



Teetering off balance: Examining responses related to work-life balance in the 2023 SHOT and UKTLC Transfusion Laboratory Culture Survey

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1. Introduction

- Safety culture encompasses the attitudes, values and perceptions that influence how something is achieved in the workplace. A poor safety culture has been shown to contribute to patient safety incidents
- In 2023, Serious Hazards of Transfusion (SHOT) and the UK Transfusion Laboratory Collaborative (UKTLC) conducted an anonymous online survey to gauge perceptions of safety culture in transfusion laboratories in the UK

2. Methods

- ▶ The survey was sent via email to all registered SABRE and SHOT reporters (NHS and private laboratories) and the heads of laboratories for all UK Blood Services, with the request to cascade to all grades of laboratory staff
- ▶ It was also sent to various transfusion laboratory professional organisations (UKTLC, Biomedical Scientist Empowerment and Discussion Group, National Laboratory Managers Group and National Blood Transfusion Committee)
- ▶ This abstract explicitly examines responses to questions regarding work-life balance, as a holistic approach to staff wellbeing is essential to ensure a high quality of patient care

3. Results (Figure 1)

1
479 responses were received from UK-based transfusion laboratory staff

2
Most responses came from registered and supervisory registered laboratory staff (NHS bands 5 to 7) 344/479 (71.8%)

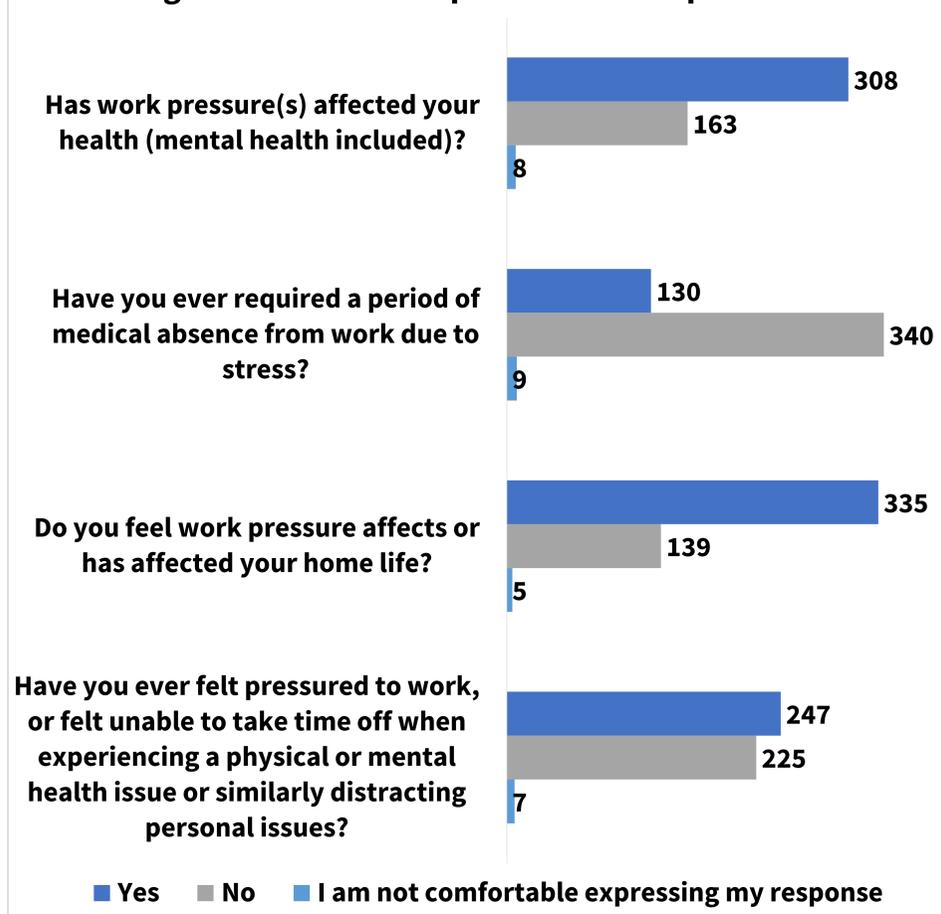
3
130/479 (27.1%) individuals had required a period of medical absence from work relating to stress (although this question did not differentiate the source of stress)

4
247/479 (51.6%) felt pressured to work or felt unable to take time off when experiencing a physical or mental health issue or distracting personal issue

5
Work pressures affect or have affected respondents' health 308/479 (64.3%) or home life 335/479 (70.0%)

6
110/479 (23.0%) of respondents felt that a poor safety culture impacts their competency and confidence in their role

Figure 1: Personal impact from work pressures



4. Discussion

i The survey data provide a snapshot of attitudes and beliefs within UK transfusion laboratory staff and may not be representative of all staff

It is concerning that most respondents have had their health affected by work pressures and that the quality of care provided may be suffering due to a poor safety culture



SHOT data (Narayan et al., 2023), has shown a successive increases in laboratory errors from 2021 to 2023, and it is possible that a poor safety culture may be contributing to this rise in errors

Poor safety culture must be addressed to ensure a strong future for the transfusion laboratory workforce. Resources below may help organisations begin to rectify safety culture concerns

Further resources



SHOT Bites 23-26



Survey summary and developing safety culture document

Reference: S Narayan (Ed) D Poles et al. on behalf of the Serious Hazards of Transfusion (SHOT) Steering Group. The 2022 Annual SHOT Report (2023). <https://doi.org/10.57911/wz85-3885>



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