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# Quality Service Charter

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## 1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

- VOICE:** We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service for them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;
- DESIGN:** We develop policies and processes which reach the levels expected by our customers;
- DELIVERY:** We deliver a service which is timely, of a high standard, easily accessible and which can reach the customer with ease;
- ACCOUNTABILITY:** This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into and is manifested in these same basic principles we want to uphold.

## 2. WHO WE ARE AND WHAT WE DO

### OUR VISION

National Blood Transfusion Service: From donor to patient, we strive for excellence.

### OUR MISSION

To provide a safe and sustainable blood supply and develop a service for tissue and cells in compliance with all relevant standards, respecting the donor's voluntary gift, for the benefit of the patients. National Blood Transfusion Service also aims to participate in research, innovation, training and education activities through appropriate partnerships.

### 3. GUIDING PRINCIPLES

All our actions are guided and bound by the 10 Determinants of Service Quality:

**RELIABILITY:** Information provided by us can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us be confirmed in writing.

**RESPONSIVENESS:** We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

**COMPETENCE:** Our staff has the necessary skills to deliver services to you knowledgeably, courteously and impartially.

**ACCESS:** Our services are easily accessible through convenient opening hours, effective telephone service, and personalised expedient online services. Our public offices are physically accessible to persons with disabilities.

**COURTESY:** We ensure that our services are offered in a respectful and polite manner, with full consideration for the customer's property.

**COMMUNICATION:** We aim to keep the customers informed in a language which is free from technical terminology, by listening to them, and explaining the service itself including any fees, if and where applicable.

**CREDIBILITY:** We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner.

**SECURITY:** Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information that you provide will only be used for the purpose that it was collected for and processed in line with the relevant legislation.

#### UNDERSTANDING/KNOWING

**THE CUSTOMER:** Our processes are designed to understand and support the needs of the customers and create the minimum inconvenience possible to customers, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

**TANGIBLES:** Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

## 4. NBTS CUSTOMERS

There are three types of Clients of the NBTS as follows:

**Client 1:** Donors or Prospective Donors (that is, persons registered as donors or are in the process to become a registered donor);

**Client 2:** Patients at a hospital (that is, a recipient (or caring physician) at MDH or any other public/private hospital, awaiting a donation/s made by Client 1 type); and,

**Client 3:** General public (all those who seek information for curiosity or pedagogic reasons as any individual, students, academics, educational institutions, the mass media, and others exclusive of Client 1 and Client 2 types).

## 5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

**COMMUNICATION:** Specific, straightforward and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.

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**PREMISES:** Publicly accessible areas have complete access for all abilities and regular safety assessments of the premise are performed.

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**REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL:** A final reply within 3 working days.

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**REQUEST FOR SERVICE:** 3 working days from receipt of complete application.

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**PHONE CALLS:** Shall be answered within 3 rings on working days.

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**ACKNOWLEDGEMENTS:** 1 working day from receipt of request for information or application for service. This may be omitted if service or follow up query is provided/made within the same timeframe.

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**APPOINTMENTS:** Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your meeting you should expect no waiting time. We will respect the time allotted to you.

If you arrive late, we reserve the right to reschedule your appointment.

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**QUEUEING TIME (IF APPLICABLE):** We will greet you on arrival and guide you on your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 10 to 15 minutes under normal circumstances.

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**ONLINE INFORMATION:** The information on our communication channels will be kept up to date. If you have access to internet, you can find relevant information on our website and Facebook page:

[www.blood.gov.mt](http://www.blood.gov.mt)  
[www.facebook.com/bloodmalta](http://www.facebook.com/bloodmalta)

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**PAYMENT METHODS:** Not applicable

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In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

## 6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

### 1. Our offices:

#### **NBTS Blood Donation Centre**

St Luke's Square, Guardamangia PTA1010

### 2. Opening Hours:

From Monday to Sunday (including Public Holidays): from 08:00 till 18:00

(Exception: Christmas and New Year's Day, we are open 08:00 till 13:00)

### 3. By telephone:

Tel: (356) **2206 6201** / (356) **2123 4767**

Mob: (356) **7930 7307**

Free Phone: **8007 4313**

During the above hours

### 4. Through e-mail:

[customercare.nbts@gov.mt](mailto:customercare.nbts@gov.mt)

### 5. On our website:

[www.blood.gov.mt](http://www.blood.gov.mt)

### 6. On our Facebook page:

[www.facebook.com/bloodmalta/](http://www.facebook.com/bloodmalta/)

### 7. Mobile App:

Blood Donors MT

## 7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

### **We will ensure you:**

- Give us information in time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can improve our service. You can do this by using the channels indicated in Section 8 below;
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.



## 8. FEEDBACK AND COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

### NBTS

- In person: NBTS Blood Donation Centre St Luke's Square, Guardamangia PTA 1010
- By phone: Tel: (356) 22066201 / (356) 21234767
- Mob: (356) 79307307
- Free Phone: 80074313
- By email: [customercare.nbts@gov.mt](mailto:customercare.nbts@gov.mt)
- Mobile app: Rate the Public Service (downloadable through maltapps directory)

### servizz.gov

- Online: by accessing the [servizz.gov](https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx) site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By phone: **153**

### When making a complaint you should:

- Quote any Reference Number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

### When addressing complaints, we will:

- Guarantee your confidentiality.
- Refer your case to the Customer Care Unit and send you an acknowledgement within 1 working day.
- Provide you with a unique reference number so that you can check the status of your complaints at any time.
- As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.
- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
  - 5 working days (in cases where we can conclude the case ourselves), or
  - 10 working days (in cases where we would need to obtain feedback from other departments or entities),from receipt of the complaint and all requested relevant information.
- Inform you in writing about the outcome of our investigation into your complaint by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable, and plan corrective action to avoid repetition where necessary, so that you will not encounter the same, or similar, experience.

### **QUALITY OF SERVICE DIRECTORATE WITHIN THE PEOPLE & STANDARDS DIVISION**

In a circumstance where the support expected was not given by the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on [qualityofservice-opm@gov.mt](mailto:qualityofservice-opm@gov.mt).

## **9. COMMITMENT TO CONTINUOUS IMPROVEMENT**

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



# APPENDIX

## 10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

| Service   | Entity responsible  | Eligibility                                   | Compliance requirements  | Application Options   | Service Delivery Timeline   |
|---|---|---|--|---|---|
| <b>Collection of blood and blood components</b>                           | NBTS  | According to NBTS donor selection guidelines. | Obligatory for donors.   | N/A   | 69 minutes minimum (under routine circumstances and assuming no adverse events).                          |
| <b>Collection of blood samples for voluntary routine health screening</b> | Sample collection by NBTS; sample analyses by Mater Dei Hospital. | Regular registered blood donors.              | Voluntary  | Enquiry at Donation Area G'Mangia.  | 1 week to receive the results.  |
| <b>Provision of counselling sessions to registered donors</b>             | NBTS  | All donors with positive screening results.   | Highly recommended for donors.   | Donor is given an appointment.  | 3 days  |
| <b>Provision of general information regarding blood donation</b>          | NBTS  | N/A   | N/A  | Contact via any donation site, email, social media, by correspondence or via telephone calls. | From 24 hours to 1 week maximum, depending on the nature of the request.                                  |
| <b>Provision of tissue banking of cornea</b>                              | NBTS  | According to NBTS donor selection guidelines. | Obligatory for donors.   | Application for organ donation registry.  | N/A   |
| <b>Addressing complaints</b>  | NBTS  | Any client                                    | N/A  | Contact via any donation site, email, social media, by correspondence or via telephone calls. | Acknowledgement within 1 working day.<br>Outcome within 7 working days from acknowledgement of complaint. |
| <b>Analysis regarding donor adverse events</b>                            | NBTS  | All adverse events.                           | Part of haemovigilance system.<br>Tracking of all procedures from blood donation, its processing, and the components extracted from it, to the point of transfusion to patients. | N/A   | Depending on adverse event and review period stipulated.  |
| <b>Process of blood transfer to hospitals</b>                             | Receiving hospital  | Hospital blood banks that are NBTS clients.   | As per Service Level Agreements.   | N/A   | Within 24 hours for routine request (depending on urgency).   |



