

Gazlam

The blood that binds us together

**THANK YOU
AND FAREWELL**

pg 2-5

BIDDING A FOND

Farewell to our Directors

#IRONSTRONG

**THE FUTURE
COMES TO LIFE!**

The new home of SANBS KZN

**DONATE BLOOD
DONATE A LIFETIME**



SANBS
South African National Blood Service

THANK YOU AND FAREWELL

The end of 2020 marks the completion of my third year as CEO of SANBS and once again I would like to express my thanks to our dedicated donors who have again answered the call and freely given their precious time and blood to save others.

Despite the recent challenges of the COVID-19 pandemic, our donors continued to come forward and donate. As a result SANBS has managed to maintain adequate blood stock cover of 5 days, in stark contrast to many of the other global blood services. My thanks also to the hardworking people of SANBS who really answered the call to duty and delivered an outstanding set of results across all metrics in our scorecard.

SANBS is again at the forefront of technology in the blood transfusion space, both in terms of providing convalescent plasma to patients with COVID-19, as well as implementing exciting new drone technologies to save lives in rural areas and commencing the digital journey to enhance our donor's experience and simplify our business wherever possible.

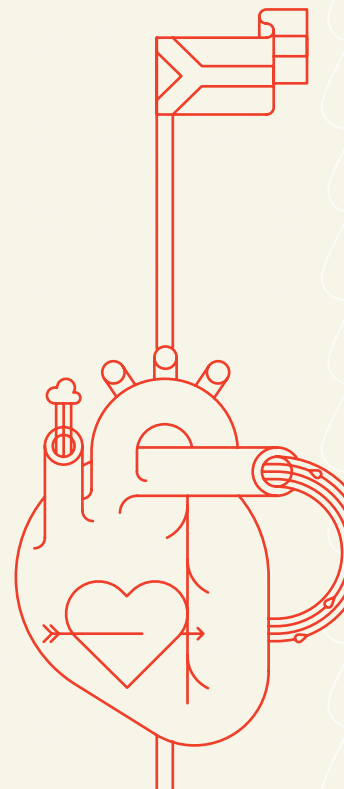
Looking back at the prior year I'm pleased to say that we delivered on all our promises and SANBS continues to grow from strength to strength.

OPERATING CONTEXT

SANBS operates in the South African environment for the provision of life-saving blood and blood products and services. We have 185 sites with 2524 dedicated staff to ensure that we are able to meet the needs of an ever growing South African population, with a high burden of disease.

We collaborate extensively with our sister blood service in the Western Cape (WCBS) to ensure that we remain aligned around regulatory and technology challenges as well as maintaining efficiency and stability.

We ensure that we retain our cost competitiveness through regularly benchmarking our cost, quality and reliability as a supplier.



SUSTAINABILITY HIGHLIGHTS

The operating philosophy at SANBS remains underpinned by a focus on long-term sustainability, risk mitigation and a values based culture centred on donors, staff and patients. Our Greening Task Team that we put together in the prior year, developed an interactive dashboard which helped us focus on our environmental impact through electricity and water usage, waste generation and disposal and use of environmentally sensitive consumables like paper and plastic. Our tracking dashboard has helped to create awareness at all levels in the organisation and consequently reduce our carbon footprint.

Our new Journey of Blood destination centre at Mount Edgecombe in KZN has faced some construction delays due to the COVID-19 lockdown, but we hope to occupy this new state-of-the-art fully integrated facility before the end of 2020. This new site will have a large state of the art donation centre at the front of the building coupled with a relaxing restaurant, and will also feature a glassed viewing deck and auditorium where interested donors, scholars, students and regulators can view the entire journey of blood – from donation through testing, processing, separation into components and outbound logistics. Through this, SANBS hopes to raise awareness of blood transfusion in KZN and grow the donor pool so that eventually KZN can supply enough blood to meet its own needs.

OUR PEOPLE AND CULTURE

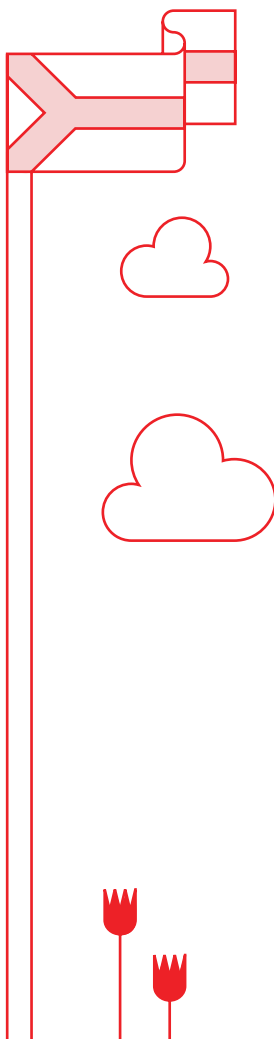
The transformation of the SANBS culture gained further traction in the past year. We bedded down the change programmes and cultural initiatives we introduced in 2019 to improve our leadership traits, measure and interact with our culture and encourage our values of accountability through performance management. One of the largest changes was the discovery of our “SANBS DNA” – a process whereby all our staff voted on the things we should do more and less off - so called enablers vs. disablers. More than 85% of our staff voted and challenged their creativity through developing icons or “emoji’s” to describe these enablers and disablers.

Having launched the programme nationwide we are now able to actively measure our culture and begin courageous conversations around making changes to improve it. I’m extremely proud of the way SANBS staff have incorporated their DNA into the way they interact – issues are now confronted directly instead of being “swept under the carpet” or emerging in anonymous tip-offs.

QUALITY INDEX

SANBS has remained at the leading edge of technology with regards to blood safety (Quality) through Nucleic Acid Amplification Testing (NAT) and will continue to investigate new technologies like Pathogen Inactivation to ensure that our blood products are safe. Our journey to ISO15189 was completed in the past year with full accreditation - certainly another significant achievement for the SANBS team!

The Quality Index will use our external accreditation agency, SANAS as 1 metric and the combination of 3 internal indices around Donor Care, Patient Care and Product Quality.



COVERAGE INDEX

Although SANBS has more than 80 blood banks countrywide it's impossible to have a blood bank on every corner. The prevalence of trauma and postpartum haemorrhage in rural South Africa are deeply concerning and difficult to address. In collaboration with the National Department of Health (nDOH) and Civil Aviation Authority (CAA) a drone programme was born, employing ground breaking Vertical Take Off and Landing (VTOL) technology to transport life-saving blood products to patients in need, where traditional methods of transport can't reach the patient in the golden hour.

We have managed to achieve CAA registration for our unique VTOL drones and for our drone pilots. In addition we recently received accreditation for the CAA to utilise our drones in an emergency environment. This is one of the final steps in the journey to a full Drone operating licence for SANBS. Essentially, we have the vehicles and pilots qualified and accredited and are now just waiting for our licence to operate as an airport for drones. The first flights between Sebokeng Blood Bank and Kopanong hospital are imminent.

This is truly a South African and world first in that patients' blood can be taken by drone to a blood bank for cross-match and then delivered by the same drone back to the patient – so called “two-way logistics”. Other players in this space have been unable to take-off and land virtually anywhere and hence cannot provide cross-matched blood.

This is an extremely exciting project that has captured the hearts and minds of both of our staff and our stakeholders.

SANBS has achieved many accolades for its drone programme including the Thought Leader of the Year from the Community Chest and has been hailed as developing one of the most interesting innovations in the last decade by News24.

COVID-19

The last quarter of FY2019/20 saw the emergence of the novel Coronavirus and its rapid spread through South Africa and the rest of the world. The impact on global blood services has been significant – both in terms of reduced demand for products and difficulties with collection/donation under stringent lockdown laws.

In late February, SANBS convened a COVID-19 reaction unit and his team immediately set about creating electronic communication platforms for stakeholders to engage, new guidelines for management of staff, donors and patients and a pro-active approach to risk management.

They say that every cloud has a silver lining and in this SANBS is among the global leaders in implementing 2 convalescent plasma trials for the treatment of COVID-19. The exposure and positive media sentiment will hopefully encourage more plasma and blood donors in the future. This is just one of the many ways we live our purpose of being trusted to save lives.

OUTLOOK/LOOKING FORWARD

SANBS has had a really good year with many initiatives and strategies coming to fruition far sooner than anticipated. Much of this success is a consequence of an engaged management team supported by the guidance of a strong Board. The various culture initiatives have helped to drive the spirit of accountability and transparency with clear goals and measurable targets.

In the medium term we anticipate that demand for blood should normalise and we will continue to work on our social mandate in providing adequate safe blood to the people of South Africa, creating employment and a learning environment for more staff while embracing the pillars of Broad Based Black Economic Empowerment.

CONCLUSION AND APPRECIATION

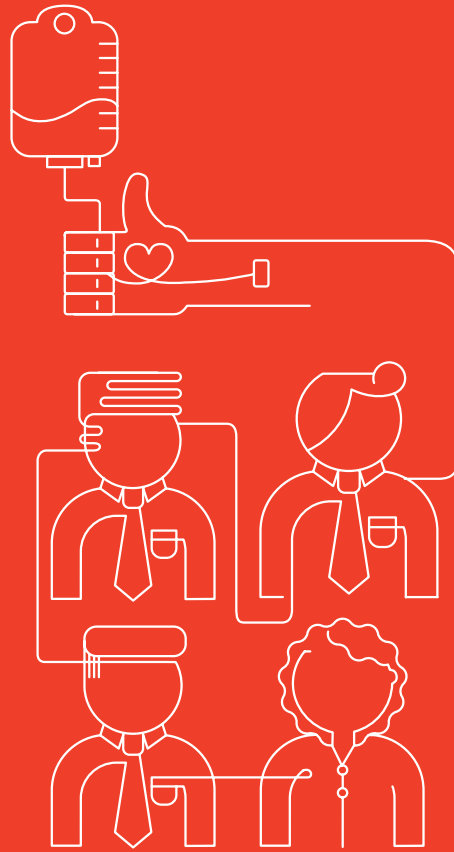
The year in review has been both extremely successful as well as challenging for SANBS and its hard-working staff. Many of the change programmes we spoke about previously have now been implemented and are bearing fruit.

Thanks to our loyal and passionate donors, South Africa has had enough blood to ensure the sustainability of our healthcare sector. Our donors have again selflessly answered the call to provide more blood – even under the scourge of the COVID-19 pandemic. There have again been so many examples of how our donors and council members have engaged their communities to assist us in collecting more blood – please accept our sincere thanks for your selfless efforts on behalf of the countless lives you continue to save every day.

My thanks also to the SANBS Board and Council for their wisdom, guidance and support in a time of significant hardship for all South Africans as we endure the COVID-19 pandemic. In some ways this scourge has really challenged us to re-invent our business model, work remotely and fast-track our digital journey – some changes that might have taken years have happened in a few months – my sincere thanks to all our hard-working staff for embracing the many changes and helping SANBS survive this difficult time. We are certainly in good shape to meet the challenges of the "new normal".

This issue of Gaz'lam marks the end of my 3 year journey at SANBS. I joined the SANBS Team with a clear mandate to bring about significant culture changes leading to improved accountability and transparency in leadership, rekindle innovation and ensure financial sustainability and most importantly, ensure sufficient blood supply for the people of South Africa.

I am extremely proud of what we have achieved together and believe that the foundation for a successful and sustainable South African Blood Service has been laid. Thank you for the privilege of serving this noble cause – FAREWELL!



HOST A BLOOD DRIVE

We need blood...

At present, approximately only one in every 140 people are blood donors. This means the nation is almost always close to running out of blood, placing thousands of lives at risk every day.

Booking group donations and hosting mobile blood drive events is a meaningful way to engage your network to save lives. If you know of community centres, corporates, schools, colleges, churches or residential complexes where the SANBS can reach blood donors, please help us by completing the form below.

Things to consider when hosting a blood drive

- 💧 A target number of donors and a plan to meet that goal.
- 💧 A suitable and accessible venue.
- 💧 Time to meet with your SANBS Public Relations Practitioner (PRP) to evaluate the blood drive and discuss scheduling future drives, challenges and/or suggestions.

Once you have dealt with the basic criteria, the life-saving work begins. The PRP will take you through the process and discuss the process going forward.

In our networks of friends, families and colleagues there will always be someone who is able to donate blood. Partner with us and lend a hand in ramping up our recruitment efforts by urging healthy, eligible blood donors to donate and help prevent shortages.

DEPUTY PRINCIPAL MARKS HIS 151ST DONATION OF BLOOD TO THE SANBS

By Penelope Masilela | First published in Benoni City Times on 9 October 2020



Hoërskool Brandwag deputy principal, Anton Geysers donating blood for the 151st time. He is seen with the SANBS enrolled nurse, Prishani Maharaj.

Dedicated Hoërskool Brandwag deputy Principal Anton Geysers rolled up his sleeves on September 22 at the school for his 151st blood donation. Geysers has been donating blood regularly, so he can help save lives. He said as a deputy principal he wants to be an example and practice what he preaches.

“By donating blood every time when the SANBS comes to our school, I want to encourage the learners that you don’t need to be big and strong to help save those who are in need of blood,” said Geysers. “Donating blood is something we can all do and by doing so you will be doing something good for the community.”

Geysers added that as a school, they always try to be the top school at the annual Blood Controller Awards. “As schools, we should make a competition between each other by seeing who can donate more blood as a way to help the SANBS and also to encourage learners to give back,” he said. “I would like to encourage other learners and schools to become regular donors.”

SANBS Benoni donor recruiter Edwin Majoro said they thank Geysers for his dedication and for allowing them to continue coming to the school even during lockdown. “They have been so accommodating and we appreciate their continuous support, we also urge other schools to help the SANBS sustain one of our country’s most treasured resources – the nation’s blood supply,” said Majoro.

“Life does not stop and people need blood. We are appealing to the community to make a difference as we are low on blood stock and we need them to help us.” Majoro said by helping the SANBS you will be helping someone live a life filled with joy, love and hope.

Join the SANBS family of donors dedicated to giving others the gift of life. With one blood donation, you can save a minimum of three lives.

To donate blood, visit the SANBS Benoni on 42 14th Avenue, Northmead, or contact them on 011 897 4951 or 0800 119 031.

LIVING WITH FACTOR XIII DEFICIENCY

Maxine Stander is a 25 year old woman who suffers from Factor XIII deficiency – an extremely rare inherited bleeding disorder which is also known as the Fibrin Stabilising Factor responsible for stabilising a clot when a person bleeds. Factor XIII deficiency is one of the most rare coagulation factor deficiencies and is characterised by defective wound healing.

Documenting her experiences with the rare bleeding disorder and her daily life on social media, she hopes to spread hope, knowledge and awareness about her rare bleeding disorder and the bleeding disorders community.

When were you diagnosed with Factor XIII deficiency?

I was diagnosed at the age of about 1 with Factor XIII deficiency, after numerous trips to a number of medical practitioners and a range of tests. The first symptom was that I had bleeding at my navel, about one week after I was born, after my umbilical cord naturally fell off. I was rushed to hospital and underwent a minor operation, to stop the bleeding, and the doctor assured my parents that I was fine. Once I started crawling I developed unexplained bruises around my hands and knees and this is what prompted my parents to seek answers and receive a definite diagnosis.



“ I view my rare bleeding disorder as an inspiration, instead of a barrier. ”

Describe your journey living with Factor XIII deficiency.

At first I struggled with the acceptance of my diagnosis, and was almost certain that I may have misdiagnosed due to never feeling or seeming sick. When I was younger I concealed my diagnosis and never discussed any hospital trips with my friends. I played sport and did tap dancing, was a Girl Guide and even played hockey (contact sport is not recommended).

From the onset of my Factor XIII diagnosis I was treated with an intravenous (IV) infusion of Fresh Frozen Plasma (FFP). On average I received about one unit every two to three months, and this was administered by our local family doctor in the casualty ward at the local hospital. I solely relied on FFP until I was about 21 years old for the treatment of all bruises.

I currently receive treatment at our local state hospital and have a scheduled check-up every three months. All bleeds are treated with prescribed medication, while major bleeds are first assessed and if necessary, an IV of a unit or two of FFP is administered.

People often complain about donating blood and not getting compensation.

What are your thoughts around this as a blood recipient?

First and foremost, I believe that being of assistance to others should be its own reward. Although compensation may seem like a great incentive to assist with the shortage of blood supply, the compensation as an incentive may lead to the unethical trade of blood products, and this may undermine the quality and quantity of blood products received and distributed.

What message do you have for blood donors?

I want to say thank you to all donors for your selflessness. Your kind-hearted act has saved the lives of countless South Africans, like myself. The blood you donate is truly a giver of life and today you may be a blood donor but tomorrow you or a loved one could be a blood recipient.

I view my rare bleeding disorder as an inspiration, instead of a barrier. I now speak from a place of knowledge, ask more questions and do research about my bleeding disorder. I hope to spread awareness and inspire others by sharing my lived experiences.

THANK YOU DONOR #03614701!



“My 18 month old baby girl was diagnosed with Stage 4 Neuroblastoma on the 7th of October 2020. She had a 200ml blood transfusion at the Donald Gordon Hospital on Friday the 23rd of October.

As a donor myself, I'm petrified of needles but now I'm in a situation where my daughter needs blood and I can see the good there is in donating and I will make a point of it to donate often. I think this will motivate people more to donate when they hear their blood was used today to save a precious life. So, please, if there is any chance of you sending this person a message, our family will appreciate it.

I've noticed the donor number on the bag, donor number 03614701 and would like for SANBS to please thank this angel for donating blood and that his/her blood contributed in saving our little girl's life.”

Written by Lezhanne Hartwell, mother to baby Hartwell who received blood from generous donor 03614701.

#IRONSTRONG

REPLACING YOUR IRON FOLLOWING BLOOD DONATION

By Dr Pheello Lethola

When you donate blood, you give away iron. Iron is a major constituent of haemoglobin, the substance in red blood cells that is required to transport oxygen throughout your body. Your body needs iron for various metabolic processes, including, production of new blood cells.

We encourage all blood donors to learn how to maintain healthy iron levels.

🔴 **How much iron do I lose when donating blood?**

Donating a unit of whole blood leads to a loss of 200 – 250 mg of iron.

🔴 **Can giving blood cause low iron?**

If you lose iron faster than you replace it through diet, you can become anaemic. Many donors have sufficient iron to donate blood safely, however frequent blood donation and pre-existing low iron status can lead to low iron.

🔴 **How might low iron levels affect me?**

Many individuals with low iron do not have symptoms. Symptoms can vary from mild to severe and include tiredness, weakness, dizziness, sores on the tongue, poor concentration.



How can I maintain healthy iron levels?

Ensure that you eat a well-balanced, nutritious diet rich in iron and vitamin C. However, diet alone may not be enough to replenish iron you routinely lose through blood donation. The SANBS recommends that individuals aged 16 – 45 years who donate whole blood take iron supplements offered after donation.

Why should I take iron tablets?

The time it takes to replace iron through your diet varies. For some donors it may take longer than 12 weeks between donations. Iron tablets assist to speed up the recovery of iron lost through blood donation.

I am above the age of 45 years can I take iron tablets?

The SANBS recommends that individuals above the age of 45 years consult their Medical Practitioner to find out if taking iron supplements is right for them. The reason is that iron tablets can often mask conditions that would present through low iron.

My haemoglobin is normal do I still need to take iron tablets?

Your body uses haemoglobin to make new red blood cells. You can have normal haemoglobin even though your iron stores have dropped. Taking iron supplements assists your body to recover the donated iron and maintain good health.

Can I give blood while taking iron tablets?

You can donate blood while taking iron tablets for supplementation purposes. However, you cannot donate blood while taking iron tablets to treat low iron.

How do I take my iron tablets?

If you are receiving iron tablets offered by SANBS post donation, we advise that you take one tablet every second day.

Can iron tablets cause side effects?

Iron supplements can cause side effects described on the package insert. The side effects can include constipation, diarrhoea or an upset stomach. However, the low dosage iron tablets offered post donation tend to cause minimal side effects.

Are there any contraindications to iron tablets?




Individuals diagnosed with high iron, for example, haemochromatosis should not take iron tablets. Individuals with a history of bleeding stomach ulcers or family history of colon cancer should consult their Medical Practitioner before taking iron tablets.

Can iron tablets be harmful?

Iron tablets are not usually harmful to adults when taken as directed. Accidental ingestion by children can be dangerous. You should keep all iron containing products out of the reach of children.

HELP US RAISE
3500 UNITS PER DAY BY DONATING
BLOOD, AT YOUR NEAREST DONOR
CENTRE OR MOBILE BLOOD DRIVE

Visit your nearest donor centre or contact us on **0800 119 031**
to find out more about how you can save a life.

sanbs.org.co.za     
Toll free: 0800 11 90 31



KNOW YOUR NO

DONATION DEFERRALS EXPLAINED

Not only is donor selection important to ensure the safety of blood and blood products, but stringent selection criteria are in place to ensure the safety of both donors and recipients alike. A deferral is a waiting period applied when a donor does not qualify to donate within the specified time period due to various health related issues. Here are 10 of the most common medical reasons for deferral.

1 ANAEMIA

Iron is an essential part of hemoglobin, a low hemoglobin can indicate low iron stores and anemia. However, some donors may have enough hemoglobin to donate blood even if their body's iron stores are low.

2 AUTOIMMUNE DISEASES

There is no evidence for danger in transfusing blood, but there is no evidence or experience to support its safety. In many cases deferral from donating blood is to protect the donor from complications.

3 BLOOD TRANSFUSION AND ORGAN TRANSPLANT RECIPIENTS

You must wait for 12 months after receiving any type of organ transplant from another person before donating blood.

4 CARDIOVASCULAR DISEASE

People with heart failure generally should not donate blood. Because patients with heart failure accumulate extra fluid, it might seem like donating blood could help their condition. But it's not just fluid that is lost when blood is donated – it's also red blood cells.

5 COMMON COLD, INFLUENZA AND RESPIRATORY INFECTIONS

You should not donate blood when you're sick. In fact, the National Institutes of Health says that you should be free of cold and flu symptoms for at least 48 hours before you give blood.

6 CURRENT AND PREVIOUS CANCER PATIENTS

It's possible for many people who've had cancer to donate, but it varies by cancer type and medical condition.

7 BLEEDING DISORDERS

Because of the risk of bleeding, many blood collection centers turn away donors with bleeding disorders.

8 MEDICAL PROCEDURES

If you've had dental surgery and don't have an infection, you can donate blood immediately. You'll want to wait about three days for oral surgery. But for bypass surgery or other heart problem, you may need to wait as long as six months.

9 RECREATIONAL OR STREET DRUGS USE

In a statement to Healthline, the American Red Cross said: "While the Red Cross does not encourage the use of controlled substances, marijuana, cigarettes or alcohol use does not necessarily disqualify a person from giving blood."

10 SEXUALLY TRANSMITTED INFECTIONS

As long as you're not actively infected or the virus has left your body, you can donate blood. Keep in mind that if you've had herpes in the past, you still carry the virus even if you don't have symptoms.

WHY WE CHARGE A FEE-FOR-SERVICE FOR BLOOD TRANSFUSIONS

Many members of the public are unclear on why blood is donated for free and when required there is a fee attached to it. As an organisation that is guided by the World Health Organisation (WHO), the South African National Blood Service (SANBS) abides by international standards to ensure safe and adequate supply of blood to patients.

In accordance with WHO findings, the safest blood donors are voluntary, non-remunerated blood donors from low-risk populations. The WHO's goal is for all countries to obtain all blood supplies from voluntary, unpaid donors by 2020 in accordance with World Health Assembly Resolution 28.72, which was adopted in 1975. As a not-for-profit organisation, the mandate of the SANBS is to collect, process, test and issue approximately 900 000 units of blood per annum to ensure that the country's demand for blood products is met.

The SANBS has 2 300 employees to provide this service in eight of the nine provinces (with the exclusion of the Western Cape, which is administered by the Western Cape Blood Service). There are various costs that are incurred from collecting up to the point where a patient receives a blood product.

These costs include, but are not limited to, the cost of the equipment used in collecting blood such as needles and blood bags, the testing, processing, storage, logistics, as well operating 79 blood banks on a 24 hour basis. In 2005, the SANBS introduced individual-donation (ID) nucleic acid test (NAT) screening for HIV RNA, Hepatitis C virus (HCV) RNA and Hepatitis B (HBV) DNA which

offers a more detailed sensitive testing to the safety of the blood products and which has placed the organisation amongst the top five countries with safe blood transfusions in the world. Also, to be considered is the fact that the SANBS has highly skilled staff and all supporting functions of any organisation is also taken into consideration. If the SANBS is not able to recover these costs, like any other company, we would not be able to operate and provide this essential service to the patients of South Africa.

Blood donation is considered as an altruistic and voluntary act and the SANBS does not make any differentiation on the basis of whether the patient is a donor or not when billing for services provided. Furthermore, the National Health Act, Chapter 8, Section 60(4) declares: "It is an offence for a person who has donated blood or a blood product to receive any form of financial or other reward for such a donation". However, patients would never be refused a blood transfusion based on their financial background, therefore patients who receive blood related transfusions at a state hospital will have their accounts settled by The Department of Health. Those patients who receive care from private hospitals and have medical insurance, will have their account settled by their medical aid.

DID YOU KNOW?

In some countries in Europe it used to be a requirement that family members of blood recipients donate an equivalent amount of blood following a transfusion.

A 44-YEAR LONG DEDICATION TO SAVING LIVES

SANBS since 1976. “My passion for serving others began in my high school days – from being a part time high school volunteer to a full time professional now,” Minthra said.

With a tenure spanning 44 years, Minthra expressed that her drive to stay at the SANBS was fuelled by her love for caring for people. “My years of experience have brought me immense personal and professional growth, stability and joy – joy from loving what I do,” she added.

She has found pleasure in providing high end service to donors on a daily basis. “I thank God again and again for blessing me with excellent health for all these years. Dealing with different people on a daily basis who come from different backgrounds has been fulfilling and it has taught me a lot. One of the biggest highlights has been knowing that I literally contribute towards saving lives, daily,” she concluded.

As one of the longest serving employees of the organisation, Minthra credits the excellent working environment for this remarkable expanse of service. She has cherished every moment of her career and she loves to call everyone that she works with, her family. To this day, she feels a sense to wake up and head to her home away from home.



BIRDS. BEEES. BIOPSY.



You are 6 times more likely to need an organ than to donate one, so don't wait to have those *hard* conversations. Talk to your loved ones about organ donation and #makeitknown.

Visit tell.org.za for more.



tell
Transplant
Education for
Living Legacies

BIDDING A FOND FAREWELL TO OUR DIRECTORS

The SANBS is undergoing a notable change in leadership where we not only saw the departure of three non-executive board members, but also that of our CEO, Dr Jonathan Louw.

After serving at the helm of the organisation for the past few years, we owe a great deal of gratitude to our directors for having shared their expertise with the business and we are grateful for their passionate leadership about what the organisation represents and their commitment to SANBS during their tenure.

Jonathan Louw

In January 2018, the Board appointed Dr Jonathan Louw as the new Chief Executive Officer. A medical doctor by profession and a seasoned executive, Jonathan had worked in the private sector, as a CEO for over 10 years prior to joining the blood service.

Being skilled in both the medical and commercial fields is especially important as SANBS encounters serious challenges from its external environment – specifically the changes in the medical industry – and internally as the organisation undergoes significant change. After having accomplished the objectives set out by the Board when he was employed three years ago, he leaves behind a solid foundation and management team that will continue execution of the current organisational strategy. Since joining the organisation in 2018, Dr Louw spear headed multiple initiatives such as the IHEALTH strategy, DNA Culture Change Programme, #NEWBLOOD ensuring blood supply meets demand, formation of the Drone and Greening task teams, 360-degrees feedback for management staff including the implementation of the convalescent plasma trials for the possible treatment of COVID-19.

Dr Louw has shown tremendous leadership and striven for what he believed would ultimately save lives, to a point where the organisation is now a leader in its field and fares well globally.

Vanessa Moodley

Vanessa has served as a director from 2014 to 2020 and been a valuable member contributing to board, CGC and other committee activities. Her contribution to the CGC in particular has been significant and her input to the HIV Policy, the Safety Pamphlet, the detail of the Iron Study and medical deferral criteria has been invaluable. Her solid knowledge of haematology, her strong sense of fairness and medical ethics contributed strongly in shaping SANBS policy. The fun loving Vanessa, together with the whole of CGC, gave a big thumbs up to big projects which include #changeishere and the Big Five training plan for the change in donor deferrals. Vanessa will be missed for her clear thinking, good governance and the occasional word of caution. CGC minutes will not be the same without your eagle eye!



Getty Simelane

Getty has been an extremely valuable SANBS Board member and has always been committed and dedicated to the SANBS' mission. Having served as the board Chairperson, she has always been forthright and never afraid to pick up the baton and run with it. Getty also chaired the HR and Remco sub-committees for several years. She is a warm, engaging and highly respected person by all her peers, especially owing to her ability to look at matters introspectively and without favouring anything but the truth. She stands for fairness, justice and truth for everyone. The SANBS has come through some extremely difficult times in the past few years and as a board member, as well as being the Chairperson of the Board, she has demonstrated her courage and commitment to doing what is right.



William Gumedde

William has always been an engaging with a warm personality. His contribution to the SANBS board over the years has been invaluable. All board members have great respect for William's calmness and wisdom. He was always the "go-to" person for a considered view of issues. William served as the Chair of HR and Remco and as the Chair of the Nominations Committee. Both committees had to deal with sensitive and potentially damaging issues over the years but under William's wise counsel the crises were well managed. We are proud to say that he will be sorely missed as a SANBS appointed director.



15 YEARS OF NAT TESTING

On 3 October 2005, SANBS became the first blood service in the world to implement a highly sensitive donor blood test nationwide, called individual donation nucleic acid testing (NAT). NAT is a highly sensitive molecular technique, which is able to pick up small amounts of viral nucleic acid, even before the body has started to produce antibodies. It is specifically targeted to detect the hepatitis B and C viruses and the human immunodeficiency virus (HIV).

After implementing NAT, there was a substantial increase in the number and proportion of donations from black South Africans. The proportion of first-time blood donors in this group increased from 19% in 2005 to 54% in 2015. Over the same time period, the proportion of regular blood donors also showed a fivefold increase from 5% to 26%.

The study reports that model-based estimates of the overall risk of HIV transmission through blood transfusion declined to between 3.47 and 0.52 per million transfusions over the period, representing a halving of the risk to recipients.

“The increase in black repeat donors is particularly encouraging, given that repeat donors provide the bulk of the blood in our blood service, with 76.4% of the total donations from 2005 to 2015,” Vermeulen explains.

Despite this increase in the black donor base, Vermeulen says they need more donors to meet the demand: “During 2018, less than 1% of South Africans donated blood. For most of this year, we had less than three days of blood in stock. We need regular donors, but we also require an increase in our first-time donors to expand the small donor base,” she concludes.



INTRODUCING

ELECTRONIC CROSS-MATCHING (EXM)

The SANBS has moved into an exciting era of electronic cross-matching (EXM). This will allow the blood banks to issue blood without direct serological cross-matching, i.e. the mixing of patient plasma with donor red cells. The SANBS will now be able to conduct the issuing of blood without full crossmatching and using a computer interface to assign a unit of blood to the patient. A blood sample is drawn only to confirm the blood group and antibody screen.

Why EXM?

- Improved turnaround times (TAT)
- Reduced human error (automated testing platform) – improved blood safety
- Small volume blood sample for testing
- To cut wastage by reducing the amount of allocated and stock blood in the system
- To reduce laboratory workload

Future steps

- Doctors will be able to request blood via an app
- EXM will be done
- Confirmation and access code sent to the requesting doctor
- Once the SANBS rolls out SMART Fridges, doctors will also be able to collect blood from smart fridges (operating like a vending machine) using the code

This is an excellent opportunity for the SANBS to continue to ensure patient safety and to eliminate human error in the transfusion laboratory.



THE LABORATORY THE FUTURE

The relocation of the SANBS offices from Pinetown to Mount Edgecombe was a great opportunity for the organisation to bring to life the blood service of the future. These facilities are the first of its kind, where the public will get a birds-eye view of the entire journey of blood and gain an understanding of how blood is processed.

A significant investment was made towards creating this facility that will usher in a new era in quality blood transfusion in Africa. Mount Edgecombe will also only bring us state of the art laboratories, capacity for expansion and a negligible carbon footprint. This new site will have a large state of the art donation centre at the front of the building coupled with a relaxing restaurant, and will also feature a glassed viewing deck and auditorium where interested donors, scholars, students and regulators can view the entire journey of blood – from donation through testing, processing, separation into components and outbound logistics. Through this, the SANBS hopes to raise awareness of blood transfusion in KZN and grow the donor pool so that eventually KZN can supply enough blood to meet its needs.



TRENSTAR BLOOD VISIBILITY SOLUTION

The SANBS recently approved the implementation of a real-time dashboard that has been developed by TrenStar. The aim of the dashboard is to provide visibility to the blood banks of incoming scheduled specimen collections, emergency specimen collections and blood deliveries via a real-time dashboard based on courier scanning transactions.

The new scanning App, implemented for the blood bank couriers, now also allows the courier to link the blood products to the specimen pick-up scans alerting blood bank staff of incoming product requests. This allows specimens and blood to be linked to the hampers which they are packed in to.

Supported by TrenStar's Enterprise Asset Management System, improved visibility will be created via access to the TrenStar dashboard.

We anticipate the following benefits through the use of the dashboard:

- Blood bank users will be provided with quick access to blood collection and delivery information with a drill-down functionality to transaction scan detail
- Real-time visibility for blood bank users of incoming specimen deliveries (scheduled and emergency) by hospital
- Improved blood bank effectiveness to reduce turnaround time on blood processing
- Real-time visibility of all courier driver collection and delivery transactions (scheduled and emergency blood) per blood bank and per hospital
- Increased planning windows for the blood bank staff with improved visibility on expected blood collections
- Immediate escalation of blood collection and delivery transactions with visual colour changes when timeframes are not adhered to
- Dashboard can be viewed on multiple device platforms including web browsers, Android and iOS devices

For us, delivering blood on time is literally a matter of life and death. That's why we are excited to harness these new reliable, flexible, smart supply chain systems that have been fine-tuned over the past few years.

BUILDING INCLUSIVE ACCESSIBLE AND SUSTAINABLE SOCIETIES

On December 3 this year, during the annual celebration of people with disabilities, the 2020 theme 'Not all Disabilities are Visible' also focuses on spreading awareness and understanding of disabilities that are not immediately apparent, such as mental illness, chronic pain or fatigue, sight or hearing impairments, diabetes, brain injuries, neurological disorders, learning differences and cognitive dysfunctions, among others.

According to the WHO World Report on Disability, 15 per cent of the world's population, or more than 1 billion people, are living with disability. Of this number, it's estimated 450 million are living with a mental or neurological condition—and two-thirds of these people will not seek professional medical help, largely due to stigma, discrimination and neglect.

Another 69 million individuals are estimated to sustain Traumatic Brain Injuries each year worldwide, while one in 160 children are identified as on the autism spectrum.

These are just some examples of the millions of people currently living with a disability that is not immediately apparent, and a reminder of the importance of removing barriers for all people living with disability, both visible and invisible. During the COVID-19 pandemic, isolation, disconnect, disrupted routines and diminished services have greatly impacted the lives and mental well-being of people with disabilities right around the world. Spreading awareness of invisible disabilities, as well as these potentially detrimental—and not always immediately apparent—impacts to mental health, is crucial as the world continues to fight against the virus.





One of the SANBS's values is **diversity**, and we are committed to transforming our workplace and making it home for many more people who are differently abled.

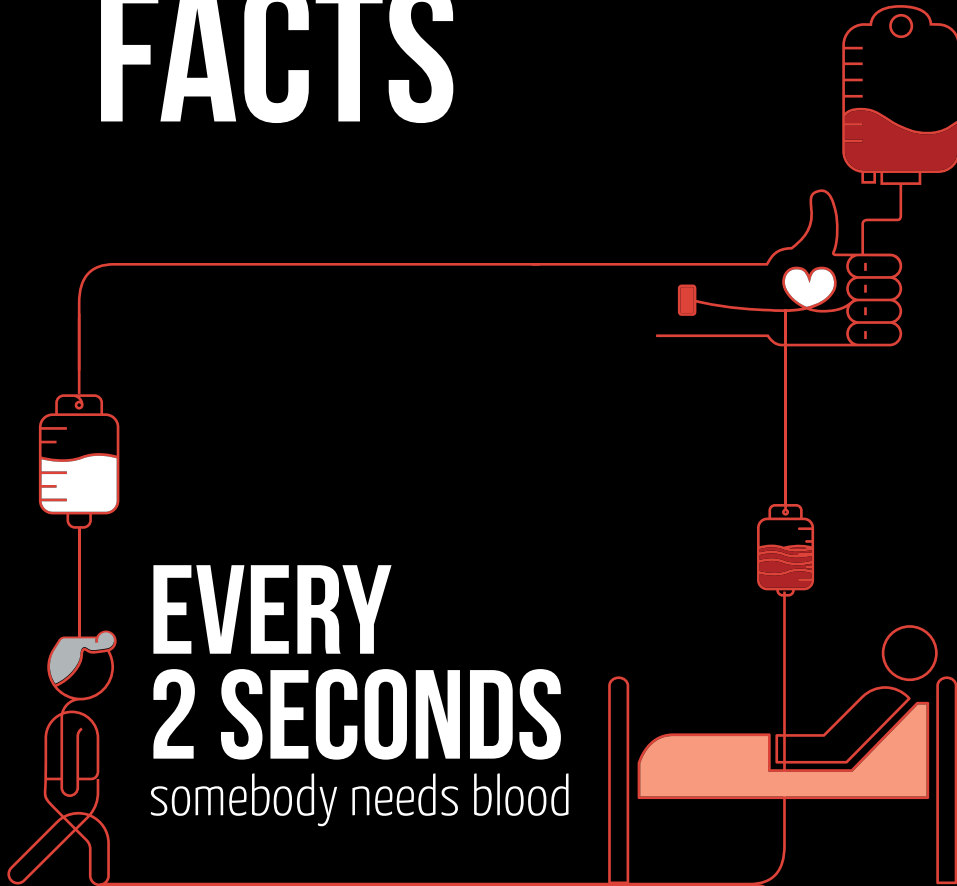
Diversity makes for a stronger workforce and SANBS values the contributions of all its workers with disabilities and ensures that reasonable accommodations are in place for successful job execution.

We do this by:

1. Prioritising our persons with disability hires and promoting labour participation of people with disabilities.
2. Supporting individuals with disabilities, including those with disabilities acquired through aging, illness and injury.
3. Fostering a workplace in which employees feel comfortable asking for accommodations – especially since there are workers with invisible disabilities who may not feel safe disclosing them.
4. Making job postings accessible and inviting people with disabilities to apply.
5. Being respectful of people's language choice and using the right words.

If any employee would like more information on the **SANBS transformation approach**, you are welcome to email the **SANBS EE/SD committee**.

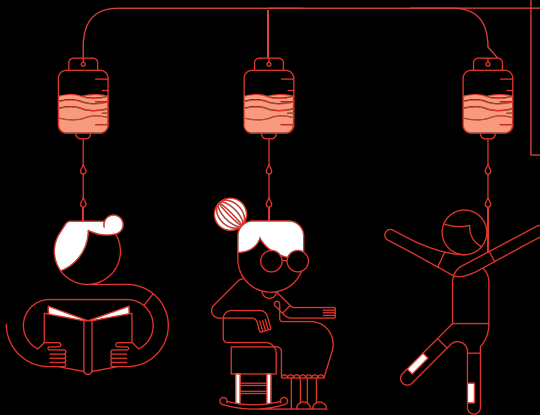
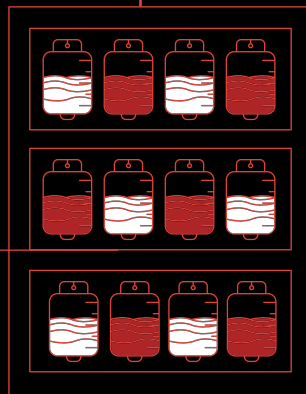
BLOOD DONATION FACTS



**EVERY
2 SECONDS**
somebody needs blood

1 IN 7
people
admitted to
hospital will
need a blood
transfusion

OVER 20 000
litres of donated blood is
used each day



EACH 450ML
donation can save up to
3 LIVES

EAST COAST RADIO SHELLY BEACH DONOR CENTRE BLOOD DRIVE



BLOOD DONOR CHARTER

DONOR'S RIGHTS AND RESPONSIBILITIES

Giving your lifesaving blood to help in the medical care of patients justifies respect, courtesy, trust, and appreciation. The SANBS values its blood donors, as we could not fulfill our lifesaving mission to the South African community without the support of blood donors.

To ensure that donors and prospective donors have full confidence in the blood donor process, we state the following rights and responsibilities of all donors.

DONOR'S RIGHTS

Respect: You have the right to be treated with courtesy and respect in all interactions with SANBS employees and volunteers.

Considerate and Respectful Collection and Care:

You have the right to a high quality, considerate and respectful blood collection experience. You also have the right to receive prompt, truthful, and clearly understood answers to questions about the donation process.

Quality Donation Standards: You have the right to be assured that SANBS meets or exceeds all requirements of the applicable standards in the collection and handling of blood donations.

Privacy: You have the right to receive appropriate acknowledgement and recognition for donations and to be assured that all donor information is handled with confidentiality, privacy, and security.

Information: You have the right to be informed of the ways in which SANBS intends to use the blood that is collected from you and to be assured that donations are used for their intended purposes.

Complaints: You have a right to file a complaint with the Quality department if you have a complaint or concern with regard to donor safety, or quality.

DONOR'S RESPONSIBILITIES

Consideration and Respect: You are responsible for being considerate and respectful of other donors and SANBS staff by maintaining civil language and conduct in your interactions at all times. The SANBS does not tolerate any form of abuse or harassment of other donors or staff at its collection sites.

Eligibility: You are responsible for providing accurate and complete information to SANBS regarding eligibility to donate blood.

Following Instructions: You are responsible for following post-collection instructions as given. Please ask questions or tell us if you do not understand the instructions and notify us about any changes in your condition after leaving the donation site.

DONOR'S CHARTER

- ◆ Our commitment to donors...
- ◆ We will protect your privacy.
- ◆ We will explain what we're doing and why, with patient safety in mind.
- ◆ We will check in because your safety and comfort are important to us.
- ◆ We will greet you warmly.
- ◆ We will provide updates on your donation time.
- ◆ We will show our sincere appreciation for your donation.
- ◆ We will ask for your feedback to improve what we do.
- ◆ We will listen to your concerns and address them.
- ◆ We will advise you of the donation type that best matches patient need.