



Blood and Transplant

Customer Service Update

Emma Taylor, Customer Service Manager

Caring Expert Quality

NHSBT Blood Stocks

- We are actively working to maintain good stock levels by encouraging donors with particular blood groups to attend donor sessions, arranging additional donor sessions and managing staff absences
- Thank you for your continued support and please continue to monitor your stock levels. NHSBT remains anxious although stocks levels are improving.

Histocompatibility and Immunogenetics update

The NHSBT H&I test request forms have been updated and are available to download from the NHSBT Hospital & Science website. The test request forms are also available to ordered from your local H&I laboratory. The main change to the forms include:

- **Update to the genetics consent guidance**

To help to improve our service, we therefore we ask that:


- Please check that you are using the correct versions of the H&I test request forms and withdraw and destroy ALL previous versions.
- Please ensure all samples, including pre-transfusion samples, are labelled to meet our sample labelling policy.
- Demand printed labels **are acceptable** but they **MUST** be approved via NHSBT Customer Services prior to sending any samples.

Our requirements for sample labelling is available at:
<https://hospital.blood.co.uk/diagnostic-services/histocompatibility-and-immunogenetics/hi-test-request-forms/>

- For **urgent investigations** please contact the laboratory directly, before sending samples. Our staff will give guidance on arrangements.
- Please ensure **Hospital Name, Full Address and ODS codes** are clearly written to ensure our staff send reports to the right hospital
- We also recommend that samples for **Platelet & Granulocyte Immunology** investigations are sent direct using 1st class post to NHSBT H&I Filton. This is to ensure the samples arrive at the laboratory as soon as possible. Samples delayed in transit **may not** be suitable for testing.

Samples that are sent to incorrect laboratory and samples that are inadequately labelled can have a significant impact on the patient care

- For further information about H&I services refer to the User Guide, Test Request Form or contact your local H&I laboratory for assistance.



<https://hospital.blood.co.uk/diagnostic-services/histocompatibility-and-immunogenetics/>

Cancelling HLA standing platelet orders


- Once a standing order is submitted, the individual order will move over to the home page three days prior to delivery. These can be cancelled via the home page **BUT** only cancels the individual order.
- To cancel future orders from the standing order, changes must be made to the standing order schedule accessed by clicking on 'amend scheduled or ordered products' in blue on the order summary screen. This will cancel all related orders that have **not moved** to the home page
- To ensure standing orders are cancelled we ask the following:
 - For standing orders ending within 7 days from current date, please contact the Platelet Desk on **0208 957 2814**.
 - For standing orders 7 days after the current date, (1) please cancel the OBOS schedule reference found on the OBOS home page and (2) contact the Platelet Desk on **0208 957 2814**.

Our staff will assist with the cancellation of orders and will confirm which orders are not cancelled due to already being in transit.


- For further information please refer to the page 36 of the OBOS User guide or call the Platelet Desk Monday - Friday 09:00 – 17:00hrs.

We thank you in advance for your help in improving our services to patients

RCI request form requirements

- When adding crossmatch requests to samples already received by RCI you are now required to submit a new request form stating the details.
 - Please send via email (or fax if more convenient)
 - This is in addition to the verbal contact, implemented yesterday (24/05/22)
 - This is a patient safety and quality improvement to try and avoid miscommunication and transcription errors.
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Change of Customer Service Manager

- Emma Taylor's secondment is coming to an end on 31/05/2022
 - Rhian Edwards is returning to the role (Rhian.Edwards2@nhsbt.nhs.uk)
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PBM Update

Sam Timmins, Patient Blood Management
Practitioner



New E-
Learning



LBT
progress



O + Implementation
tool kit is live



BMSEdG award
winner



Updated PBM toolkit



Feedback on the new
highlight reports
welcome



A drop of knowledge/ A
wealth of knowledge
progress



Patient focused anaemia
infographics launched