



SERVICE CHARTER

NATIONAL BLOOD SERVICE, GHANA





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SERVICE CHARTER

The Service Charter of the National Blood Service, Ghana tells you about:

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WHO WE ARE

The National Blood Service, Ghana is one of the Agencies under the Ministry of Health (MOH) that contributes significantly to the implementation of Ghana's Health Sector Programme of Work. The mandate of the National Blood Service, Ghana is to ensure an effective and coordinated national approach to the provision of safe, adequate and efficacious, blood and blood products, making it timely, accessible and affordable to all patients requiring blood transfusion therapy in both public and private health care institutions in the country.

OUR VISION

To be an efficient, effective and innovative provider of safe blood services that meet National requirements and International standards

OUR MISSION

Our mission is to save the lives of patients by providing safe and adequate blood products and other related blood services through professionalism of our staff and generosity of our voluntary non-remunerated blood donors.

OUR CORPORATE GOAL

To increase the availability and safety of blood and blood products in Ghana

OUR SERVICE OBJECTIVES

Increase the percentage of donated blood collected from voluntary non-remunerated blood donors

Increase blood collection index (BCI) per 1000 population

Increase the percentage of donated blood screened for HIV, Hepatitis B&C and Syphilis in a quality assured manner

OUR FUNCTIONS

Our functions include:

1. Providing an overall policy direction for all stakeholders in Blood Service delivery.
2. Providing standard guidelines for effective and effective delivery of Blood Services.
3. Mobilizing and allocating resources (equipment and/or reagents) to all service delivery centres under the Service.



4. Initiating and reviewing legislations in relation to Blood Service delivery.
5. Monitoring and evaluating service delivery of all service centres in both public and private sectors.
6. Coordinating, planning resource mobilization budget execution and human resources of Blood Services.
7. Coordinate the activities of Blood Centres, Partners and Stakeholders involved in Blood Service provision
8. Collaborate effectively with MDAs, CSOs and other partners in blood service delivery
9. Providing and supporting overall institutional development

WHAT WE ARE RESPONSIBLE FOR

1. Developing and maintaining a centrally coordinated national blood service, including the processing or supply of blood and blood products, and also including blood group and other tests.
2. Advocating for 100% non-remunerated voluntary blood donations.
3. Organizing and providing training of skilled persons (clinical and technical staff) in matters relating to blood transfusion and preparation of blood products.
4. Developing and implementing a national quality system in Blood Services.
5. Supporting blood service activities with a comprehensive Monitoring and Evaluation (M&E) system.
6. Developing and implementing a national haemovigilance system.
7. Encouraging and strengthening capacity of BTS to conduct research useful for policy & practice.
8. Developing and implementing an appropriate information management system (IMS) for Blood Services.
9. Cooperating with other organizations with similar scientific functions.

OUR CORE VALUES

In providing our services, we value:

- Quality
- Professionalism
- Excellence in Customer Care
- Team Work
- Confidentiality

OUR SERVICE STANDARDS

We deliver our services within the following time frames:

SERVICES	TIME FRAME
Programme of Work (POW) Review	Twice a year
Monitoring and Evaluation of Performance	Twice a year

Action on Correspondence	Maximum of 7 days
Financial Reports	Quarterly
Financial Monitoring	Bi-Annually
Processing of Payment Vouchers by Internal Audit	Within 48 hours
Audit Inspection	Quarterly
Follow up on Audit Recommendations	Twice a year
Collation of Response to External Audits	Three times a year
Measuring Procurement Efficiency	Quarterly
Processing of Contracts	Twenty days
Response to Media Observations on Blood Services	Within 24 hours
Initiate Implementation of Policies and Guidelines	Twice a year
Monitoring and Reporting on Status of Implementation of Standards and Policies	Twice a year
Staff Durbars	Quarterly
Continuous Professional Training	Once a year
World Blood Donor Day Celebrations	14 th June each year
National Blood Donor Day Celebrations	1 st Week in November each year
Human Resource Audit and Productivity	December each year
Collation of procurement plans for the National Blood Service, Ghana	October each year for the ensuing year

The tables below show service standards processing time for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly	We will respond to your calls within four (4) rings
We will be courteous, professional and helpful	When answering the telephone, we will provide you with our name and work area When we call you, we will provide you with our name and work area and tell you why we are calling
We will be accessible by telephone during business hours	All departmental business areas will have telephone service options during working hours

In Person

Service Principles	Service Standards
We will assist you promptly	We will serve you within ten (10) minutes of your arrival, if you have an appointment

	We will serve you within twenty (20) minutes if you do not have an appointment
	We will communicate to you any unexpected delays in attending to you
We will be courteous, professional and helpful	We will be neatly dressed and well presented
We will be accessible	All departmental business areas will have officers to attend to you Our offices will be clean and comfortable, have clear signage and current, relevant information on display

Interview and Discussions

Service Principles	Service Standards
We will give reasonable notice of discussions	We will advise you about interview arrangements in a timely manner
	We will inform you of any changes in arrangements before scheduled discussions
	We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any unexpected delays
We will hold discussions in a fair and reasonable manner	We will consider the appropriateness of any discussion and whether the required information could be obtained in another way
We will actively address your diverse needs	We will hold discussions in locations that are as private and secure as possible and reflect the nature of the discussion

Written Communication

Service Principles	Service Standards
We will respond to your correspondence promptly	We will reply to all correspondence in a timely way using the most appropriate contact method – telephone, in-person or in writing
	We will acknowledge email requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response
We will be courteous, professional and helpful	We will provide accurate, helpful and timely responses that are relevant to your needs
	We will identify ourselves and provide contact details in our written correspondence
	We will record all of your correspondence on our filing systems

Applications and Decisions

Service Principles	Service Standards
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We will acknowledge applications promptly and inform you about the assessment process	We will acknowledge all applications within seven (7) working days – unless we make a decision in that time
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner
We will be courteous, professional and helpful	We will identify ourselves and provide you with options for contacting us
	We will let you know how and when you need to provide information to us
	Where you have a nominated representative, we will communicate with your representative
We will be open and accountable and tell you the reasons for our decisions	We will provide you with clear and timely reasons for our decisions

Our Information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information	We will regularly review and update information to ensure it is current and meets your needs and expectations

Your Feedback

Service Principles	Service Standards
We value your compliments, complaints and suggestions	We will invite feedback and provide appropriate contact details in our client information
	We will acknowledge client feedback within one (1) working day of receipt
	We will resolve client feedback received via the web, email and telephone within ten (10) working days
	We will resolve written client feedback received via letter, fax or courier within twenty (20) working days
We will use your feedback to improve our services	We will monitor and report on all feedback, and consider this in reviewing and improving our services

OUR SERVICE GUARANTEE

To fulfill our service guarantee to you, we are committed to having a well-trained and supportive staff. To develop and maintain an open and accountable atmosphere that is fair and reasonable in dealing with our clients.

We will provide you with quality service by:

1. Promoting healthy relationship with partners
2. Responding promptly to the needs/concerns of the general public
3. Providing avenues for effective flow of information to the general public
4. Providing quality leadership

5. Treating customers (blood donors) with dignity and respect
6. Maintaining well-mannered and friendly staff available to serve clients/blood donors
7. Ensuring discipline, hard work and professionalism

WHAT WE EXPECT FROM THE PUBLIC

To assist the National Blood Service, Ghana perform its duties expeditiously, we expect the following from the public:

How You Can Help Us

- We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input on how the community perceives our services and what services they need, including assessments of our performance.

To Help Us Help You, We Ask You To:

- Treat our staff with courtesy and respect
- Respond to requests for information accurately, thoroughly and in a timely manner;
- Provide us with changes in your circumstances promptly
- Abide by any and all requirements and other obligations that clients are to meet in order to be eligible for services sought.

To Help Us Serve You Better

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done to resolve it.
- We welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us, by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.

INFORMATION ABOUT THE NATIONAL BLOOD SERVICE, GHANA

You can obtain information about the National Blood Service, Ghana by visiting our website at <http://nbsghana.org/> or our Facebook page at www.facebook.com/nationalbloodserviceghana.

Information is disseminated through our website, print and electronic media. Our staff are also ready to provide information in the simplest form.

WHERE YOU CAN FIND US

Physical Address:

Our headquarters is located off the Guggisberg Avenue at Korle Bu, Awotse Kojo, adjacent the Korle Bu branch of GCB Bank and behind the Korle Bu district office of the ECG.

COMPLAINTS AND COMMENTS

Complaints or comments may be submitted to:

THE PUBLIC RELATIONS OFFICER
NATIONAL BLOOD SERVICE, GHANA
P. O. BOX KB 78
ACCRA
Website: www.nbsghana.org or info@nbsghana.org
Tel: 0302 663 701 or 0302 663 702

Dissatisfied clients may direct their complaints to:

THE CHIEF EXECUTIVE OFFICER
NATIONAL BLOOD SERVICE, GHANA
P. O. BOX KB 78
ACCRA
Tel: 0302 666 429

As a final resort, clients may appeal to:

THE CHIEF DIRECTOR
MINISTRY OF HEALTH
P. O. BOX M 44
ACCRA
Tel: 0302 664 222

OUR COLLABORATORS

We collaborate with the following internal and external agencies

Users of Blood/Blood Products & Related Services

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
Teaching Hospitals Ghana Health Service Mission Hospitals	Chief Executive Medical Directors Director Admin Director PPME Director General RDHS DDHS D-HRD D-ICD D-PPME	Policy implications of autonomous NBS Staff redistribution Assurance of meeting needs of blood Payment of services	Disseminate NBP Involve in Transition Management team Regular briefing & feedback on NBS developments

Quasi Government Hospitals	Medical Sup. CHAG Religious leaders Mission Health Coordinators Head of Organization responsible for Health Services Proprietors		
	Clinicians (Prescribers & those who administer blood/blood products Blood Bank staff	Maintenance of standards & quality	In-service training Dissemination of NBP, quality manual NGCUB Encourage functional HTC & audit committees
	Specialized units	Research Validation of kits Accreditation of HBBs	Disseminate NBP Advocacy for research & setting agenda

Community Groups

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
Religious Organizations	Leaders Societies & Organizations Voluntary donor organizers	Contribution to blood donor programme	Disseminate NBP & revised BDP Involve in committees Provide regular feedback Train vol. organizers Continuous education on need to donate
Work places	Heads of Departments Staff unions	Provide access for blood collections. Encourage staff to contribute to BDP Funding BDP	Disseminate NBP & revised BDP Publicize contributions. Advocate for funding support
Educational Institutions	Heads of institutions Staff Voluntary donor organizers	Sensitization of staff. Blood collection & retention of donors. Formation of youth groups	Disseminate NBP & revised BDP Develop youth strategies Provide regular feedback Train vol. organizers Continuous education on need to donate
Organized community groups	Leaders (Chiefs, unit committee chairmen) Village Health committee Chairmen Voluntary donor organizers	Contribution to BDP	Disseminate revised BDP Involve them in committees Provide regular feedback Train vol. organizers Continuous education on need to donate

Non-Governmental Organizations

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
NGOs involved in any aspects of Blood Services	Red Cross Society Rotary Lions Freemasons St John's Ambulance GSMF	Funding & Logistic support for volunteers education, recruitment & retention Publicity & mobilization Conducting operational research	Advocacy Disseminate NBP & revised BDP Provide regular feedback Train volunteers Assist in setting research agenda Acknowledge & publicize contributions

Ministries, Departments & Agencies

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
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MDAs	Health	Formulation of relevant policies & LI Monitor implementation of policies Resource mobilization Collaboration with other MDAs	Representation on committees. Regular feedback to Minister Regular briefing on status of implementation. Advocacy to place blood issues on agenda of inter-ministerial meetings Timely preparation of budgets & work plans to MOH
	Transportation Road Aviation	Emergency transportation of blood/ blood products	Disseminate NBP & revised BDP Sensitize on emergency dispatch of blood across zones Regular updates
	Information	Provide platform for publicity & education of public	Disseminate NBP & revised BDP Package & provide relevant information for dissemination Regular update Train in donor mobilization
	Local Government & rural development	Effective function of mobile community blood collection	Disseminate NBP & revised BDP Mobilize DCEs, PM, District coordinators to provide support to district committees Regular updates
	Education, Youth & Sports	Sensitize young children before reaching eligible age. Provide access for blood collection in 2 ^o & 3 ^o institutions	Disseminate NBP & revised BDP Package & provide relevant information for dissemination Regular update Train in donor mobilization
	Communication	Support on ICT network to Blood centres & facilities	Disseminate NBP & revised BDP Develop, submit & follow up ICT architecture proposal Regular updates
	Finance	Financial support for NBS	Disseminate NBP & revised BDP Provide regular feedback on planned programmes. Lobby Minister for extra budgetary allocation
	Women & Children	Advocacy; Encourage to support blood programme	Disseminate NBP & revised BDP Advocacy for support Design appropriate materials. Involve in research Regular updates
	Justice & Attorney General	Drafting of LI	Disseminate NBP & revised BDP Collaborate to draft LI, provide relevant documents to facilitate processes
	Employment	Encourage employers to donate. Provide access for donor sessions. Provide motivational programmes for employees who contribute to NBP	Disseminate NBP & revised BDP Advocacy for support Design appropriate materials for TUC executive & employers Regular updates
	Food and Drugs Authority	Support for licensing & regulation	Disseminate NBP & revised BDP License & regulation. Regular meetings & interaction Facilitate monitoring framework
	Ghana Standards Authority	Standardization and calibration of equipment	Disseminate NBP & revised BDP Regular reviews & Meetings.

			Facilitate development of standardization & calibration schedule Regular updates
	Ghana AIDS Commission	Share information Financial support Technical support Linkage to appropriate organizations	Disseminate NBP & revised BDP. Regular feedback Solicit support based on needs. Input into research
	National Ambulance Service	Emergency transport of Products to & from facilities	Disseminate NBP & quality manual Regular feedback on services
Units within GHS	Health Promotion	Assist in development of educational materials, Publicity, prevention of anaemia	Disseminate NBP & BDP. Plan & budget for educational materials. Regular reviews, Meetings & interactions
	National Malaria Programme	Assist through exchange of information & financial support	Disseminate NBP & BDP. Solicit support based on needs Regular feedbacks
	Nutrition	Assist in counseling in good nutrition to correct anaemia in society	Disseminate NBP & BDP Regular updates. Involve in research
	National Aids Control Programme	Assist through exchange of information & financial support	Disseminate NBP & BDP. Solicit support based on needs Regular feedbacks
	PHRL	Validation & assistance in determination of kits for blood screening	Disseminate NBP & BDP. Involve in research Provide information Regular feedbacks
	ICD	Interface between NBS & GHS facilities	Disseminate NBP & BDP, NGCUB Regular feedbacks & meetings. Involve in research
	Disease Control	Information exchange	Disseminate NBP & BDP. Provide information. Research Regular feedbacks
	Family Health	Assist through exchange of information & financial support	Disseminate NBP & BDP. Solicit support based on needs Regular feedbacks

International Organizations

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
International Organization	WHO	Technical support	Disseminate NBP Capacity building Training plan Regular feedbacks
	UNICEF	Funding & information exchange. Child support & development	Disseminate NBP & BDP. Advocacy for support. Regular feedbacks
	UNFPA	Funding, Information exchange	Disseminate NBP & BDP. Advocacy for support. Regular feedbacks
	UNAIDS	Funding, Information exchange	Disseminate NBP & BDP Advocacy for support Capacity building Training plan Regular feedbacks

	Safe Blood for blood Organization	Technical support	Disseminate NBP & BDP Meetings Involve in training & research. Regular feedbacks.
	NDF	Funding Technical support	Disseminate NBP & BDP. Provide information Capacity building. Regular feedbacks
	CDC	Funding Technical support	Disseminate NBP & BDP. Provide information Regular feedbacks

Health Training Institutions

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
Health Training institutions	Medical schools Nursing schools Laboratory schools	Strengthening of blood transfusion science component of curriculum	Disseminate NBP & BDP Advocate review Regular feedbacks
	Postgraduate colleges	Technical support	Disseminate NBP & BDP Advocate review Regular feedbacks Provision of job description Embark on recruitment drive

Research Institutions

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
Research Institutions	Noguchi	Active research into new technologies & services	Disseminate NBP Develop research plan into new technologies Regular feedbacks
	CSIR	Active research	
	ISSER		

Media

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
Media	Electronic	Publicity, education information	Disseminate NBP & BDP Regular briefing & feedback Develop publicity plan Provision of training Review programme effectiveness
	Print		

Others

Organization	Key stakeholders	Roles/issue	Strategy for strengthening involvement
Others	Parliamentary select committees on health & social services	Legal backing, publicity	Disseminate NBP & BDP Advocacy for legal backing Regular feedbacks
	Telecommunication companies	Funding Information dissemination	
	Financial institutions	Funding	