

**The Update
January 2019**

For Action

Transfusion Practitioners - please send us your feedback about a new 'Consent for blood transfusion' sticker pad resource

Your requests for credit: please submit them on a regular basis

For Information

There are no items for information

For Action

Transfusion Practitioners - please send us your feedback about a new 'Consent for blood transfusion' sticker pad resource

You should have received a sticker pad in the post. To help us to estimate the demand for the pad, we would appreciate your help with completing a brief survey.

[Go to the survey](#)

The sticker pad was produced in collaboration with the South East Coast Regional Transfusion Committee and the Surrey and Sussex Healthcare NHS Trust.

If you have not received a copy of the sticker pad please email [Customer Service](#)

Please note, it is not yet available to order from the distribution hub.

Anne Davidson, Education Lead - PBM Practitioner Team

Your requests for credit: please submit them on a regular basis

From 22 March this year, requests submitted more than **3 months after the product expiry date** will not be accepted.

To avoid not receiving your credits, we advise that you submit them regularly.

If you retain requests to submit several at a time, it may be possible you could submit some which post-date the 3 month window and lose your credit.

This is as per our contract, which we'd like to remind you of here:

1.3 If the purchaser fails to adhere to the process for requesting a credit for a suspected defective product, as notified by NHSBT, or fails to notify NHSBT within 3 calendar months from the date of expiry of the suspected defective product, the purchaser shall be deemed to have accepted such product and shall not be entitled to a credit or reimbursement.

2.5 If the purchaser fails to adhere to the process for requesting a credit for unutilised product eligible for credit as notified by NHSBT or fails to notify NHSBT within 3 calendar months from the date of expiry of the unutilised product eligible for credit, the purchaser shall be deemed to have accepted such product and shall not be entitled to a credit or reimbursement.

So we can improve our credit request process, it is helpful for us to understand why you are claiming the credit. Please include details in the comments section; for example, haemolysed, split or leaked on thawing etc. Additional comments are not required on claims for unused AB or DAT positive red cells.

Thank you for your assistance with this.

If you have any queries, please contact your Customer Service Manager.

Rhian Edwards, Hospital Customer Service Manager - South West

For Training

Our [training events](#) are open to Hospitals and your attendance is welcomed. We look forward to meeting you.

Ruth Evans, OD Manager - Scientific and Clinical Training

The Update is produced each month by Commercial and Customer Services on behalf of NHS Blood and Transplant

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