, stress, fear of blame or reprimand as well as promoting excellence
- The suggestions provided in this document are tangible ideas and examples of improvement activities already implemented in healthcare organisations demonstrating a positive impact on the safety culture. They are shared here to increase awareness and signpost tools to help create a safe space to for staff to speak up


Changing culture in workplace is neither quick nor easy. It takes effort, commitment and time. Start with small steps and grow at the right pace for the team 


 Compassionate leadership training; open discussion about assumptions and bias


 Team building events and work social events


 Regular 'informal coffee mornings' or 'Lunch and learn' sessions on civility, workforce policies and related topics

 Include '360' element in performance reviews for managers (e.g., feedback from those managed as well as line manager)

 Small group sessions to increase awareness on [civility saves lives](#)

 Promotion of resources from civility saves lives (e.g. videos, podcasts, books)

 Instigating 1:1 meetings between line managers and staff members

 Include regular 'thanks and gratitude circles' within team huddles

 Learn Share Care

If in your organisation it has been implemented a successful measure, tool or process to improve transfusion safety not included in this document please share it with us!

<https://www.shotuk.org/contact-us/>