



Blood and Transplant

The Update for July 2019

Updated O D Negative red cells guidance published

The National Blood Transfusion Committee (NBTC) has published updated [guidance](#) regarding the use of O D negative red cells. Please review and accept the guidance into your hospital practice.

Demand for O D negative red cells increased by 2.7% over the last year, whilst overall red cell demand decreased by 5.8%. O D negative accounts for 13.3% of red cell demand with issues at 14.5%. The difference between demand and issues is widening as a result of the challenges in the supply of Ro blood for specific patient groups.

To support supply and availability of O D negative red cells please consider all the key points from the NBTC guidance, particularly the following, and change practice, if required.

- Review your stock levels aiming for O D negative stocks as a percentage of total red cell stock of 12.5% or less
- Aim for minimal wastage of O D negative red cells of at least less than 4% of total O D negative stock.
- For emergency use, consider stocking O D negative units for use in women and O D positive/K+ units for males and women ≥ 50 years old. Prioritise usage of O D negative K- units for women < 50 years old. Risk assess usage of O D positive blood for male patients and women ≥ 50 in pre-hospital care
- Where hospital specialism allows, aim to keep 10% to 20% of O D negative blood as K+ to support stability of the supply chain for O D negative K- red cells.

If you would like further information or support, please contact your Patient Blood Management Practitioner or Customer Service Manager.

Chris Philips - Head of Hospital Customer Service

Making a Complaint, Compliment or Reporting a Pack Defect

It is now easier to send us a [compliment, complaint or report a pack defect](#). We've updated FRM457 to incorporate FRM546, the forms you use to send us feedback. As a result, FRM546 is no longer available and has been made obsolete.

Please destroy any paper copies of FRM546 you may have.

Chris Gallagher, Regional Customer Services Manager, North West

Patient NHS numbers required for all H&I and PGI orders

From September 2019, billing for Histocompatibility and Immunogenetics (H&I) and Platelet and Granulocyte Immunology (PGI) will only include NHS number to identify the patient. We will no longer include patient name and date of birth to comply with data protection laws. Whilst we appreciate NHS Number is still Patient Identifiable Information (PII) as defined under GDPR, it is accepted practice to share this data between NHS bodies and our other customers to enable payment.

Please supply a NHS number with every order to ensure you can identify the patients you are being billed for. If you don't supply a NHS number both your hospital and NHSBT will face a considerable administrative burden in handling payment and attributing costs to patient care. Please help us, and your hospital payments team, by supplying a NHS number with every order.

Linda Haigh - Assistant Director Finance Operations

Therapeutic Apheresis Services (TAS) User Satisfaction Survey 2019

Over a four-week period in March/April 2019, a total of 358 surveys were issued to clinicians who had referred a patient to TAS within the preceding year.

Feedback from the survey was assessed using top box scores (the percentage of answers scoring 9 or 10 out of 10) and average scoring methods as in previous surveys. The top box score for overall satisfaction (Q7) in 2019 is 75% with an average score of 9.0 and a range of 5-10.

Overall feedback is very positive, indicating a high level of satisfaction from TAS users with Quality of Nursing Service (Q4a) and Quality of Medical advice (Q4b) both receiving their highest ever scores of 84% and 81% respectively.

Areas identified for improvement (those scoring <60%) relate to the referral and discharge process and this has been a recurring theme across previous surveys. As a result, TAS have commenced work on an electronic referral process and a clinical database with anticipated implementation of both expected within the next twelve months.

Read the [user satisfaction report](#)

Hollie McKenna - Business Support Manager, TAS

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

NHSBT.customerservice@nhsbt.nhs.uk

0208 201 3107

