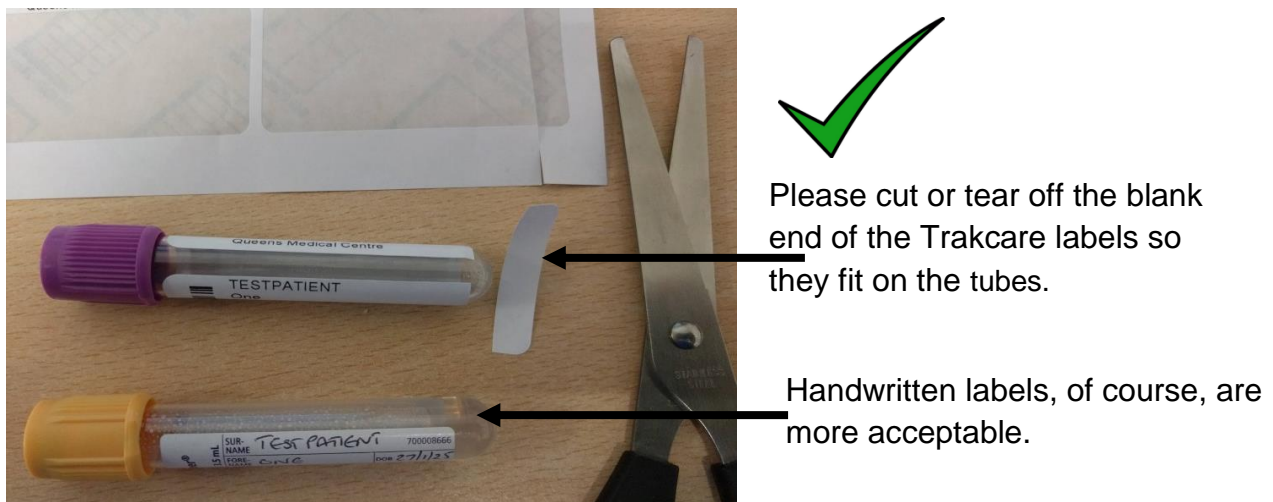
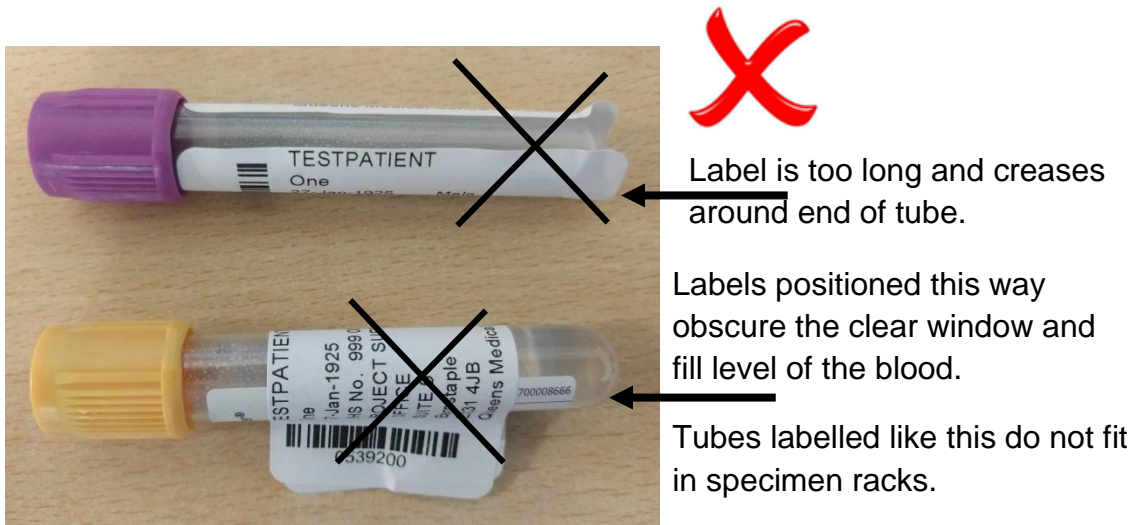


# Patient Safety ALERT: Potential Serious Issue with TrakCare Patient ID Labels Used on Blood Tubes

The Pathology Department has identified a serious issue with Trakcare patient ID labels being used on blood tubes.

- The labels are too long and end up creasing around the bottom of the tubes.
- This has been causing repeated errors on our pre-analytical specimen processor.
- Creased labels cause the tube to sit higher than normal in the specimen receptacle which fools the camera into thinking it contains more blood than it actually does.
- The increased friction (due to creased labels) of thousands of daily tubes going in and out of the specimen receptacle is also causing the camera mounting to repeatedly work loose and the equipment then stops working.

**The support company has identified Trakcare labels as the source of these errors and will withdraw support for the equipment if they continue to be used.**



This issue was presented at the recent Big Gov day on 23<sup>rd</sup> May, and the Pathology Team have looked at ways to address the issue:-

- We have been told in no uncertain terms that getting an alternative label format purely for specimen labelling will take considerable time and be at a high cost.
- Using a shorter label template is also not an option due to the current Trakcare label setup.
- However this is a temporary issue in that the advent of Pathology order communications within the next 12-15 months will remove the need for these labels to be used.

It is essential for continuation of a timely Pathology Service that this piece of equipment continues to function and is supported by Roche, our support company.

**From now on, please only send blood tubes either labelled by hand or with the end of the Trakcare labels cut/torn off - until order coms is implemented, as above.**

**If we continue to receive blood tubes with oversized labels on them we will begin to return them to their source location for correcting from 25<sup>th</sup> June 2018, to maintain the functioning of this vital equipment.**

For Further information please contact either Tim Watts, Pathology Project and Order Coms Lead on ext. 3232 [timothywatts@nhs.net](mailto:timothywatts@nhs.net) or Bruce Seymour, Pathology Quality Manager on ext. 5758 [bruce.seymour@nhs.net](mailto:bruce.seymour@nhs.net) .

### **FOR URGENT ACTION BY MANAGERS**

- Ensure that ALL STAFF in your team are aware of this safety alert