

NHSBT Board Performance Report

June 2019

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Performance Status – June 2019

BLOOD	Status	Trend
<p>Strong performance throughout the supply chain in June from donor base / collection through to delivery performance.</p> <p>However, under collection of whole blood over the last 3 weeks to mid July (in total and O negative) with projections indicating this will continue. In addition, demand for O negative is high and, together, current projections are for O negative stocks to fall into red status in mid / late August. Immediate communication to hospitals underway to manage short term demand.</p> <p>Re operational risk:</p> <ul style="list-style-type: none"> - Continuity: Increase in IT related critical incidents (see opposite) - Availability: Forecast for both a period of sustained hot weather and a more challenging flu season to come (impact on collection / stock management) <p>Short term financial performance better than plan, but with ongoing demand reduction and a high cost inflationary environment, there will be a sustained upward pressure on blood prices over the next few years.</p>		

DTS	Status	Trend
<p>Performance is strong overall. The primary issue continues to be the trends in cord blood / BBMR and the need to re-convene stakeholders to reset the UK hematopoietic stem cell strategy (underway).</p> <p>DTS is reporting an I&E surplus of £0.8m for the year to date. Income is 3% ahead of plan and up 8% on last year. Costs are £0.3m better than plan due to vacancies. All business units are ahead of plan except for H&I.</p>		

ODT	Status	Trend
<p>Deceased donors and transplants are, respectively, 8.8% and 8.3% lower than Q1 last year. The trends have been adverse for a number of months, although June activity suggests that the decline may have plateaued.</p> <p>The adverse trend is driven by a reduction in the eligible donor pool across the UK, an increase in ODR overrides and an increase in consenting donors with organs accepted but not transplanted.</p> <p>There is a high risk that both the number of deceased donors and transplants will be lower in 2019/20 than they were in 2018/19.</p>		

CORPORATE	Status	Trend
<p>Significant number of IT issues impacting the performance of Blood with a sharp increase in the number of critical incidents being declared due to IT performance issues.</p> <p>NHBST forecasting a deficit of £5.0m for 2019/20 versus a planned deficit of £11.3m. The positive variance is due to lower spending in Blood and the transformation programme.</p> <p>No materials changes to strategic risk to report.</p>		

Key Issues / Action for attention:

In June overall performance has been strong both in terms of collection levels and donor satisfaction metrics. In the last week of June and first 2 weeks in July we have seen a drop in collections to target, driven by booked appointments falling and Donor Non Attends and deferrals increasing as a result of sporting events including Wimbledon and World Cup cricket as well as the dramatic switch of weather conditions from heavy rain to higher temperatures. We expect this to improve and get back to delivering to target, however we deliberately entered into the summer period with high stock levels in anticipation of this and we remain in a strong stock position overall. We have previously raised awareness that we have been experiencing very significant increases in issues for 0 neg and this has jumped again over the last couple of weeks with July to date reaching 14.5% and causing a drop in stock levels. A number of actions have been put in place to correct this position including dampening down demand, increasing priority slots and upweighting account management activity.

June’s Customer Service Metrics performs well above target

- Donor Satisfaction was at 78% against a 75% target;
- Complainants were well below tolerance at 0.35% of collections against a tolerance of 0.59%
- Our NPS score was +84.0 against a +83.0 target

Overall WB collections in June were above business plan at 100.6%.

- YTD were 2.4% above plan.

Deferrals for June were 16% v’s a target of 17.1%, however the last 2 weeks there has been an increase over target, based on weather related factors. Full completion of Capillary HemoCue has been rolled out, ensuring that the safety of our donors is to the clinical recommendation. Trending over the last 5 years does indicate that there is always a drop from mid July onwards, which has been taken into account within the plan.

Oneg collections in June were 3.7% below target.

- YTD we are at 101.8% of target, by the end June O negative Days of Stock fell to 5-5.5 amber.
- O negative continues to have significant increase in demand from the hospitals and this was compounded in June by an under collection of 3.7%
- In response we are taking the following actions; introduced a mailing programme to reactivated donors; hospital surveys undertaken which will be used to highlight hospitals with high O negative issues; increased lists into the account management team.

Overall New Donor Donation targets have been hit for June, however there are some challenges around the blood mix.

- 11,419 new donor donations in June against a target of 11,285; YTD 35,117, 7% ahead of targets with new male donors 9% ahead of target.
- The number of O negative donors was only in line with the average in the population (8% of total) in June and has not uplifted over 9% this year to date so are behind plan YTD by 332 new O negative donors. Black donor recruitment while 7% ahead of last year is behind target.
- In response we are going to do more MOD partnership activity, family get family email for O negative. To recruit more black donors we are rolling out a programme of community engagement, calling black enrolees and localised advertising.
- Platelet A negative and A positive recruitment hit target for June.

Risks:

- Stock going into July is in a relatively strong position however, there are concerns around O- and AB:-
- Actions have been taken to grow the AB- collections with more reactivation being fed into the account management team. A proposal is going to BOLT on 16th July as to the usage of the cap on female donors
 - On O- the stock is being driven down by high issues. The current future appointments in the grid for O- are between 15-16% which is very high and may not be sustainable. A mailing programme has been introduced to speed up the reactivation of donors and the new First Responders programme is kicking off at the beginning of September
 - We are implementing strategies such as capping, discretionary spend reduction, appointment grid management on the positive groups to ensure that we do not over collect
 - Hospital services needed to manage down demand for spike increases, in particular with the smaller hospitals

Major transformation projects:

Since the NHSBT Board approved Session Solution in May, approval has also been gained from the Department of Health and Social Care and work is continuing to set-up the new on-session infrastructure. BT have been selected as the managed service partner and we are currently working with them to on-board them ahead of testing the software and new hardware. To provide further assurance around the managed service contract, we have engaged with Price Waterhouse Cooper to review the terms and conditions and to make recommendations to ensure that this new service provides the best support for our frontline colleagues.

BLOOD - M&L: Performance Summary – June 2019

Status

Trend

Key Issues / Action for attention:

Performance for M&L continues to be strong, all three measures of productivity are ahead of YTD targets due to WTEs being kept below budget and demand being stronger than plan.

Platelet and Red Cell Wastage are also green, with initiatives to reduce Platelet Expiry having a significant impact

Some performance issues remain around stock, with the 2nd Platelet stock alert of 2019/20 issued in June, this was due to the midweek stock dip, that we experience due to collecting fewer platelets at the weekend. To address this work is ongoing with Blood Donation to increase weekend collections, the new stock management algorithm (SMA 4) as well as reduced platelet expiry, are also expected to have a positive impact.

Red Cell Age at issue was above target in June (12.7 v 11 days). This was due to excess holding of A neg in order to meet Pooled Platelet demand as well as collections of A pos, B pos, and AB pos being above business plan targets. Actions in place to address are: Increase in target for A neg Apheresis collections and a cap on Whole Blood collections of over-stocked groups.

Developments re strategic risk:

Key current risk remains a projected fall in O neg stocks below 4.5 days, and into the red band, collections were below plan in June and demand continues to be high.


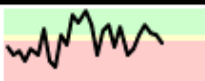
PULSE downtime continues to be a risk to operations a patch to the MIMER database due in mid July to address current issues.

Major transformation projects:

LRP – An updated approach has been taken to the Logistics Review Programme (LRP) following representations from national staff side on how to minimise the impact for colleagues, avoiding compulsory redundancies and reducing the level of reduced earnings. The new approach, which removes the extended use of 3rd parties for end-of-session collections, will be implemented nine months ahead of plan. Though savings are lower (minimum of £1.8M vs £2.6M), so too is the investment (£2.3m vs £3.1m), delivering a 30 vs 34 month payback. We are confident of our ability to deliver the minimum savings having already seen a high response rate to the launch of our Voluntary Redundancy scheme.

We have successfully completed Phase 2 of the Warehouse Optimisation Project, which transferred operations from Kings Norton to Emerald Park. All other projects (Fleet, Management Review and Hospital Delivery Timings) remain on time, on budget and with committed benefits released according to plan.

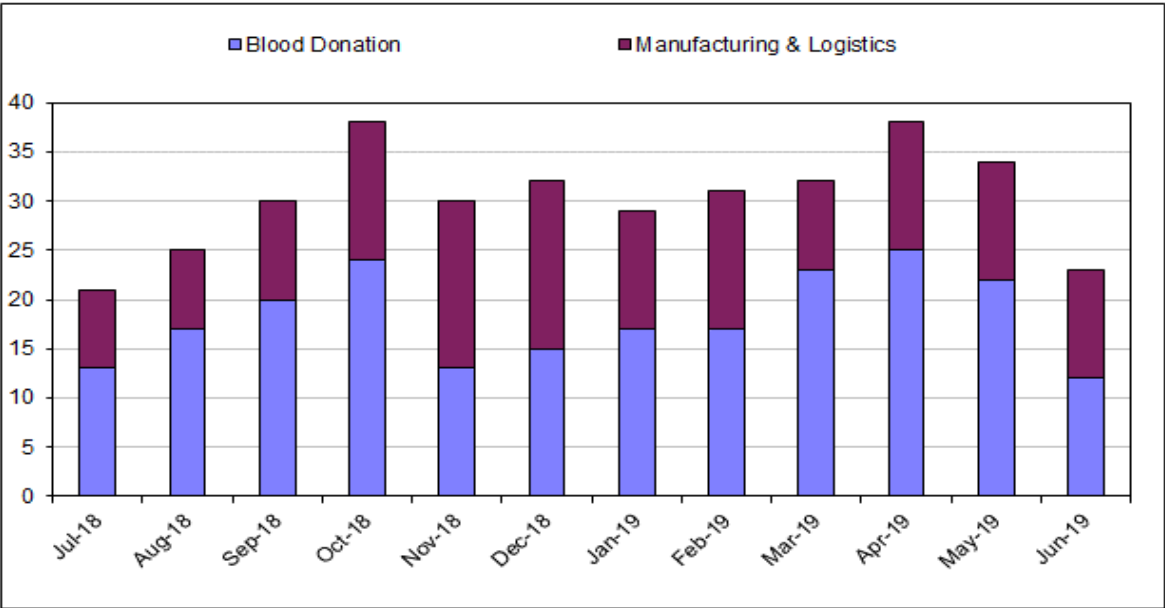
BLOOD – Safety & Compliance

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
BLOOD	Blood Donation and the Donor Experience	Blood Supply Number of Critical & Major Regulatory Non Compliance Target 0	G	-		None reported in June 19. None since March 18.
		% Patients Receiving A or B1 Grade Matched Platelets Target 75%	A	Worse		73.2% in June 19 v 75% target; YTD 74.5%

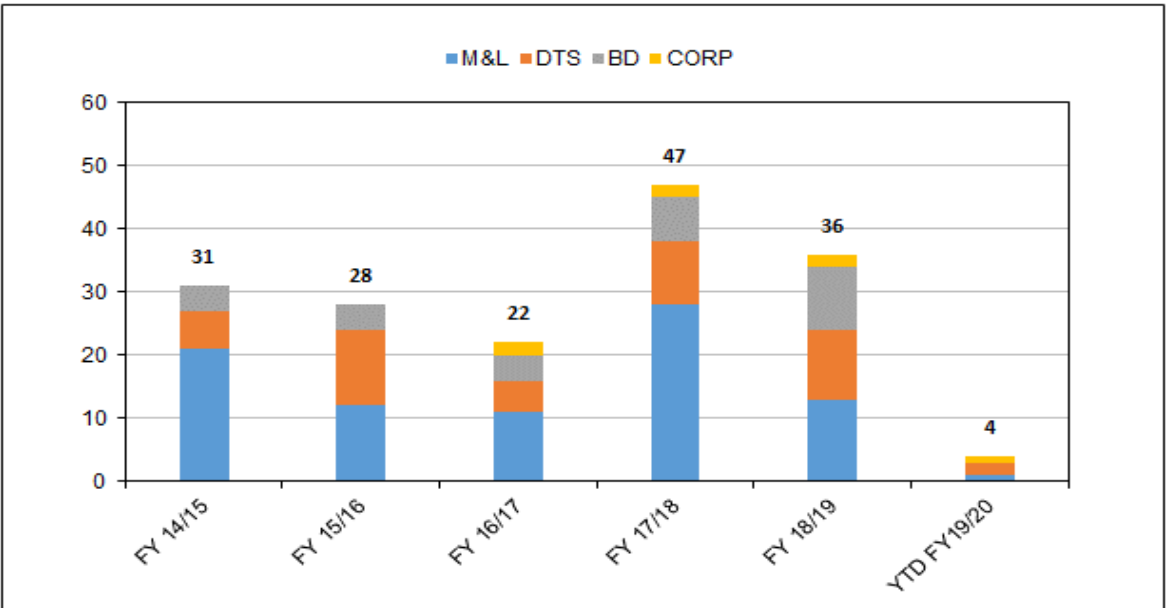
Key Messages / Issues for Attention:

- SABRE - none reported in Blood this month; total 3 YTD (2 DTS, 1 Clinical) - **chart 3**.
- MHRA inspection in June at Colindale – no critical or major non - conformances raised.
- Next MHRA inspections are Leeds in mid July with Cambridge and Tooting scheduled in August.


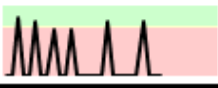
1. Major QIs raised per month - Blood Supply Directorate



3. Reports to SABRE



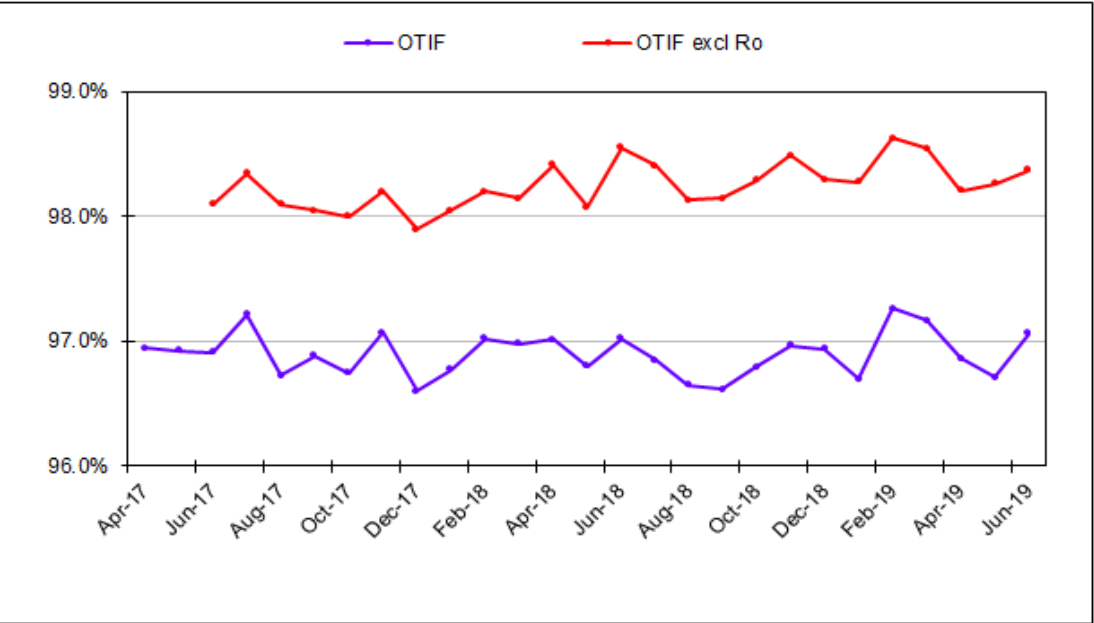
BLOOD – Customer Service

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
BLOOD	Supply Chain Operations	On Time In Full (OTIF) Excluding Ro Target 98%	G	-		98.4% in June 19 v 98% target; YTD 98.3% - chart 4.
		M&L Hospital Satisfaction Score >= 9 or 10 Target 70%	G	-		78% at March 19; next report September 19 - chart 5

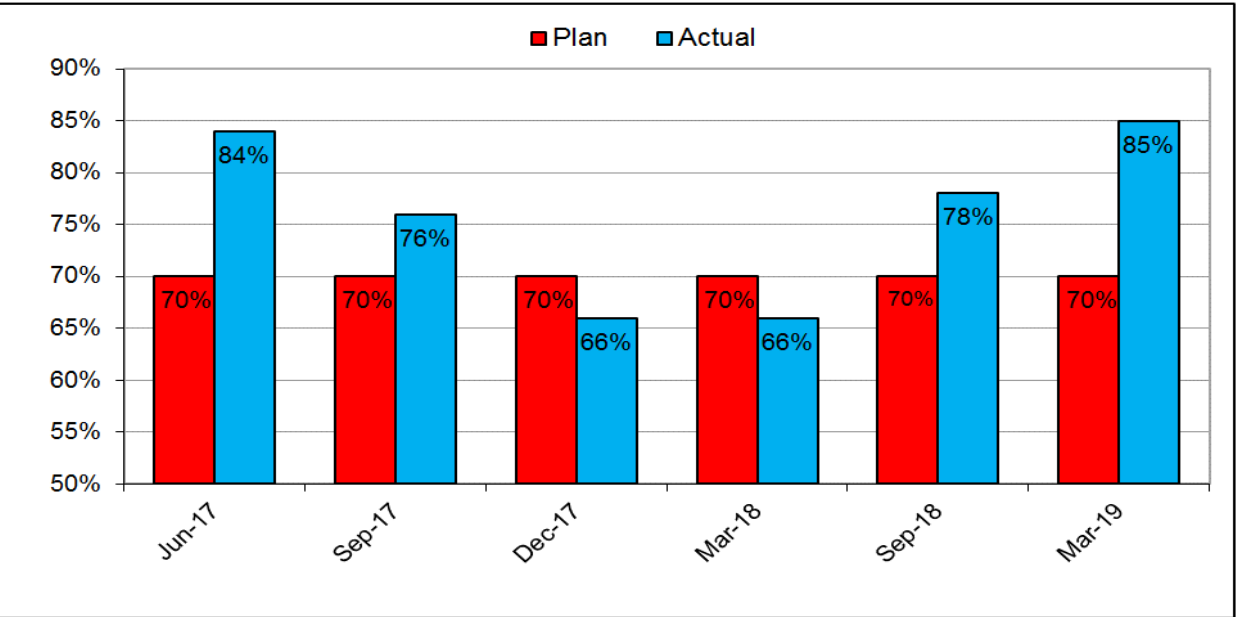
Key Messages / Issues for Attention:

- OTIF, in June, excluding R_o 'in full' fails, remains strong at 98.4% and above the target of 98% - **chart 4**.
- Hospital Satisfaction is reported bi-annually - next return is due in September 2019 - **chart 5**.

4. Percentage of Products Issued OTIF (excluding Ro 'in full' fails)



5. Hospital Satisfaction

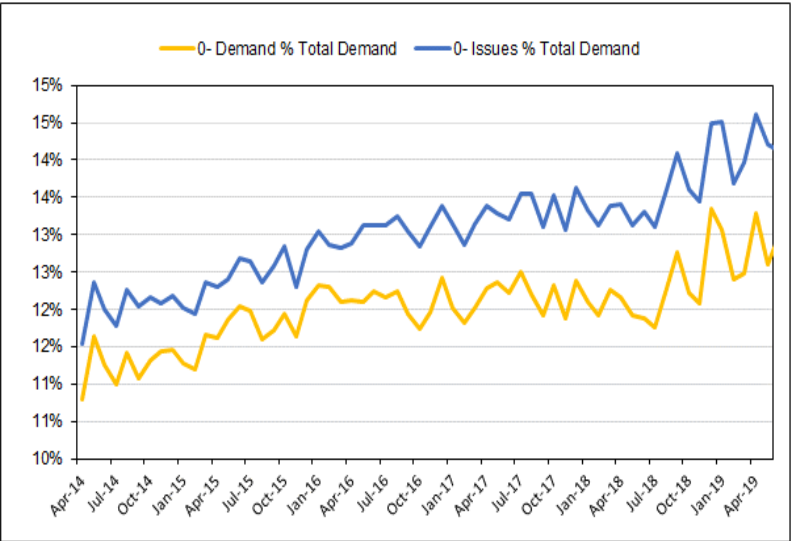


BLOOD – Red Cell Demand

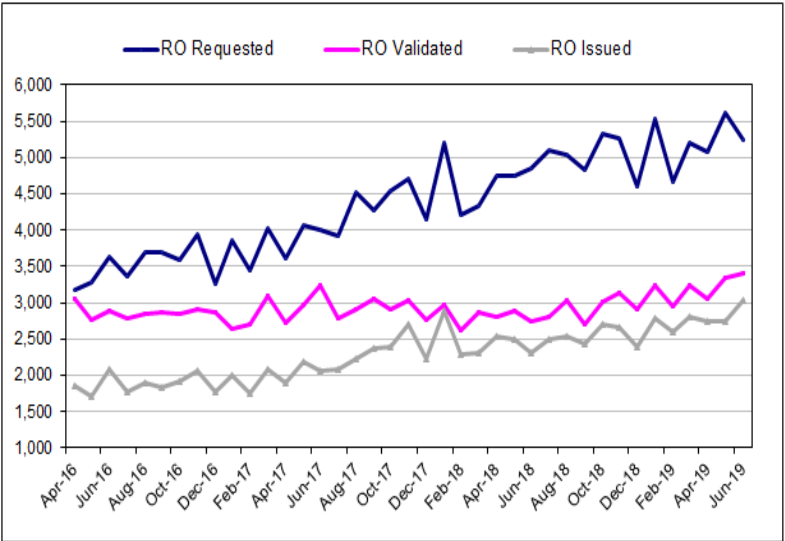
6. Red Cell Supply - Year to Date by Blood Group

Blood Group	2019/20 - YTD June 2019	2018/19 - YTD June 2018	Change
A Neg	27,965	28,235	-1.0%
A Pos	101,332	106,329	-4.7%
AB Neg	2,309	2,700	-14.5%
AB Pos	7,220	7,845	-8.0%
B Neg	9,226	9,012	2.4%
B Pos	27,462	28,413	-3.3%
O Neg	50,158	47,821	4.9%
O Pos	124,023	127,911	-3.0%
Total	349,694	358,266	-2.4%

9. O neg RC Demand and Issues as % of Total







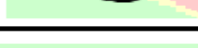
10. RO Red Cells Demand, Validated and Issued



Key Messages / Issues for Attention:

- Red cell issues in June were 0.1% higher than forecast, although 2.4% lower than last year – **table 6**.
- 2019/20 red cell demand forecast at 1.385m is higher than 2019/20 NCG plan at 1.360m.
- Ro demand was 0.6% below forecast in June but the rolling R_0 12 month demand growth is at 12.7%. R_0 collections were 58% of that required to meet total demand in June; YTD 54% from 51% to March 19 – **chart 10**. Some evidence that availability is increasing so that the gap to demand remains constant (as assumed in the business plan).
- Demand for O neg continues to be high at 13% of total demand in June and trending higher – **chart 9**. **This is unsustainable and, along with under collection (page 9), implies that stocks may fall to red during August. Letter to go out to hospitals immediately to seek urgent action to dampen short term demand trends.**

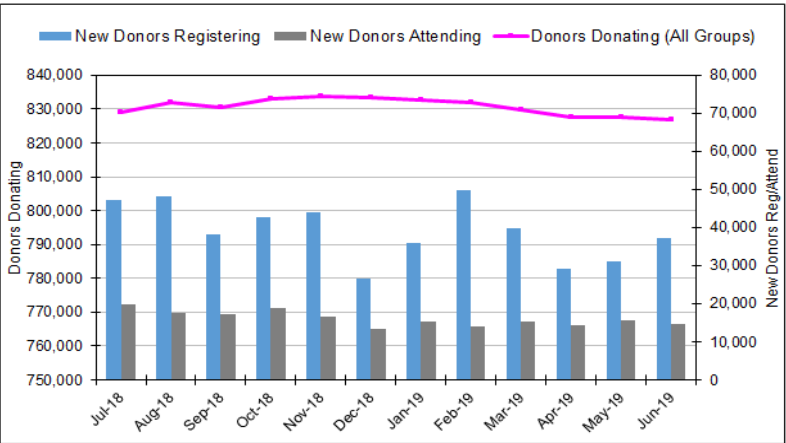
BLOOD – Whole Blood Donor Base

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
BLOOD	Blood Donation and the Donor Experience	Blood Donors Donating in Last 12 Months - All Groups Target 827,000	A	Worse		826.8k YTD v 827k target – chart 19.
		Donation Frequency All Groups Target 1.76	G	-		1.802 to June 2019 v 1.800 target - chart 19.
		Blood Donors Donating in Last 12 Months O Negative Target 116,000	A	-		110.9k to June 19 v 111.4k target - chart 20.
		Donation Frequency O Negative Target 1.76	A	-		1.88 to June 19 v 1.86 target – chart 20.
		Blood Donors Donating in Last 12 Months Ro Target 23,675	G	-		23.0k to June 19 v 21.4k target - chart 21.

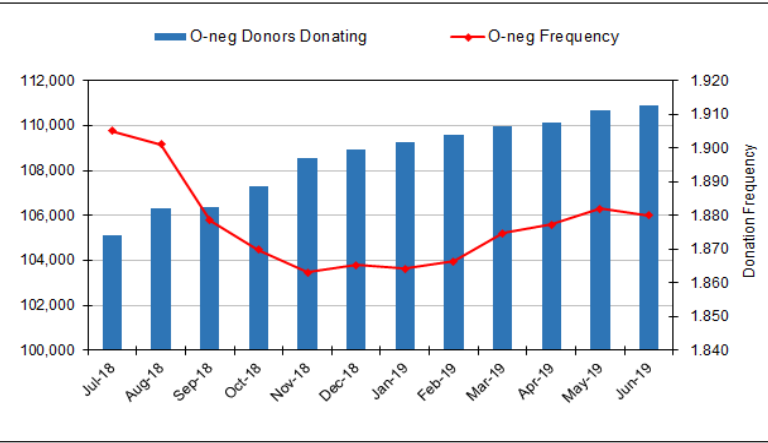
Key Messages / Issues for Attention:

- The number of active O neg blood donors continues to improve, **although growth is slowing and will need to accelerate to meet targets – chart 20.**
- The Ro donor base also continues to improve and is now at 23k and close to March 20 target of 23.7k – **chart 21.**
- Plans are in place to increase the number of B negative donors through reactivation of lapsed donors, given that demand is strong and frequency higher than ideal;

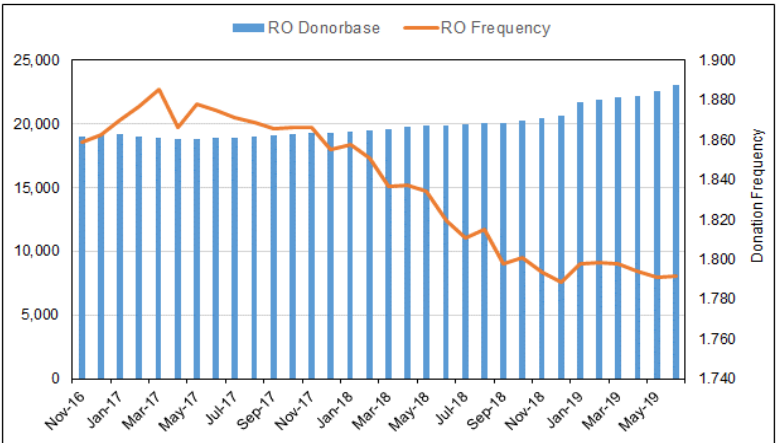
19.Donor Base and Frequency of Donation



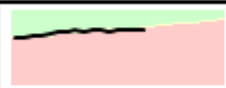
20. O Neg: Donorbase and Frequency of Donation



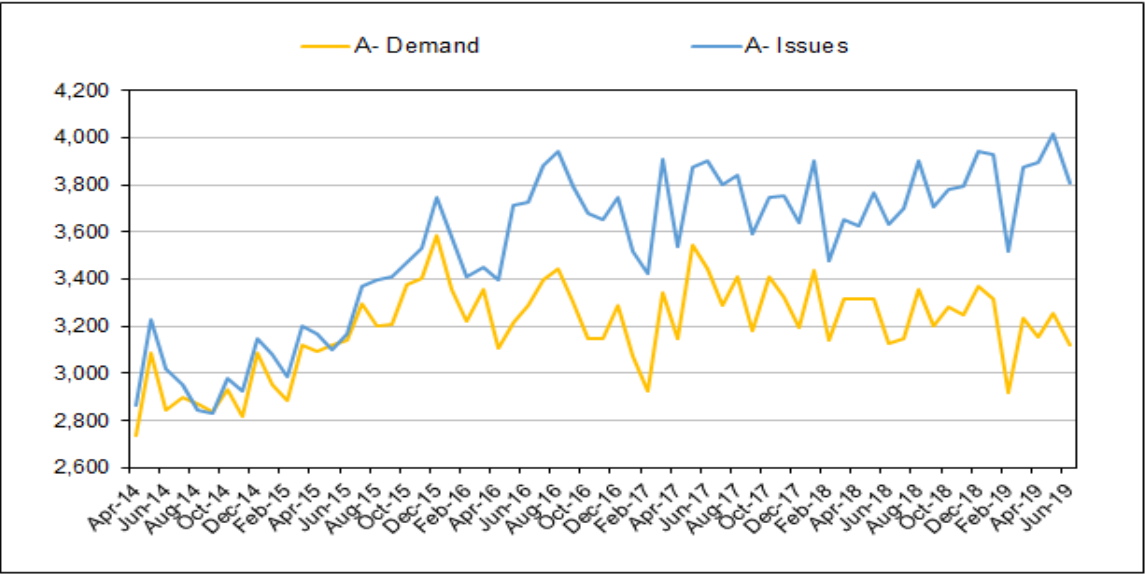
21. Ro Donor Base and Frequency of Donation



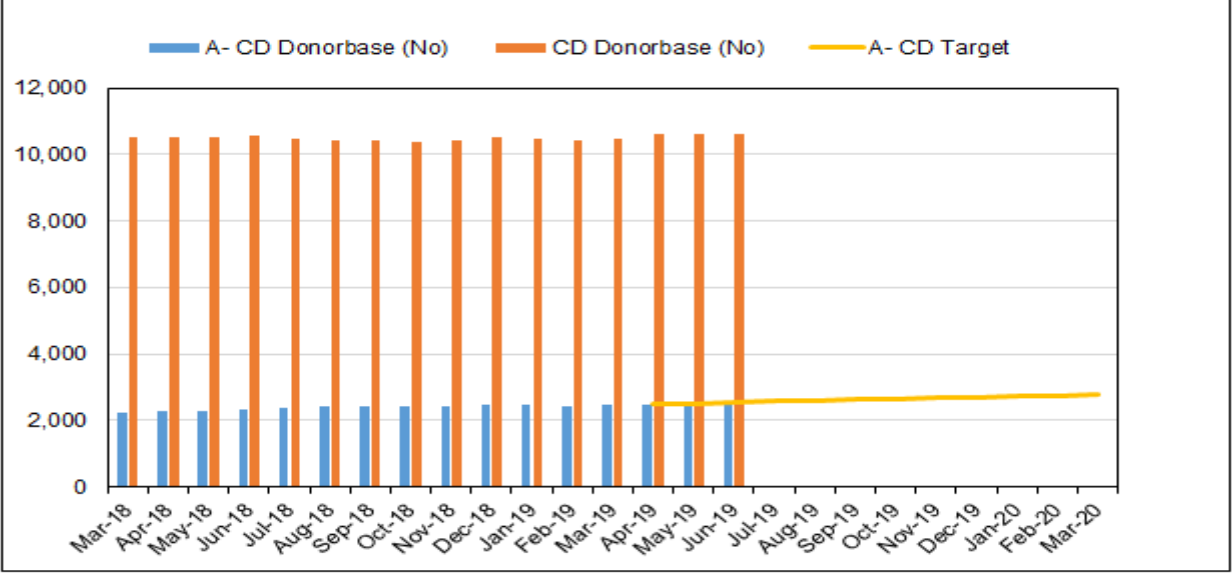
BLOOD – Platelet Demand & Donor Base

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
BLOOD	Blood Donation and the Donor Experience	A Negative Apheresis Donors Donating in Last 12 Months Target 2,776	A	-		2,484 to June 19 v 2,552 target - chart 22.

12. A neg Platelet Demand and Issues





22. A- CD Donorbase



Key Messages / Issues for Attention:

- Platelet demand in June was 1.7% higher than forecast but 0.5% lower than in the previous year. The annualized demand trend is stable.
- Demand for A negative platelets continued to be high at 15.1% but stable – **chart 12**.
- Additional A- CD donors required to remove the pressure on pooling and wastage of A- red cells – **chart 22**.

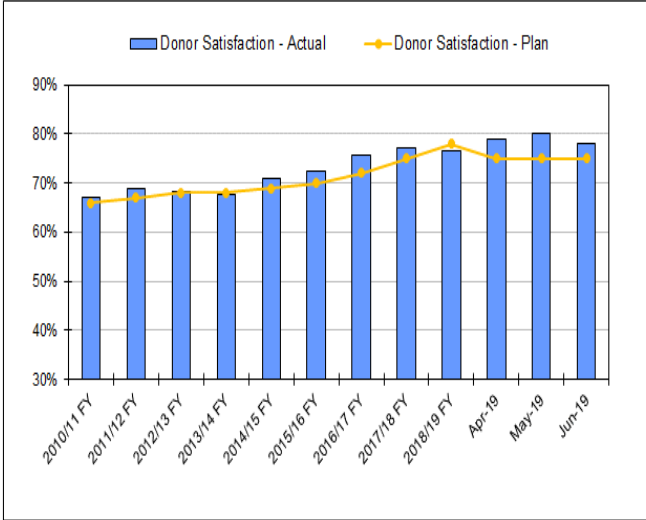
BLOOD – Collection Performance

Division	Pillar	Blood 2020 – Strategic Targets	YTD RAG	RAG Δ	Trend April 17 On	Performance
BLOOD	Blood Donation and the Donor Experience	Blood Donor Satisfaction Score >= 9 or 10 Target 75%	G	-		78% satisfaction in June 19 v 75% target; 79% YTD - chart 13
		Complaints per Million Whole Blood Donations Target 0.59%	G	-		0.40% in June 19 v 0.59% target; 0.35% YTD - chart 14

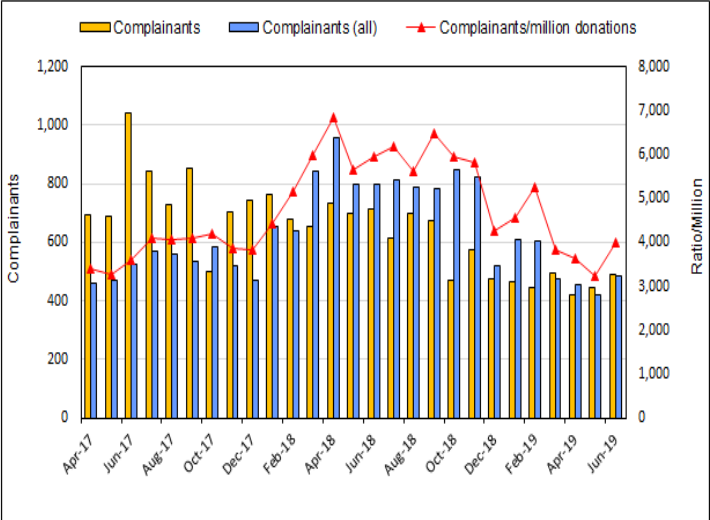
Key Messages / Issues for Attention:

- Collection has fallen below plan in each of the last 3 weeks to 14 July. Projections are indicating that we will continue to under collect, both in total and for O negative – chart 24. Non attends, and especially low Hb deferrals, have increased substantially, above expectation.
- Donor satisfaction decreased to 78% from May’s record high of 80.2% – **chart 13**.
- Complaints have fallen sharply over the last twelve months from 0.6% in June 18 to 0.31% in May 19. In June however they increased to 0.4% – **chart 14**.
- The primary causes for complaints remain “not seen at appointment time”, “slot availability” and “ staff attitude ”.
- Faints were higher at 174 in June and above the target of 160.

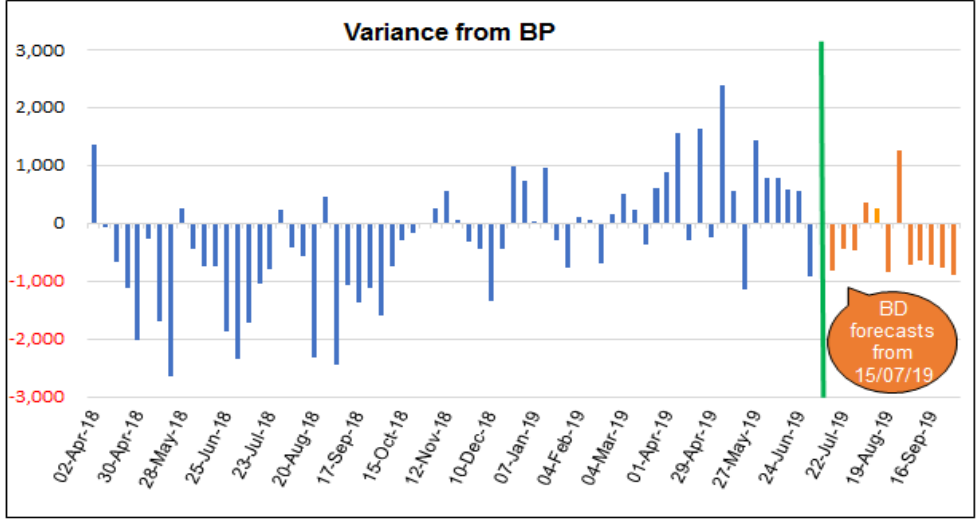
13. Donor Satisfaction




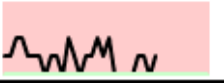
14. Donor Complaints



24. Overall Weekly Collection Variance to Plan - Actual and BD Forecast



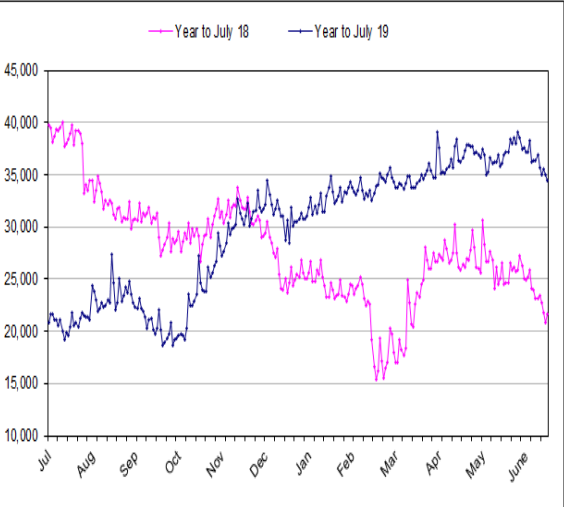
BLOOD – Stock Levels

Division	Pillar	BLOOD 2020 – Strategic Targets	YTD RAG	RAG Δ	Trend April 17 On	Performance
BLOOD	Supply Chain Operations	Red Cell Blood Stocks Alert < 4.5 days Target 0	G	-		No stock alerts in June 19 v Nil target - chart 17.
		Platelet Stocks Alert < 1 day Target 0	R	-		1 stock alert in June 19 v Nil target - chart 18.

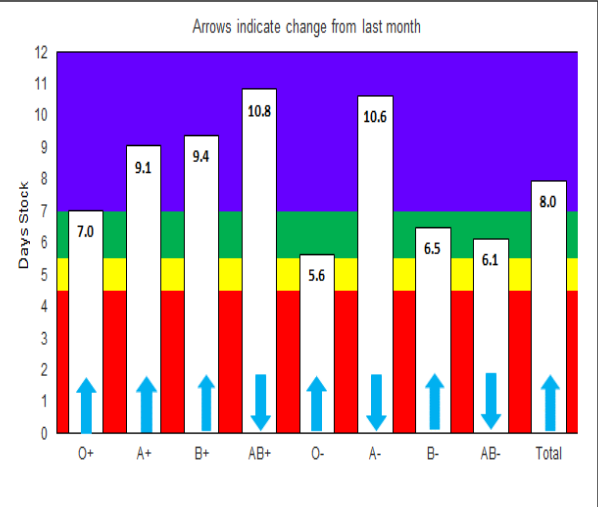
Key Messages/Performance/Issues for Attention:

- Stocks have remained at or above target for all groups - charts 15 - 17.
- High demand (page 6) plus under collection (page 9) indicate that O negative stock will fall into red status by early September (or mid August if demand remains high). Immediate letter to go to hospitals to constrain short term demand.
- The average age of red cells at issue is 12.7 days in June (versus the 11 day aspiration) due to excess stocks of A positive etc.

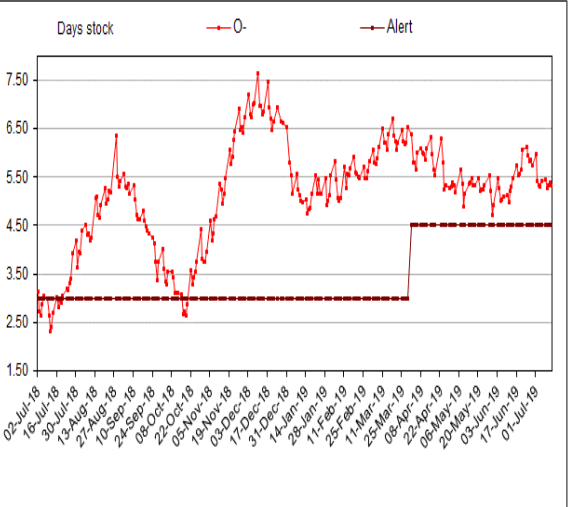
15. Red Cell - Blood Stocks (Units)



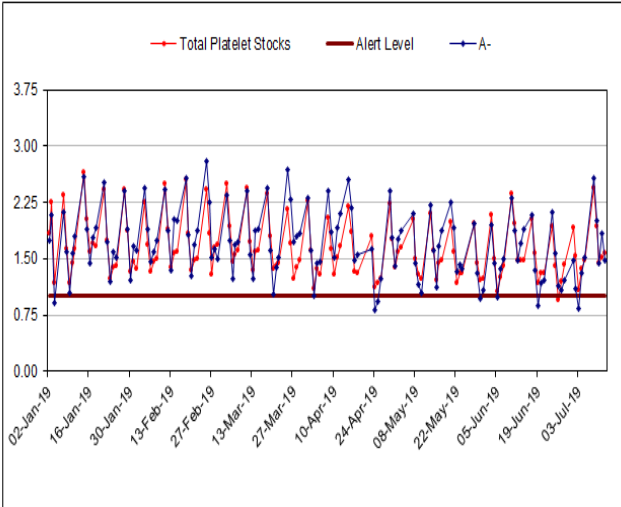
16. Average Red Cell Stock Levels for the month by blood group



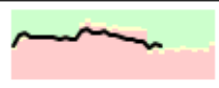
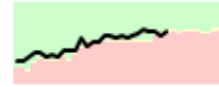
17. Red Cell - O neg : weekday stock levels



18. Platelet - Total and A neg : weekday stock levels



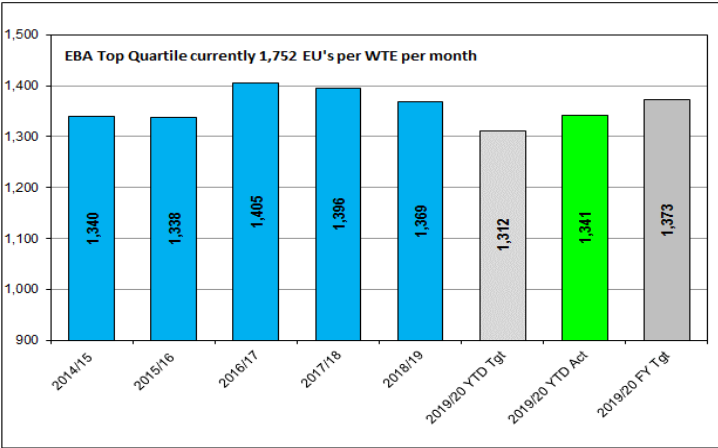
BLOOD – Blood Donation Productivity

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
BLOOD	Blood Donation and the Donor Experience	Collection Productivity YTD Target 1,373	G	-		YTD 1,341 v 1,312 target - charts 30 & 31
		% Whole Blood Collected in Donor Centres Target 23%	A	Better		YTD 24.1% v 24.3% target

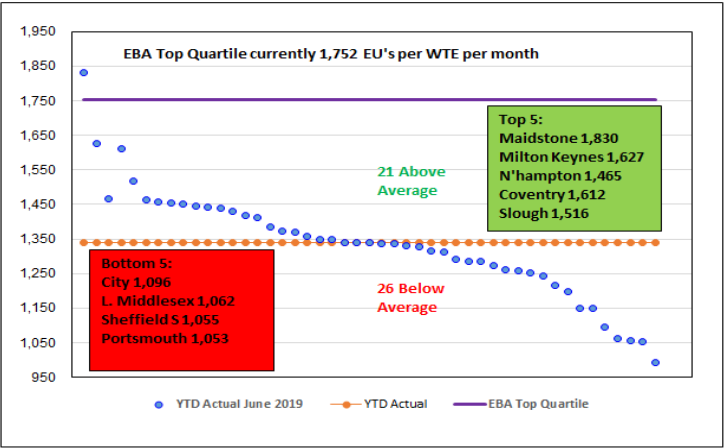
Key Messages / Issues for Attention:

- WTEs in Blood Donation at 1,481 versus budget of 1,505.
- Overall sickness level is marginally lower at 4.4% in June. This continues to mask high levels in some teams with 11 teams recording sickness above 10% and a further 20 teams with sickness 5 -10%.
- With demand currently higher than plan productivity is better than target in June 2019 but remains at 2014/15 levels – **chart 30**.
- 21 out of 47 mobile teams performing above average, although just one (Maidenhead) exceeds EBA top quartile - **chart 31**.
- Capacity utilisation continues to fall in both DCs and Mobiles – **charts 26 & 27**.

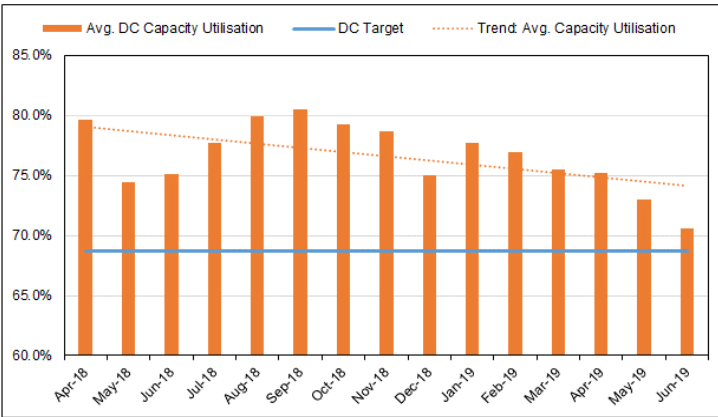
30. Blood Donation Productivity : YTD and Current Month



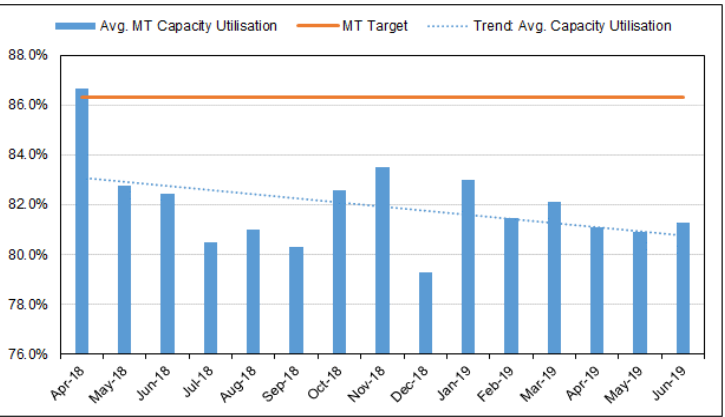
31. Blood Donation Productivity Distribution Mobile Teams YTD






26. Capacity Utilisation - Donor Centres (DC)



27. Capacity Utilisation - Mobile Teams (MT)



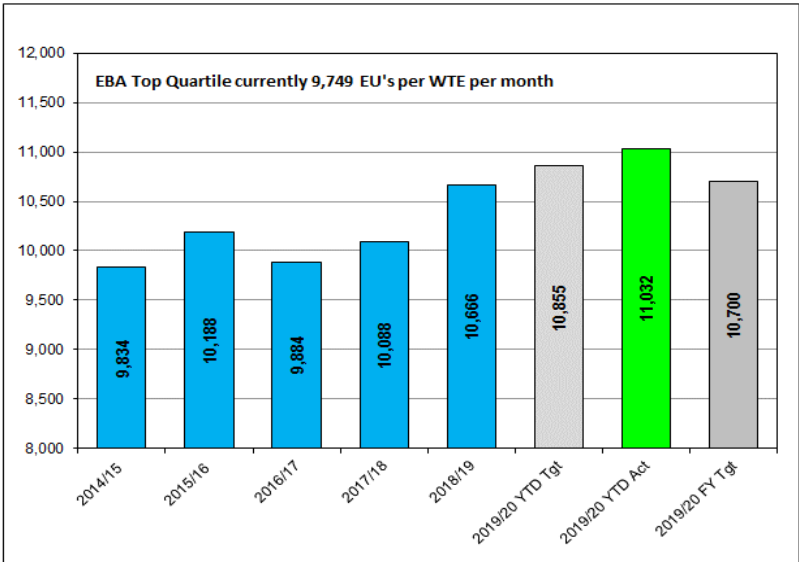
BLOOD – M&L Productivity

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
BLOOD	Supply Chain Operations	Manufacturing Productivity YTD Target 10,700	G	Better		11,032 to June 19 v 10,085 target - chart 32.
		Testing Productivity YTD Target 33,700	G	-		35,980 to June 19 v 33,667 target - chart 33.
		Hospital Services Productivity YTD Target 36,000	G	Better		35,980 to June 19 v 35,974 target - chart 34.

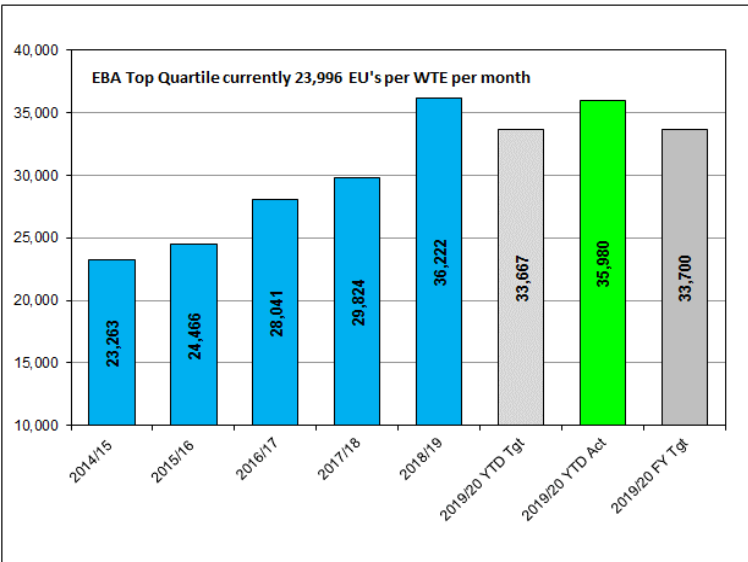
Key Messages / Issues for Attention:

- Manufacturing productivity – all three sites above EBA top quartile in June 2019 – **chart 32**
- Testing productivity – Manchester above 29k, Filton above 41k YTD and both above EBA top quartile in June 2019 – **chart 33**
- Hospital Services – overall above target in June 19 and YTD – **chart 34**.

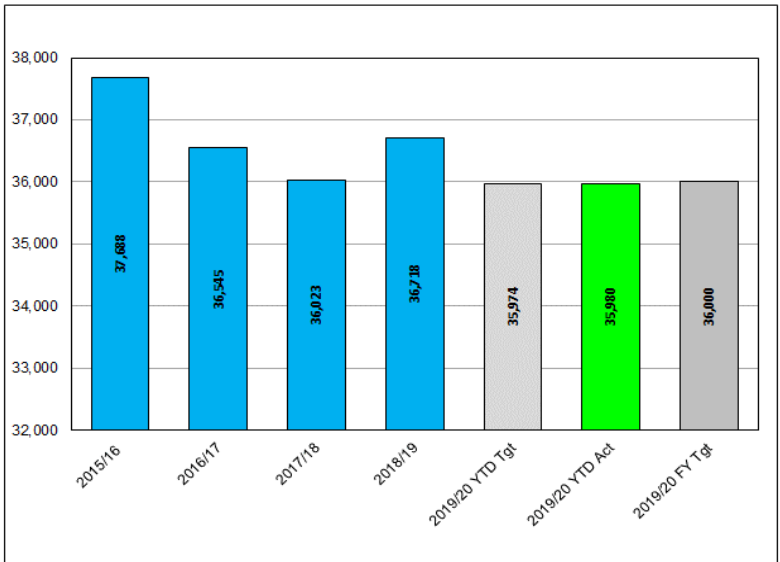
32. Processing Productivity : YTD and Current Month



33. Testing Productivity : YTD and Current Month

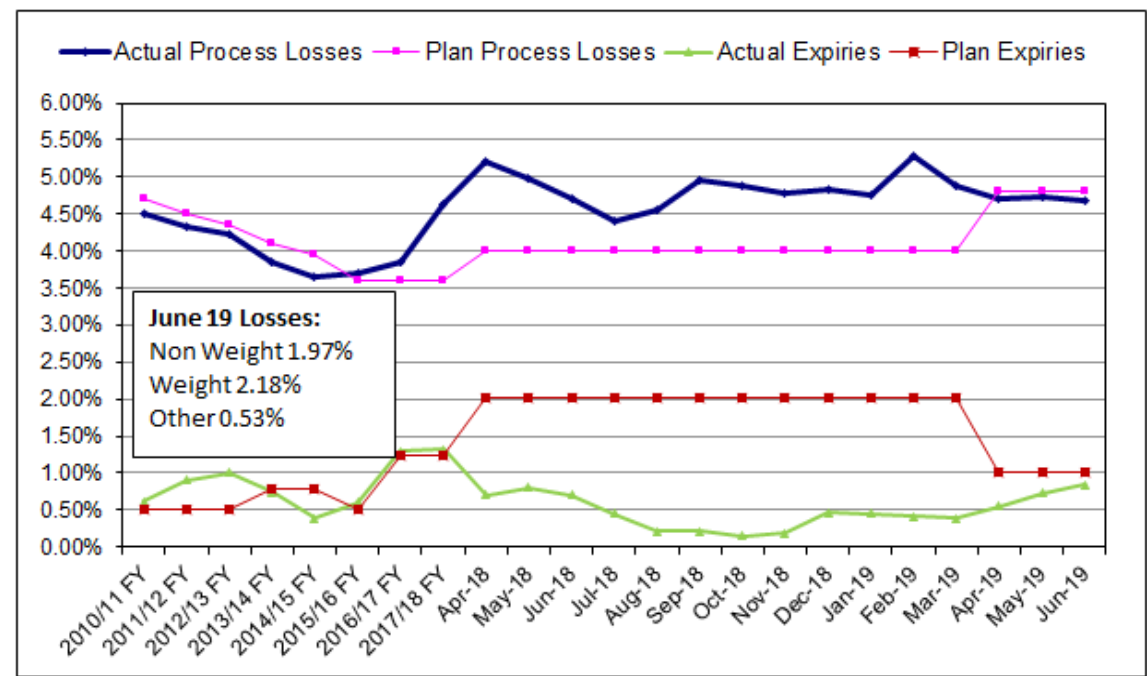


34. Hospital Services Issues Productivity : YTD and Current Month

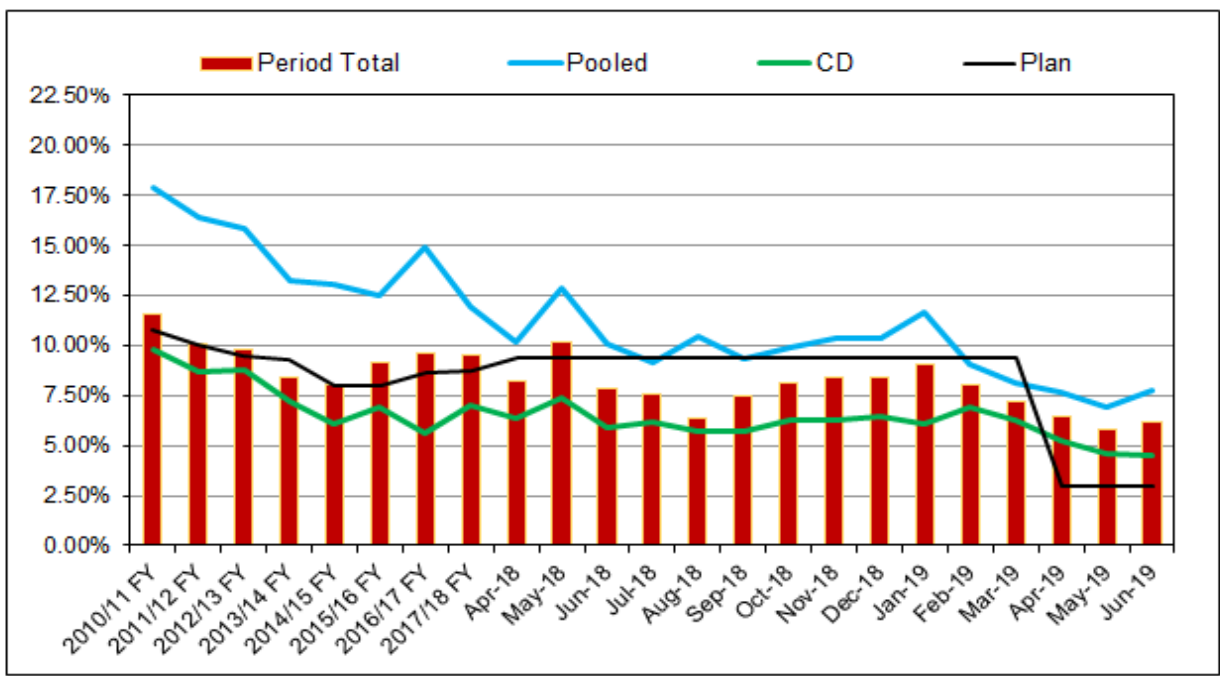


BLOOD – M&L Waste

35. Percentage of Donations NOT Converted to Validated Red Cells and Expiries



36. Percentage of Platelets Produced NOT Issued



Key Messages / Issues for Attention:

- Waste - “Whole Blood Donations not generating a Validated Red Cell” were marginally lower in June at 4.68% and lower than previous year (4.85%) – **chart 35**.
- Red cell expiries in June remained low at 0.84% but are increasing. Further increases anticipated due to excess levels of some blood groups.
- The trend in platelet waste continues to be excellent – June at 6.14% and is trending strongly below the plan level of 8.5%.
- Platelet expiries also excellent – YTD June at 3.34%, well below the 5.5% target – **chart 36**.

Key Issues / Action for attention:

- DTS income is £0.5m ahead of plan for the year-to date, with growth of 8% against last year. I&E is £0.8m favourable with 35% growth.
- The main growth drivers are CMT (+35%; stem cell transplants, advanced cell therapies and CBC ahead of plan), RCI (+4%; increased hospital referrals), TES (+11%, growth in corneas and ocular portfolio, offset by decline in certain orthopaedic products) and TAS (18%; increased plasma exchange and photopheresis).
- All business units are ahead of their financial plans, except for H&I who are reporting £0.2m adverse at Q1; this is driven by lower than planned income (-6%) due to reduced referrals from 3 hospitals (antibody testing of solid organ transplantation).
- TES cornea stocks are ahead of plan (286 v 270). However, donation levels have been declining recently, coupled with high demand for corneas. In the short term, hospital development nurses and the National Referral Centre are working closely together to maximise donation opportunities; longer term, the collaboration with ODT in Oxford will improve donor numbers. In addition, a new Eye Retrieval Scheme partnership with SNBTS will begin in the Autumn. The new closed system for serum eye drops has driven an increase in productivity, with the waiting list cleared and sales strong (+17% YTD).
- TAS continues to grow strongly and provide a high quality of patient and clinical service. TAS will shortly expand its footprint in London and will provide services to the Whittington Hospital.
- The number of BBMR donors provided is behind plan (53 v 60) at Q1, with cord blood issues higher than plan (13 cords issued v plan 8), although issues are declining overall. The strategy for SCDT is being revised given changes in medical practice in stem cell transplantation.
- Sample turnaround times across Diagnostics were better than target at the end of Q1, with strong laboratory performance.
- There are no significant quality non-compliance issues to report or Serious Incidents in-month.
- The number of overdue non-conformances is trending slightly upwards over Q1; further effort across the team is required to sustain the material reduction seen recently.

Developments re strategic risk:

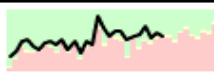



- No material movement in the strategic risk profile for DTS.
- The current risk with the highest score on the register relates to strategic suppliers, which reflects the work being undertaken for EU Exit.
- CBC continues to decline work from major customers including Oxford BioMedica and UCL - lost income of ca £1.5m.

Major transformation projects:

CBC new build / Filton extension

- The project remains at 'Red' status as the latest project cost forecast of £10.4m significantly exceeds the approved Detailed Business Case (DBC) cost of £7.4m. £1.7m has been spent on the project to date. CBC is currently performing well with an income forecast of £2.4m for the full year.
- A plan is being finalised to amend the business case and obtain approval from NHSBT Board and DHSC by October 2019
- The project will remain 'Red' status until these approvals have been obtained; following approval the project will revert to 'Green' status
- The lessons learned so far have been presented to the Finance Committee in June 2019

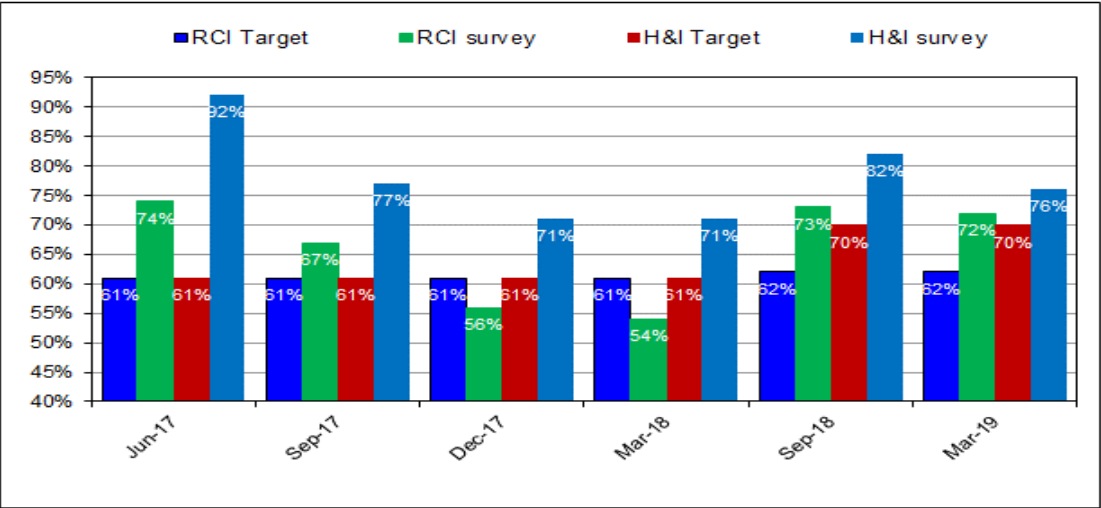
DTS – Group Level Indicators

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
DTS	Group Targets	DTS Total Sales Income £000 FYB £82.2m	G	-		£6.74m v £6.76m plan in June 19; £20.2m YTD v £19.9m plan
		DTS Number of Serious Incidents Target 0	G	-		None reported in June 19 v zero target; None since December 18.
		DTS Number of Critical Regulatory Non Compliance Target 0	G	-		None reported in June 19 v zero target.
		DTS Number of Major Regulatory Non Compliance Target 0	G	-		None reported in June 19 v zero target.

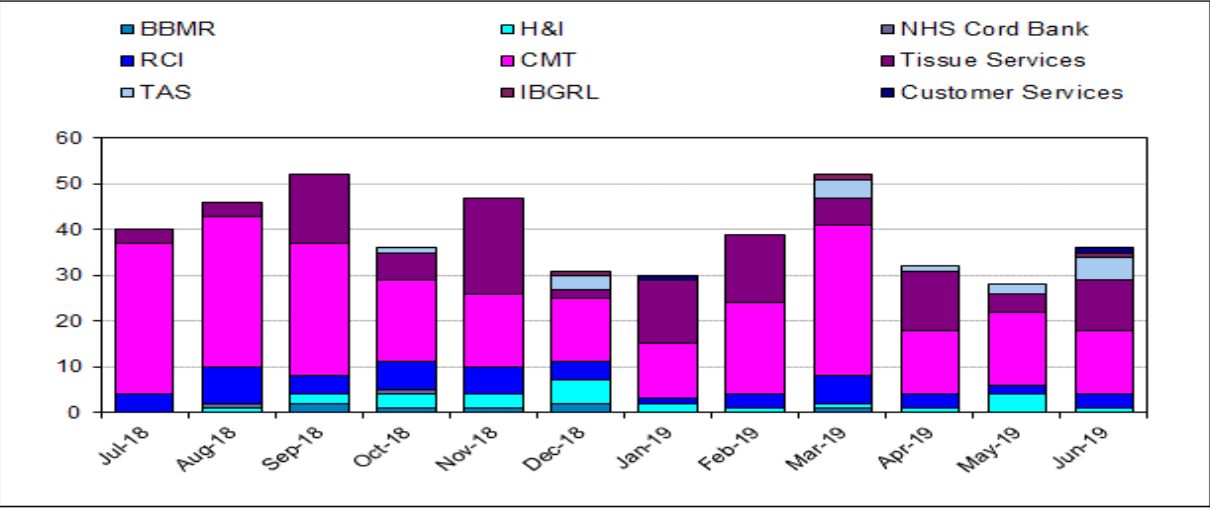
Key Messages / Issues for Attention:

- Sickness absence in DTS was higher this month at 3.2%. Most SBUs better than the NHSBT target (4%), apart from Tissue Services at 6%.
- SABREs – None reported in June – **page 4**.
- HTA Inspection in Filton 24-28 June – report due 26 July. Next HTA Inspection in Oxford in mid July.
- Hospital satisfaction is reviewed bi-annually, with the next report due in September 2019 – **chart 48**.
- DTS is reporting an I&E surplus of £0.8m for year to date June, with most business units reporting an I&E contribution at or better than plan.





47. Hospital Satisfaction



48. Major QI's raised per month - DTS



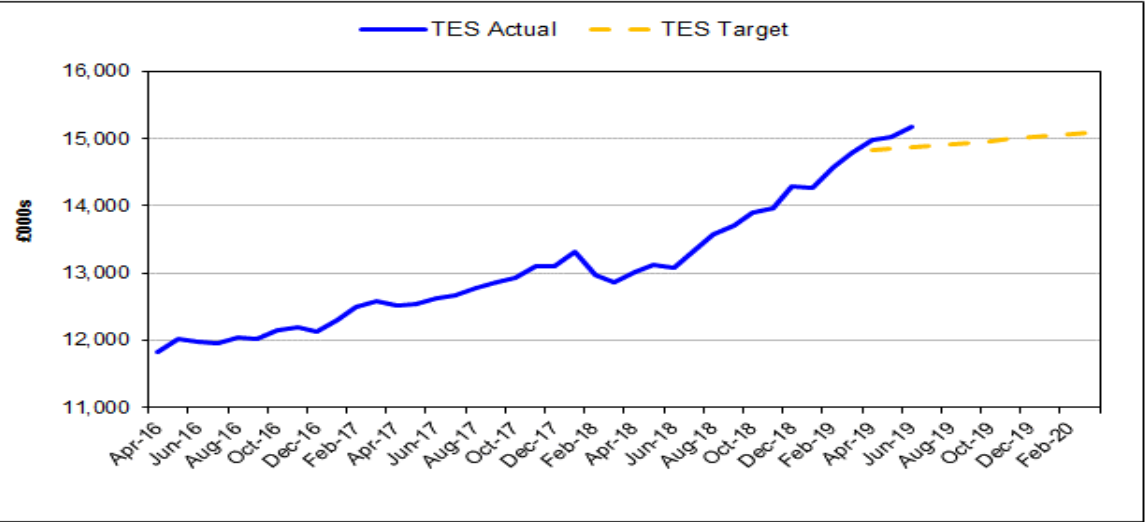
DTS – Tissue & Eye Services (TES)

DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
DTS	Tissue & Eye Services	TES Sales Income £000 FYB £15.1m	G	-		£1.22m in June 19 v £1.25m plan; YTD £3.7m v £3.6m plan – chart 37
		TES Customer Satisfaction % Scoring > 9 or 10 Target 70%	-	-		September 2018 – 85.7% top box scores. Next survey TBC
		TES On Time in Full (OTIF) Target 98%	G	-		98.9% OTIF in June 19 v 98% target; YTD 99.7%
		TES Cornea Stocks at End of Month Target 270	G	-		286 corneas in stock at 15 July v 270 target - chart 51.

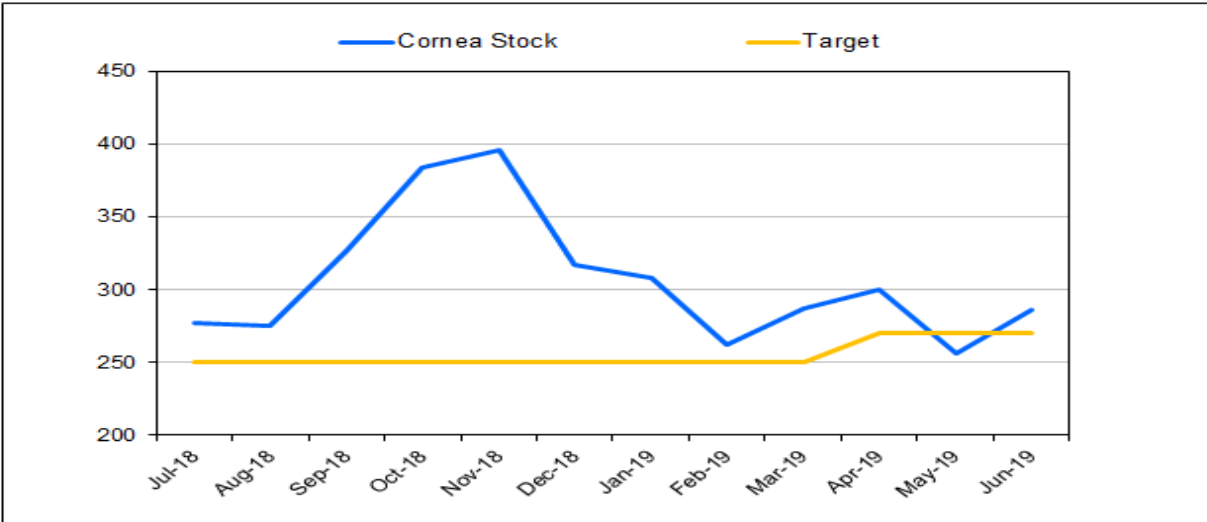
Key Messages / Issues for Attention:


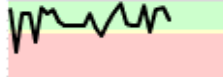
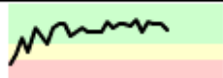
- Income was 4% better than plan year to date and 11% higher than the previous year – **chart 37**.
- Strong performance seen in Corneas, ASE / AlloSE drops offset by shortfalls in processed bone, tendons and meniscus and skin.
- Cornea stocks increased 286 units versus plan of 270 (15 July), however donation levels have declined recently and demand for corneas is rising – **chart 51**.

37. Tissue and Eye Services Income (MAT)



51. Suitable Cornea Donations - Cornea stocks

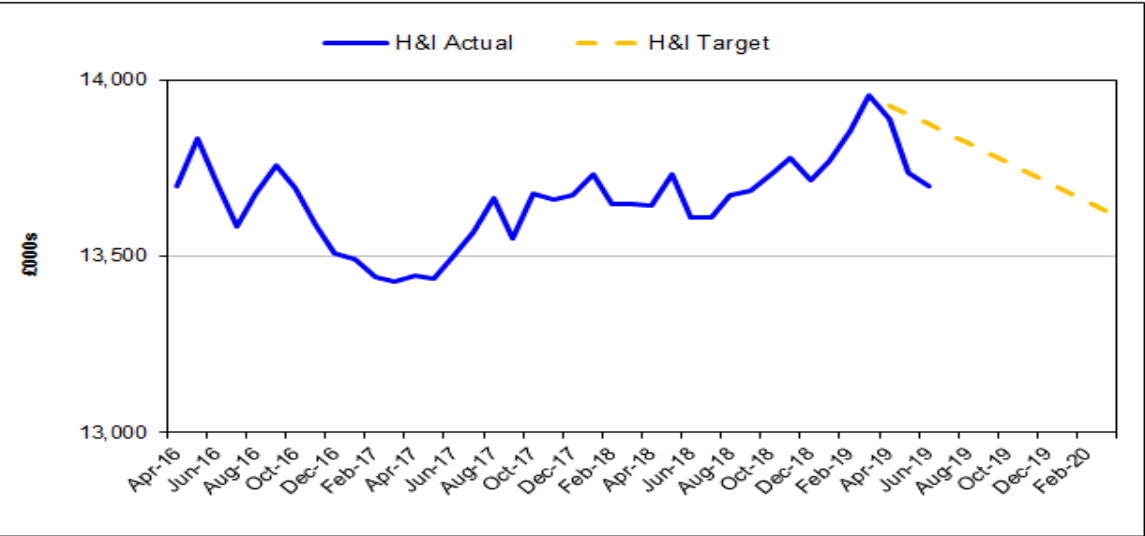


Division	Pillar	Blood 2020 – Strategic Targets	YTD RAG	RAG Δ	Trend April 17 On	Performance
DTS	H&I	H&I Sales Income £000 FYB £13.6m	R	-		£1.0m in June 19 v £1.14m plan; YTD £3.06m v £3.4m plan – chart 38
		Time to Type DBD and DCD Organ Donations Target 80%	G	-		85% in June 19 v 80% target; YTD 89.3%
		H&I Sample Turnaround v SLA Target 95%	G	-		96.8% in June 19 v 95% target; YTD 97.3% - chart 46

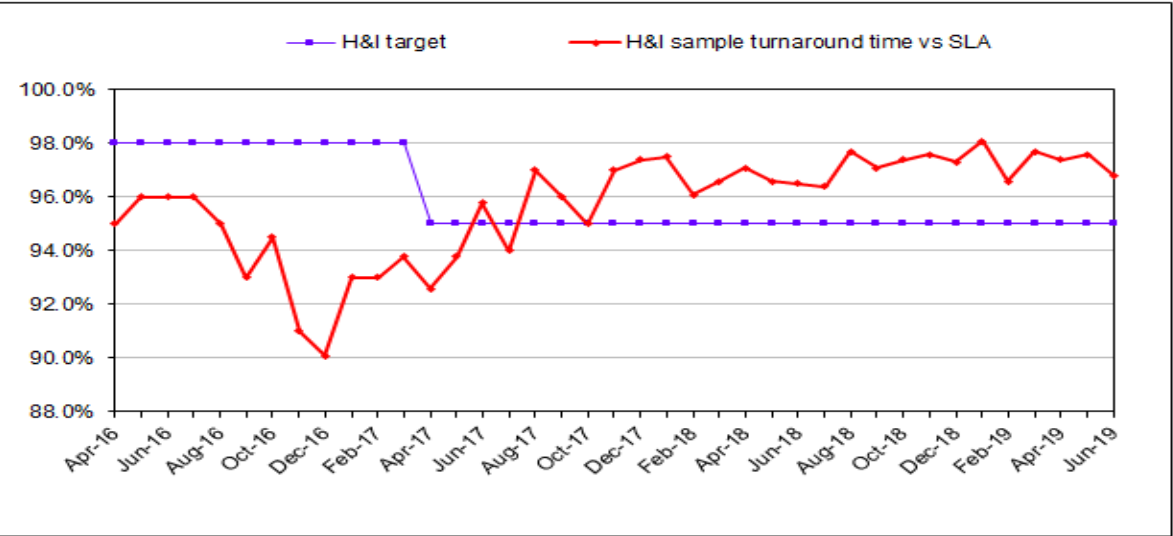
Key Messages / Issues for Attention:


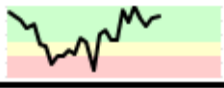
- Income year to date is 6% below plan and 8% lower than last year – **chart 38**.
- This is partly driven by transition to Next Generation Sequencing (NGS), lower than expected stem cell referrals and antibody testing of solid organs for transplantation.
- H&I is reporting a year to date I&E deficit of £0.2m, continuing the adverse position from last financial year.
- Sample turnaround times were better than plan (96.8% vs 95%) – **chart 46**.

38. H&I Income (MAT)



46. Turnaround Time vs SLA (H&I)

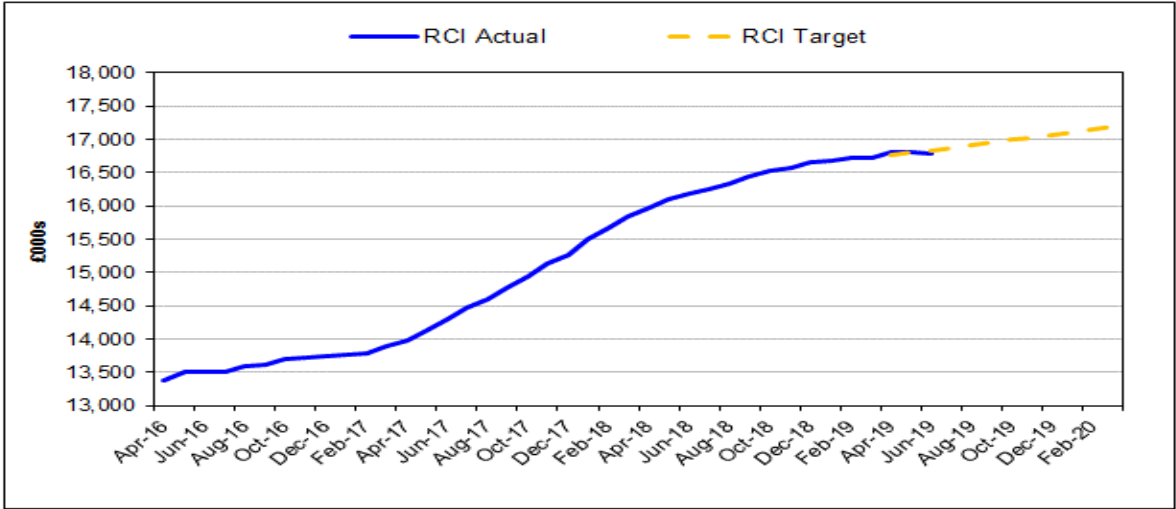


DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
DTS	RCI	RCI Sales Income £000 FYB £17.2m	G	-		£1.38m in June 19 v £1.39m plan; YTD £4.2m v £4.2m plan - chart 39.
		RCI Sample Turnaround v SLA Target 95%	G	-		98.5% in May 19 v 95% target; YTD 98.4% - chart 45

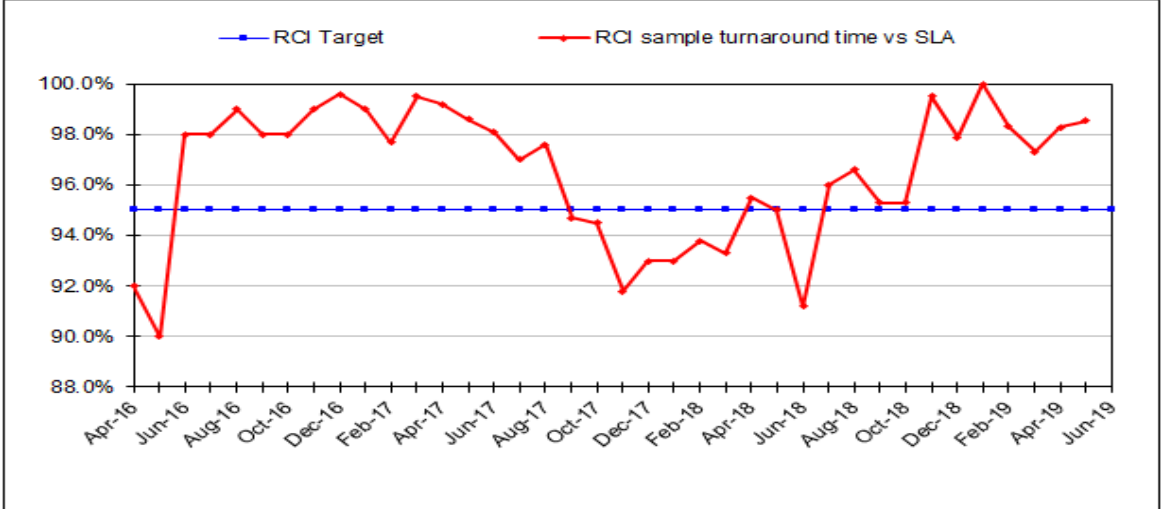
Key Messages / Issues for Attention:



- Income year to date is 2% higher than in the same period last year – **chart 39**.
- Antenatal reference continues below plan in June. Referrals have plateaued since late 2018 as hospitals review recent regulatory guidelines.
- This is offset by favourable variances in Red Cell Reference and On Call services due to increased reliance on RCI services.
- Expenditure is close to plan resulting in a small I&E surplus at June month end.
- Ongoing focus on electronic requesting and reporting, expected to underpin further growth in RCI activity.
- Sample turnaround times remain higher than plan in the month and YTD – **chart 45**.

39. RCI Income (MAT)



45. Turnaround Time vs SLA (RCI) (reported one month in arrears)

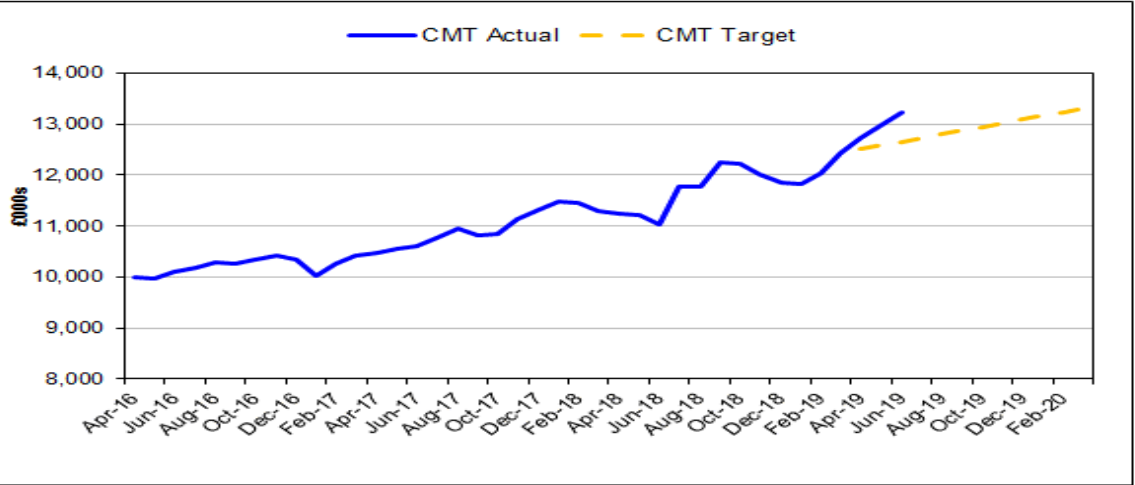


DIVISION	PILLAR	BLOOD 2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
DTS	CMT	CMT Total Sales Income £000 FYB £13.3m	G	-		YTD £3.25m v £3.2m plan - charts 40 & 41.
		CBC Sales Income £000 FYB £2.3m	G	-		YTD £0.76m v £0.68m plan - charts 40 & 41.
		CMT Hospital Satisfaction % Scoring >= 9 or 10 Target 62%	-	-	No Data	Date of next survey to be confirmed
		CMT On Target in Full (OTIF) Target 100%	G	-	No Chart	CMT OTIF performance continues at 100%

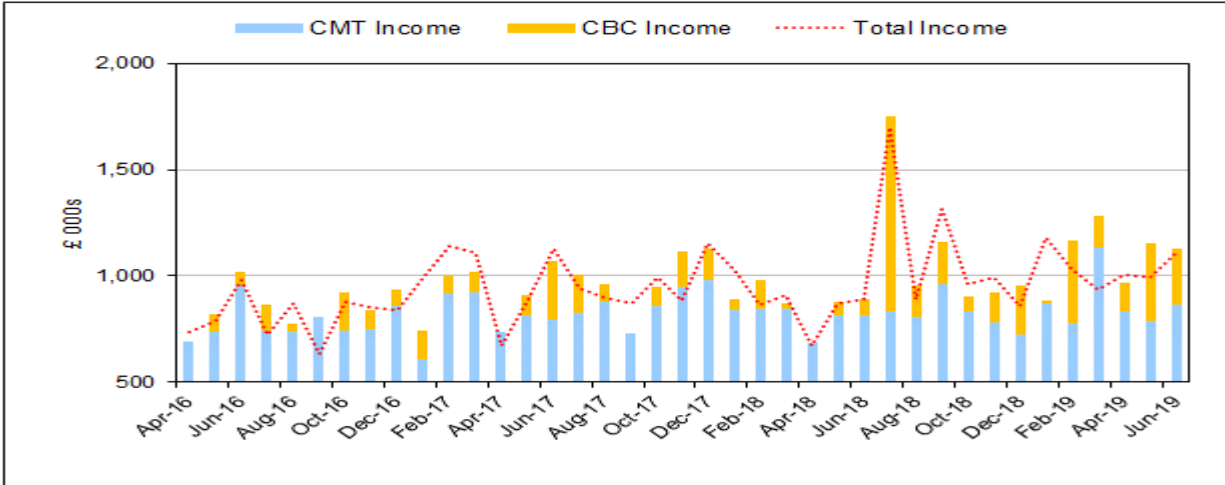
Key Messages / Issues for Attention:

- Income 5% ahead of plan year to date, and 32% higher than the previous year, mainly driven by higher CBC income which is 12% higher than plan - **charts 40 & 41.**
- A one off VAT reclaim of £0.2m for 2018/19 in CBC is driving a favourable expenditure position.
- Consequently, CMT reporting a favourable I&E contribution of £0.3m YTD.

40. CMT Total Income (MAT)



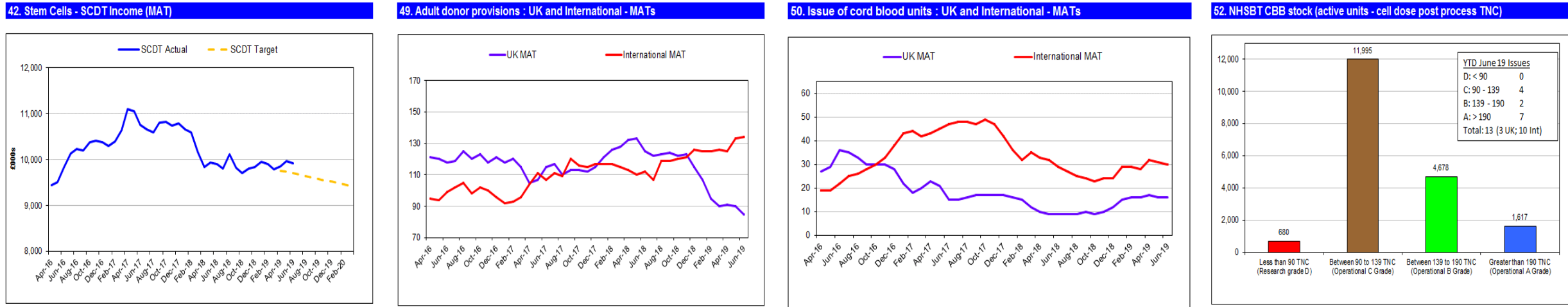
41. CMT Income - Service and CBC






Division	Pillar	Blood 2020 – Strategic Targets	YTD RAG	RAG Δ	Trend April 17 On	Performance
DTS	SCDT	SCDT Sales Income £000 FYB £9.4m	G	-		£0.7m in June 19 v £0.75m plan; YTD £2.4m v £2.3m plan - chart 42.
		SCDT Increase in Banked Cords TNC > 140 Target 972	R	-		44 additions in June 19 v 81 target; YTD 162 v 243 target.
		SCDT BAME Cord Blood Additions to Bank Target 40%	G	-		29% BAME cords added in month v 40% target; YTD 46.6%
		SCDT Cord Blood Issues Target 32	G	-		2 units issued in June 19 vs 2 plan; YTD 13 v 8 plan - charts 50 & 52.
		SCDT Adult Donor Provisions Target 240	R	Worse		14 in June 19 v 20 plan; YTD 53 v 60 plan - chart 49.
		SCDT FIT Donors Added to Bank Target 10,000	G	-		1,243 in June 19 v 833 target; YTD 4,098 v 2499 target

Key Messages/Issues for Attention:

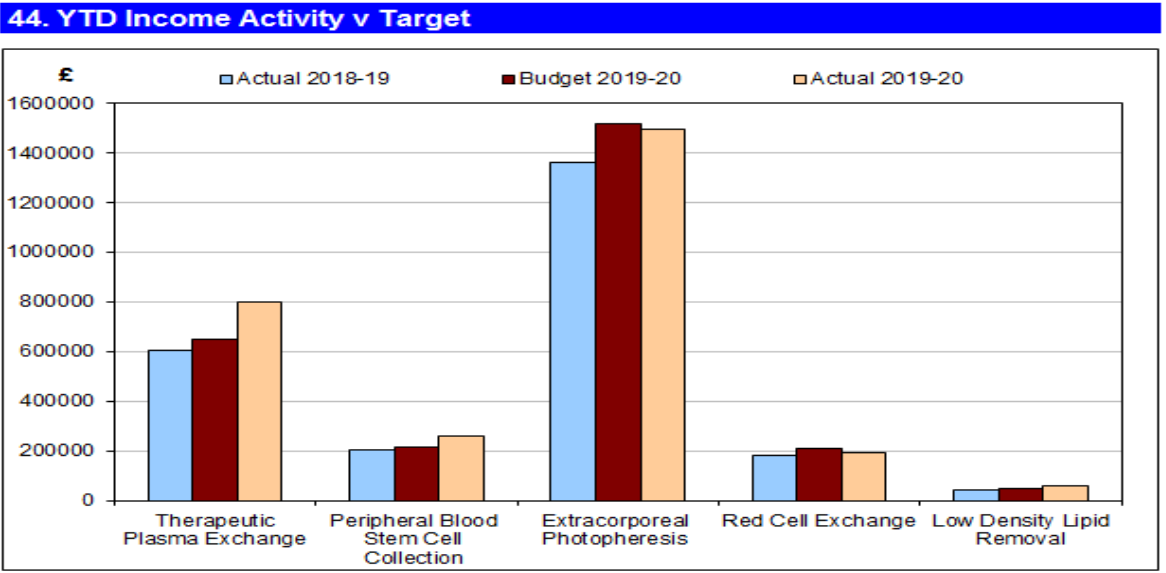
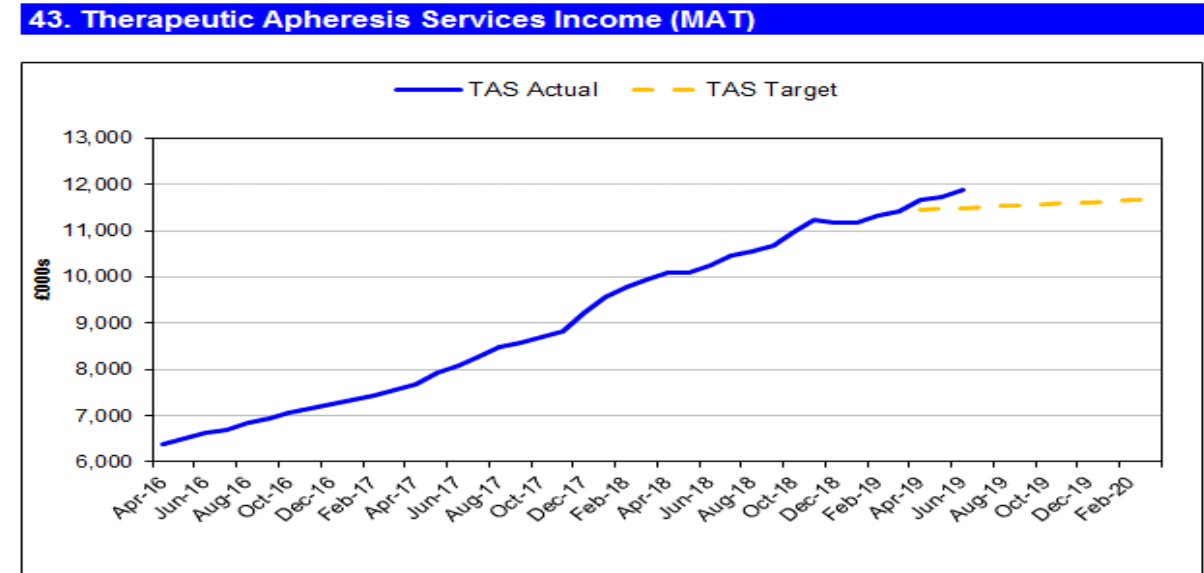
- Income is 5% better than (the very conservative) plan year to date and 5% higher than the previous year – **chart 42**
- 162 cord units banked YTD v 243 planned – continuing adverse trend (operational target to be revised downwards to 624 for July reporting) – **chart 52**.
- 13 cords issued year to date, 5 ahead of plan (UK +0, International +5) – continuing the improved start to the year seen in April/May– **chart 50**.
- BBMR donor provisions 7 behind plan year to date (UK -9: International +2) – **chart 49**.
- BAME cord donations banked at 47% year to date, versus the 40% target.
- Recruitment (of fit panel donors) better than plan year to date at 4,098 v 2,499 plan.



Division	Pillar	Blood 2020 – Strategic Targets	YTD RAG	RAG Δ	Trend April 17 On	Performance
DTS	Therapeutic Apheresis Services	TAS Sales Income £000 FYB £11.7m	G	-		YTD £3m v £2.8m plan - charts 43 & 44.
		TAS Hospital Satisfaction % Scoring >= 9 or 10 Target 70%	G	-		97% v target of 70% to March 19. Next survey September 19.
		TAS Patient Experience % Scoring >= 9 or 10 Target 90%	-	-		January 2018 at 97% (vs 95%)

Key Messages / Issues for Attention:

- Income is 7% ahead of plan year to date and 18% higher than the same period last financial year – **chart 43**.
- Favourable income variance driven by increased referrals for Plasma exchange and Stem Cell Harvest offset by lower than expected volumes of ECP – **chart 44**.
- Income growth is driven by ECP and TPE activity with new contracts secured at The Whittington Hospital and further prospects in London and Midland regions.
- With lower expenditure than forecast, TAS is reporting a favourable I&E contribution of £0.2m.



ODT: Performance Summary – June 2019

Status

Trend

Key Issues / Action for attention:

Key performance Issues;

YTD & in month donor and transplant numbers are still falling. When compared with Q1 last year there are 8.8% fewer donors (365 cf 400) & 8.3% fewer transplants (917 cf 1000). In month there were 112 proceeding donors against a target of 145. The proportion of non proceeding donors was much higher than average in June (39% cf 30%), n=73. Combined consent rate (DBD/DCD) remains red (66.9% against a target of 80%) with the rate from black and Asian communities 36.0% YTD.

Compliance against the majority of other measures in the donation pathway continues to improve and reporting green with 34 missed referral opportunities and 20 where families were approached without a SNOD present. We continue to see a decrease in the number of occasions where a SNOD was not present for the donation conversation (from 89 in Q1 2018/19 to 58 in Q1 2019/20).

Root Causes:

There has been a reduction in the eligible donor pool and this trend is identified across the UK in all size of hospitals.

Clinician only consent rates are on average 40 percentage points lower than when a SNOD is involved in the approach to a family (28% cf 70% in Q1).

The number of ODR opt in overrides has increased - average 10 ODR overrides per month, Jan – June 2019 compared with average 7 per month Jan – June 2018, which is contributing to consent rates.

The number of potential donors with existing co-morbidities has increased which impacts upon their ability to donate.

The number of consented donors with organ(s) accepted but no organs transplanted continues to increase (Q1 2018/19=8.2%, Q1 2019/20=11.7%)

Actions: Maximise the number of donors;

Forensic focus on missed opportunities – Medical/Nursing regional team monthly performance review. Each missed opportunity is addressed.

AD performance review to drive actions where opportunities are lost with on-site regional performance reviews.

Working in partnership with the CQC – agreement to include organ donation in their critical care inspection framework.

Liaising with ICNARC & clinical colleagues to investigate the reasons for the reduction in the donor pool.

Actions: Increasing Consent:

Providing advanced training to all colleagues ahead of the change in law.

National implementation of the specialist requester role (live in 75% of teams).

Actions: Increasing Transplantation:

Organisation of a UK Lung summit (greatest opportunity to increase transplantation is with cardio thoracic organs) to consider drivers to increase utilisation.

Introduction of novel technologies to assess and recondition transplantable organs to improve organ utilisation rates

Continue to challenge individual transplant centres for rationale for non transplantation

Continue to drive forward the recommendations in the Organ Utilisation Strategy

Developments re strategic risk:

Changing **public attitudes** and behaviour (donation performance) is not realised.

Inability to fund new **perfusion technologies** which are likely to increase organ usage.

Transplantation resourced requirements are not met, creating an inability to transplant the organs made available through increases in donation activity.

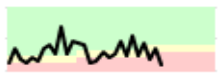
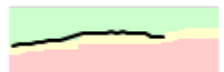

Major transformation projects:

Opt-out – Amber.

Hub – Amber (but anticipating a return to green next month).

Strategy development – Green.

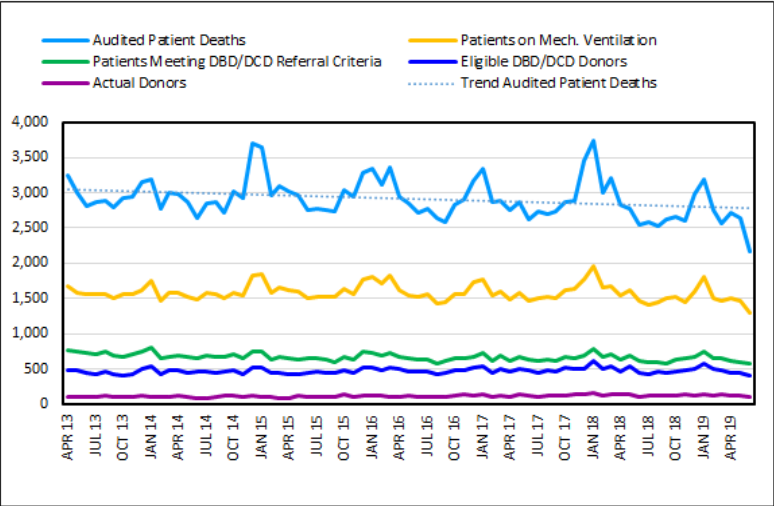
ODT – Deceased Donors (All)

DIVISION	PILLAR	TOT2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
ODT	TOT 2020 Key Outcome Measures	Number of Deceased Donors Target 1,740	R	-		112 in June 19 v 145 target; YTD 364 v 435 target - chart 53
		Deceased Organ Donors per million population (pmp) Target 26.0	A	Worse		Q1 19/20: 23.6 pmp v 24.7 pmp plan. Next report Q2 19/20
		% Consent/Authorisation Rate (Total) Target 80%	R	-		66.9% in June 19 v 80% target; YTD 66.7% - chart 55.

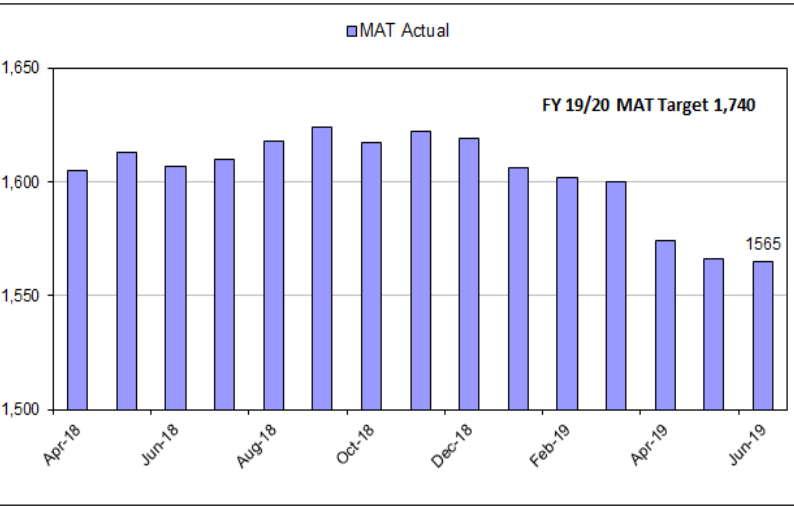
Key Messages / Issues for Attention:

- 112 deceased donors in June (76 DBD and 36 DCD) – DCD steady, DCD highly variable. The moving annual total fell further to 1,565 – **chart 53**. Deceased donor activity into early July continues to be lower than plan.
- The pool is decreasing - the number of eligible donors in June (414) was the lowest monthly number since March 2013 – **chart 73**
- Consent was 67% in June, but with the overall trend remaining flat and below target of 80% – **chart 55**.
- **On current trends there is a high risk that the number of deceased donors in 2019/20 will fall below that recorded in 2018/19.**

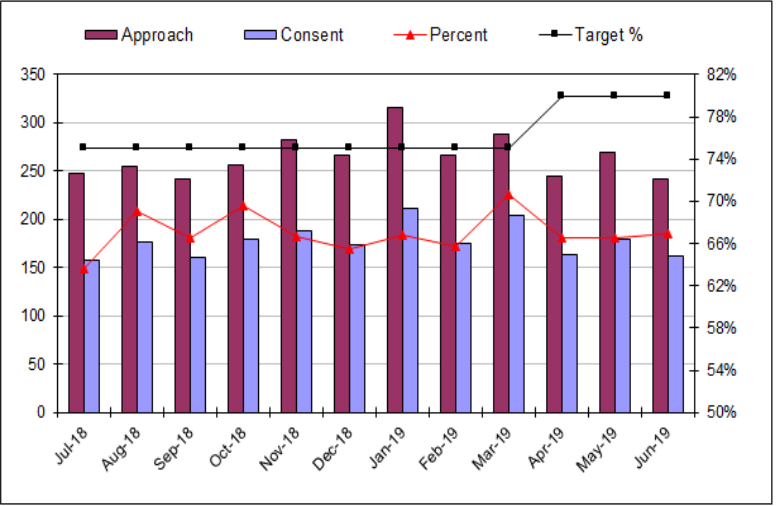
73. ODT Donor Pool - All UK Trusts/Health Boards



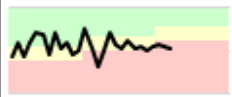
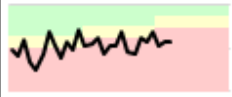
53. MAT number of Deceased Organ Donors



55. Consent / Authorisation rate (DBD & DCD)



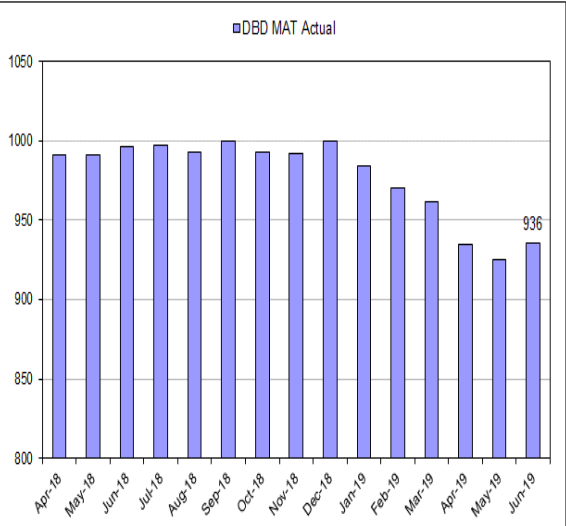
ODT – Deceased Donors (DBD / DCD)

DIVISION	PILLAR	TOT2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
ODT	TOT 2020 Key Outcome Measures	% Consent/Authorisation Rate (DBD) Target 83%	R	-		70.8% consent in June 19 v 83% target; YTD 71.9% - chart 60.
		% Consent/Authorisation Rate (DCD) Target 77%	R	-		63.1% in June 19 v 77% target; YTD 62.3% - chart 64.

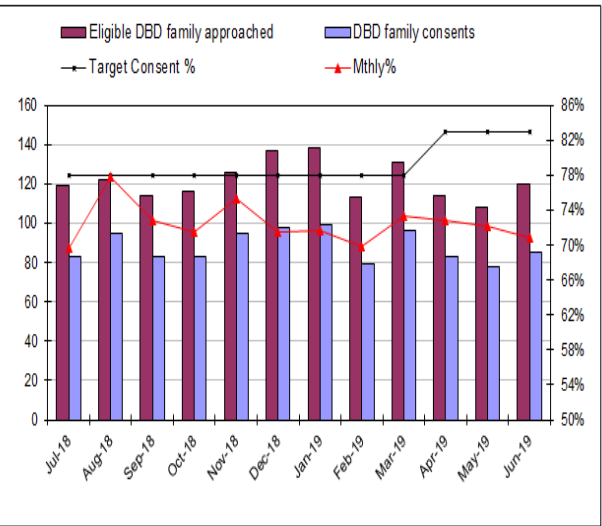
Key Messages / Issues for Attention:

- The previously adverse trend in DBD donors saw a small pick up in June – **chart 57**.
- The consent rate for DBD donors fell to 71% and the trend is currently adverse - **chart 60**.
- The DCD trend fell in June despite good progress since the start of the calendar year – **chart 61**.
- Consent for DCD donors improved in June to 63.1% but the trend is broadly flat overall - **chart 64**.

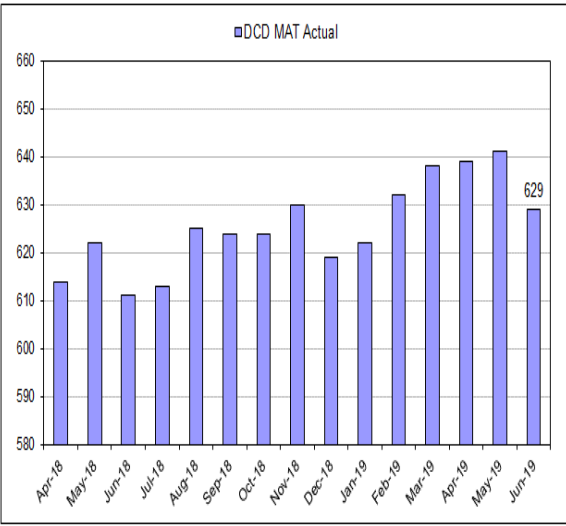
57. MAT number of Deceased Organ Donors (DBD)



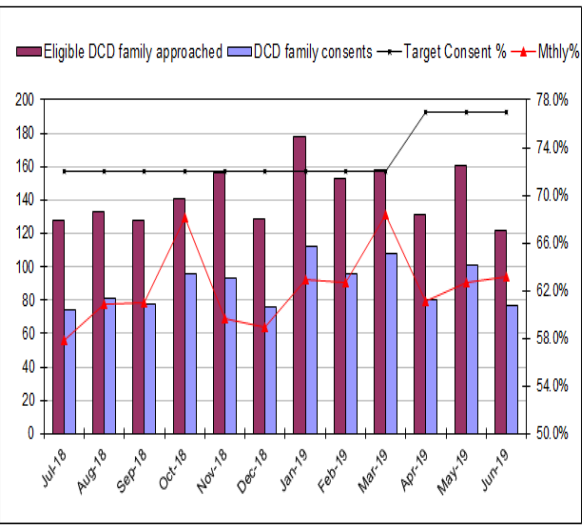
60. Consent/Authorisation rate (DBD) per month





61. MAT number of Deceased Organ Donors (DCD)



64. Consent/Authorisation rate (DCD) per month



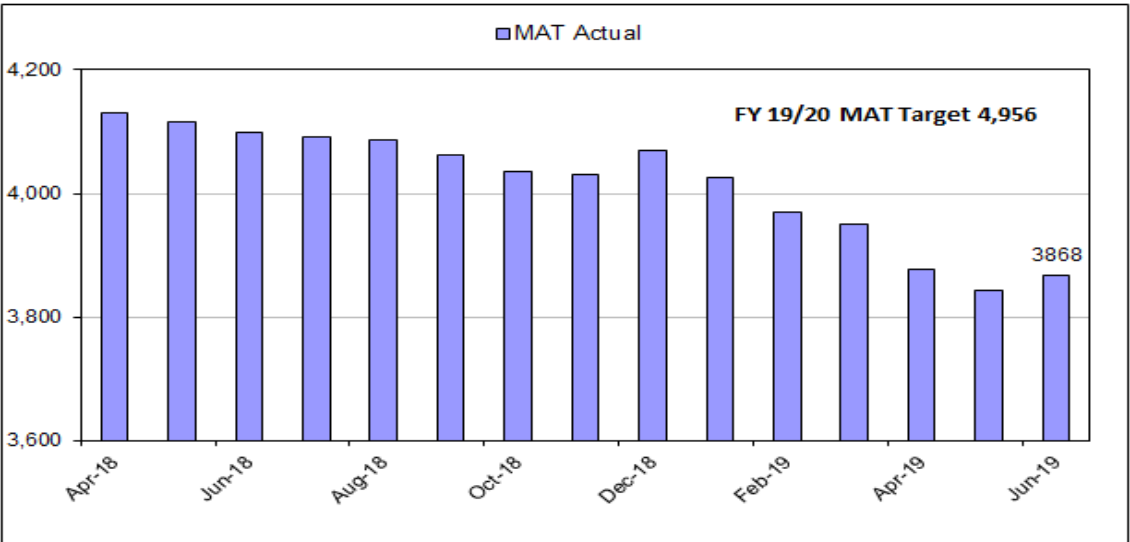
ODT – Deceased Donor Transplants

DIVISION	PILLAR	TOT2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
ODT	TOT 2020 Key Outcome Measures	Number of Organ Transplants - Deceased Donors Target 4,956	R	-		302 in June 19 v 413 target; YTD 917 v 1,239 target - chart 54.
		Deceased Donor Organ Transplants pmp Target 74.0	A	-		Q1 19/20: 58.4 pmp v 63.2 pmp target; next report Q2 19/20

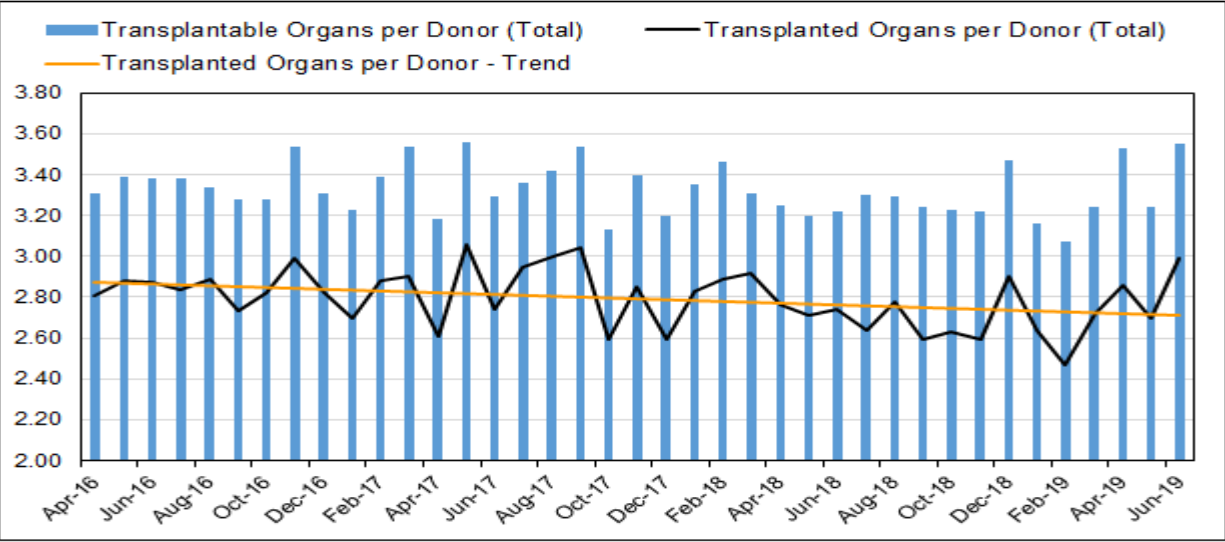
Key Messages / Issues for Attention:

- 302 deceased donor transplants were recorded in June, 27% lower than plan, but, 9.5% higher than in June 2018.
- As a result, the MAT improved slightly in June to 3,868, but remains much lower (22%) than the target for the year of 4,956 - **chart 54**.
- Performance into early July continues to be lower than plan (by around 25%).
- Transplanted organs per donor appears to be improving over the last 3 months - **chart 65**.
- **On current trends there is a high risk that deceased transplants will again be lower in 2019/20 than in the previous year.**

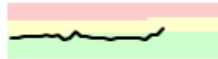
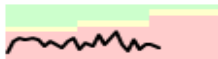

54. MAT number of Deceased Donor Organ Transplants



65. Transplantable v Transplanted Organs per Donor



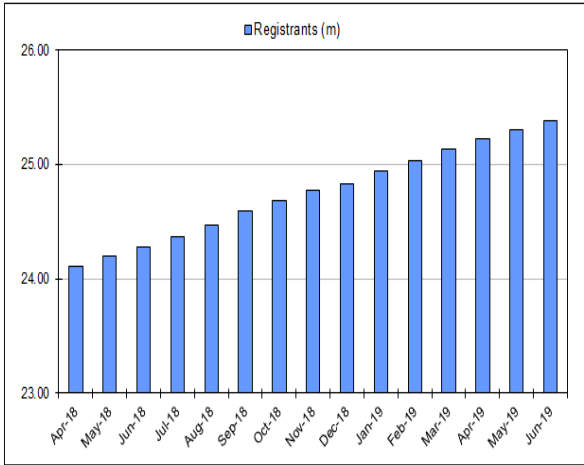
ODT – Corporate Level Indicators

DIVISION	PILLAR	TOT2020 – STRATEGIC TARGETS	YTD RAG	RAG Δ	Trend April 17 On	PERFORMANCE
ODT	TOT 2020 Key Outcome Measures	Cost per Transplant £000 Target £16.62k	A	-		Q1 19/20 £17.22k v £16.22k budget; Next report Q2 19/20
		% of Population Having Had Conversation re Donation Decision Target 51%	G	-	No Chart	Bi-Annual Measure; at 50% v 49% target at June 19
		Number of Living Donors (reported one month in arrears) Target 1,740	R	-		78 in May 19 v 145 plan; YTD 162 v 290 plan - chart 56.
		Number of Living Donors pmp (reported one month in arrears) Target 26.0	R	-		Q4 18/19: 15.8 pmp vs plan 21.0. Next report period end August 19.

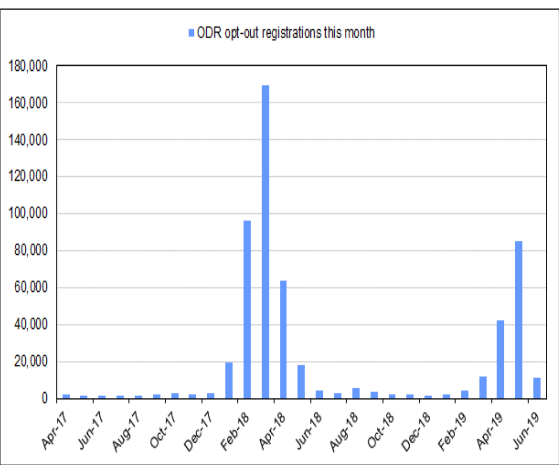
Key Messages / Issues for Attention:

- June was another high month for ODR opt-in overrides.
- Following a strong end to 2018/19, the consent rate for patients from black and Asian communities in June was just 26%
- In June there were c76k new opt in registrations (**chart 66**). Opt out registrations fell to 11k (**chart 67**) versus May when social media activity had adversely influenced donor behaviour.
- People reporting having had a conversation about organ donation reached 50% in the June bi-annual survey.
- Awareness of the change in law was recorded at 59% in the April quarterly tracker survey, up from 46% (average of the first 2 waves)
- 78 living donors recorded for May, 46% lower than plan and 3.7% lower than in May 2018. The moving annual total is at 1,036 v 1,740 target – **see chart 56**.

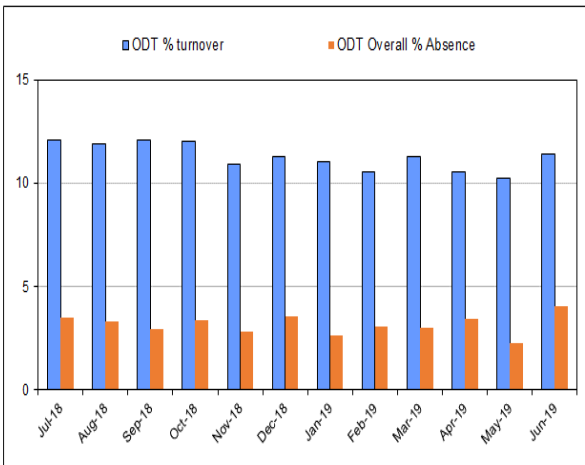
66. Number of People Registered on the ODR (Opt-Ins)



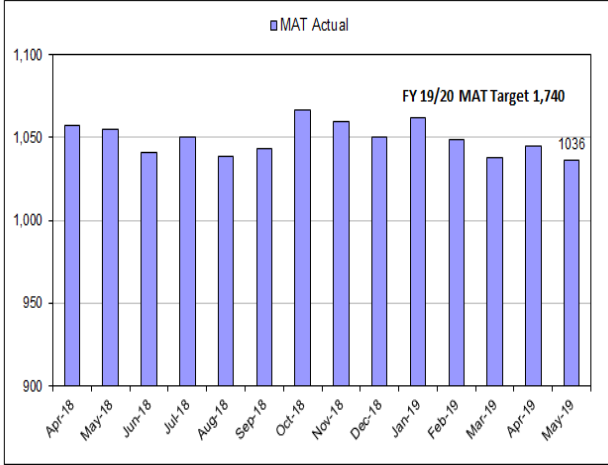
67. Number of People De-registering from ODR (Opt-Outs)



68. ODT Employee Turnover & Absence Rates (%)



56. MAT number of Live Organ Donors (reported one month in arrears)



Corporate

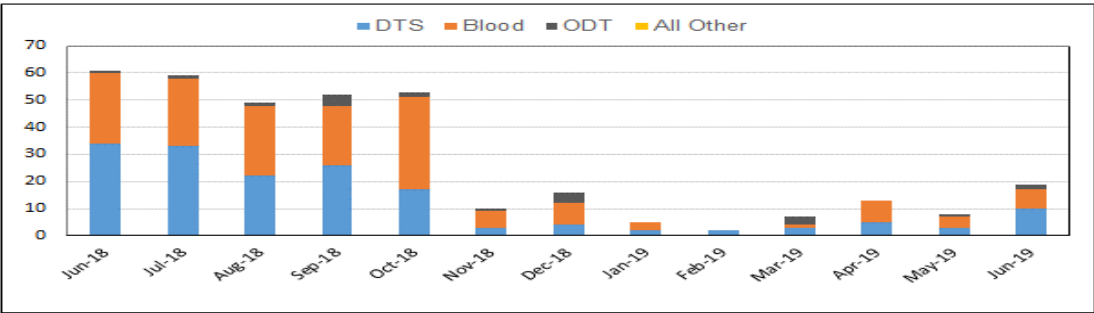
- Sickness absence rose slightly to 3.67 % in June with an ongoing sharp increase in sickness in logistics - **chart 72**.
- Quality management system overdue (>30 days) increased from 32 to 37 - **chart 71**.
- IT performance was adverse again in June 2019 with unplanned downtime in Pulse, OBOS, Hematos and the Donor Portal - **chart 69**.
There has been a significant increase in critical incidents being called on the back of IT issues/outages.
- H&S Incidence rate (12 months to May 2019) for all work related lost time remains at 1.3– **chart 70**.

69. IT system performance

System availability	Period Target	Period Actual	Period RAG	RAG Trend
Donor Portal	99.95%	99.73%	A	-
Pulse	99.95%	99.08%	R	-
OBOS	99.95%	99.53%	A	-
Hematos	99.95%	99.71%	A	-
EOS	99.95%	100.00%	G	-
NtXD	99.95%	100.00%	G	-
TMS	99.95%	100.00%	G	-

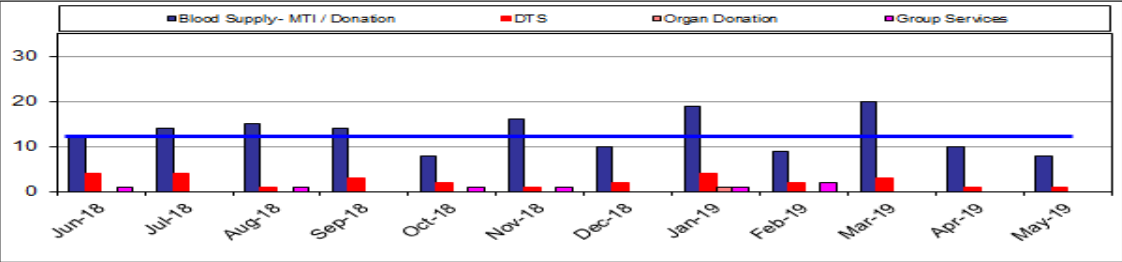
71. Quality System >30 days Overdue Items

Directorate (as at 10 Dec)	Documents	Quality Incidents	Adverse Events	Change Control	Audit Findings	TOTAL
All Other	6	5	0	1	6	18
DTS	4	4	0	0	2	10
ODT	1	0	1	0	0	2
BD	0	2	0	1	1	4
M&L	2	0	0	0	1	3
Total	13	11	1	2	10	37

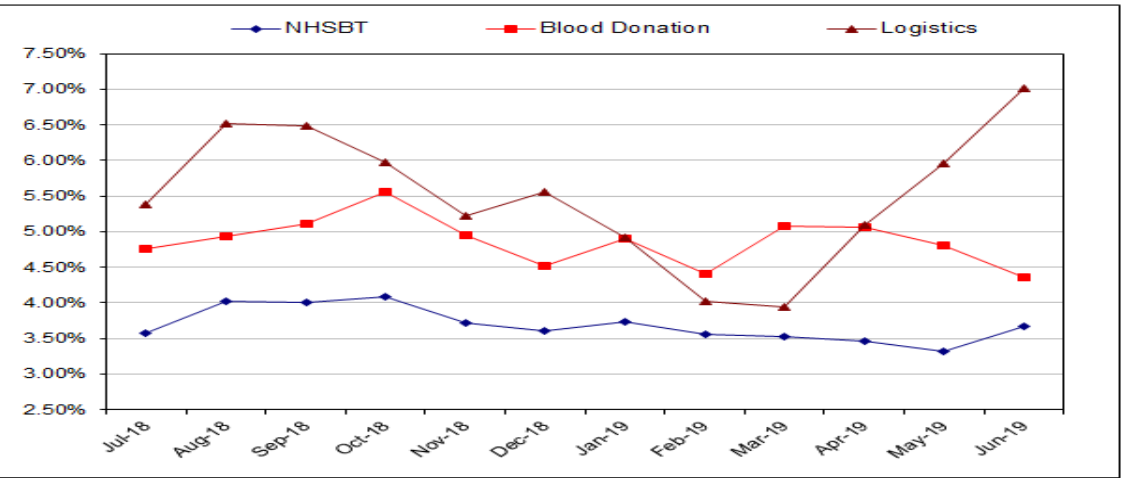


70. Health and Safety - Accident Reporting (one month in arrears).

H&S Incident Levels (x 1 mth in arrears)	Level 1&2 MAT Target	Level 1&2 MAT Total	Level 1-3 Mthly Target	Level 1-3 Period Actual
Blood Donation	<=13	13	<=10	6
M&L	<=4	8	<=3	2
DTS/SpS	<=1	2	<=2	1
Organ Donation	0	0	<=1	0
Group Services	0	2	<=1	0
NHSBT	<=18	25	<=17	9

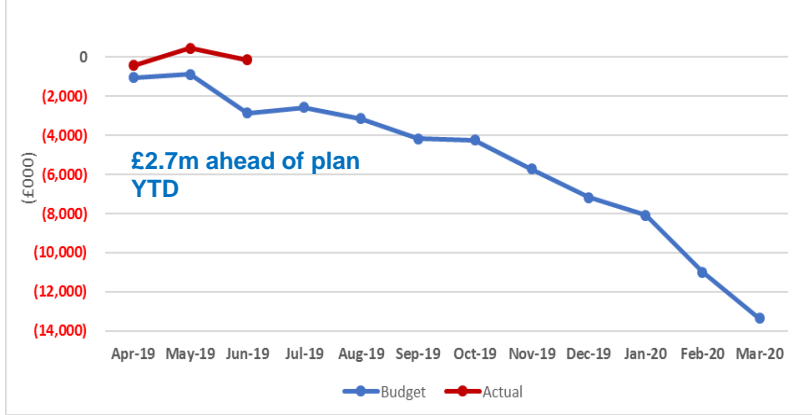


72. Sickness Absence



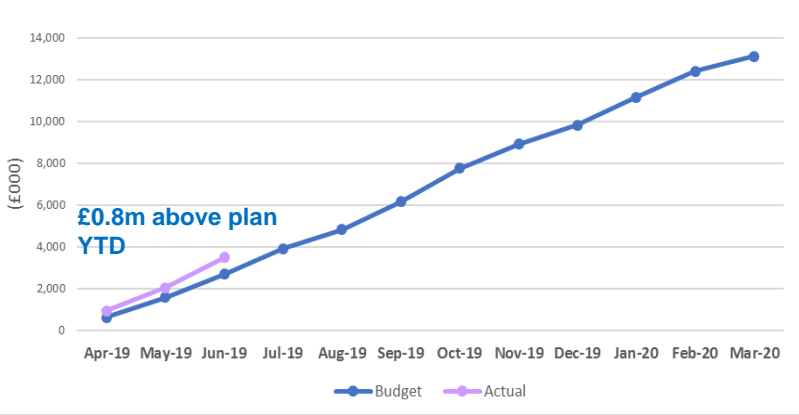
2019/20 Financial Performance - Headlines

Blood and Group: Financial Performance 2019/20 (excluding Transformation Programme)



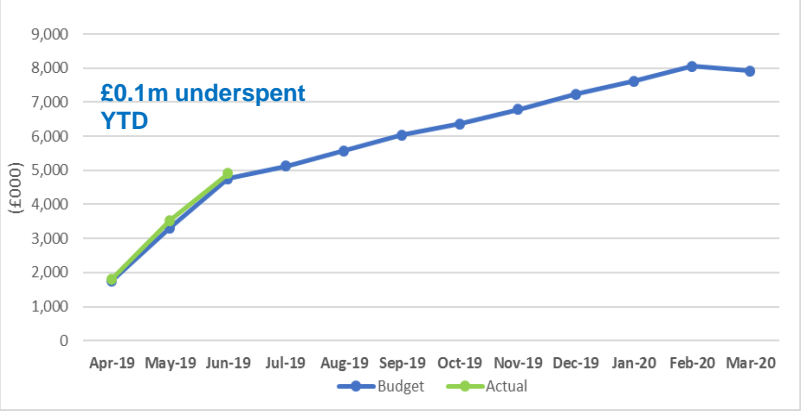
Qtr 1 YTD performance reporting £2.7m ahead of plan (£2.9m deficit), predominately driven by underspends in ICT and M&L.

DTS: Financial Performance 2019/20 - Gross Margin



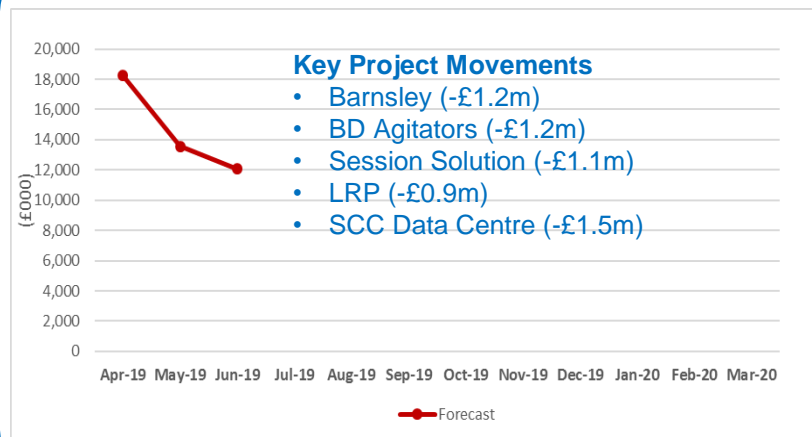
Qtr 1 YTD performance (gross margin)– reporting a favourable £0.8m vs plan (includes transformation fund)

ODT: Financial Performance 2019/20 – Gross Margin



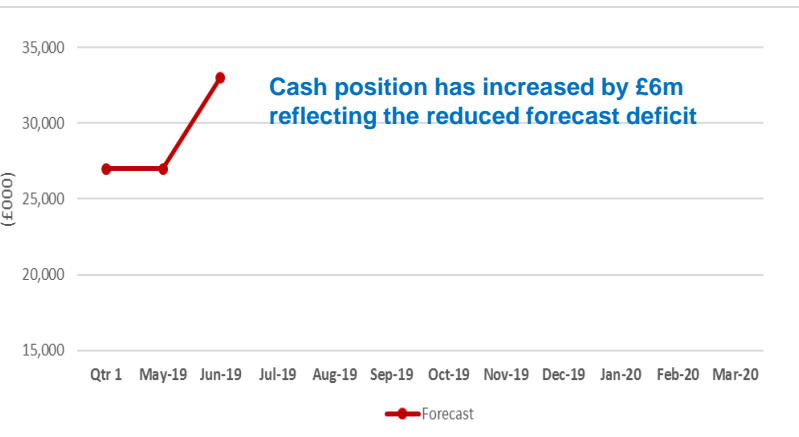
Qtr 1 YTD performance (gross margin)– reporting an underspend £0.1m vs plan (includes transformation fund)

Blood and Group Change Programme: Forecast Outturn 2019/20



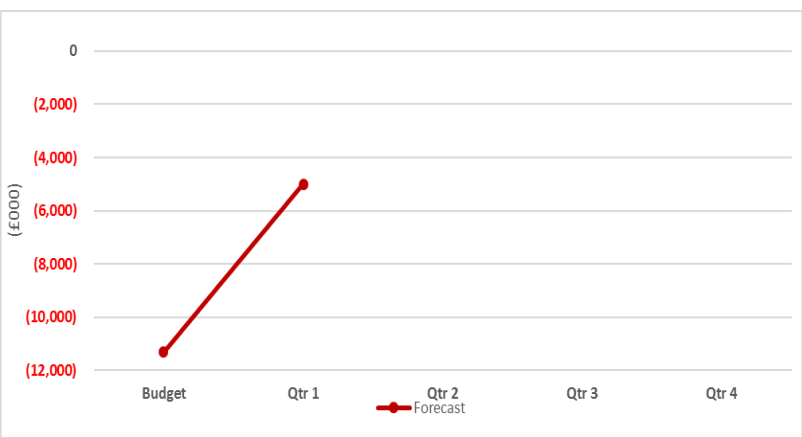
Change programme forecast at £12.1m versus 19.0m budget.

NHSBT Cash Flow: Forecast Outturn 2019/20



Forecast cash balance at the end of March 2020 is £33m

NHSBT I&E: Forecast Outturn 2019/20



Financial Performance – June 2019

NHSBT reporting a surplus of £7.8m (£5.2m ahead of budget) with all divisions ahead of plan

- Blood & Group change programme £1.5m favourable driven by reprofiling of major projects (LRP, Barnsley, BD Agitators).
- ICT favourable expenditure £0.8m with headcount significantly below budget.
- ODT reporting a net favourable variance of £0.1m - largely driven by lower activity.
- DTS reporting a net favourable variance of £0.8m.

2019/20 forecast outturn reporting £5.0m deficit (vs budget deficit £11.3m)

- Key drivers associated with the movement vs budget;
- Blood stock movement (-£2.1m) – much lower closing stock position for non-UK plasma products (non-cash).
 - Blood income (-£1.2m) – Refund to NHS customers forecast higher than plan due to higher demand.
 - M&L (+£2.2m) – plasma import reduction (£0.6m), additional savings re consumables (£0.9m) and vacancies (£0.3m).
 - ICT (+£0.7m) – high level of vacancies (currently c30 WTE under established)
 - Underlying forecast expenditure position for Blood and Group is £2.6m ahead of plan and mostly recurrent.
 - Blood & Group change programme (+£6.9m). Rolling review of transformation has resulted in major project movements;
 - *Barnsley (£1.2m), BD Agitators (£1.2m), Session Solution (£1.1m), LRP (£0.9m), SCC Datacentre (£1.5m)*
 - *Remaining change programme spend is forecast to be £11.5m, however, a number of these projects remain subject to approval and confirmation of milestones, hence there is a possibility of further material favourable movements*

Balance sheet – net current assets are £67.7m at the end of June 19. Forecast Y/E cash balance c£33m.

- Balance sheet - net current assets were £67.7m at the end of June 19.
- Cash at the end of June 19 was £27m, a revised balance of c£33m is forecast for March 20

Debtor days for June 19 are 26 and over 90 days debtors has increased to £1.7m

- Debtor days are 26 days versus target of 22 days.
- 90+ overdues has increased to £1.7m predominately driven by non receipt of invoices due to firewall security issues

2019/20 Capital allocation requested £27.8m

- Includes - Barnsley £13.5m, CBC £2.5m, Pulse Data Centre £4.8m
- DHSC have indicated that capital budgets are under significant pressure. We have indicated that, based on revised plans and re-phasing, the NHSBT requirement for 2019/20 can be reduced to £23m.

ABC Contribution Statement

- All Business Units at plan except for H&I.

I&E YTD Position – June 2019

Income	Plan WTE (Ave YTD)	Actual WTE at period end	Year to date		
			Budget £k	Actual £k	Variance £k
NHSBT Summary					
Income			109,177	110,330	1,153
Expenditure			(106,608)	(102,557)	4,051
NHSBT Surplus/(Deficit)	4,795	4,724	2,570	7,774	5,204
Blood and Group					
Income					
Programme Funding			0	0	0
Blood & Components Income			65,971	65,986	15
Research & Development			219	546	328
Blood Supply Other Income			791	890	99
Group Services Other Income			660	843	183
Blood and Group Income			67,641	68,265	625
Expenditure					
Cost of Sales - Blood Component Stock Movement			(11)	610	621
Blood Donation	1,506	1,481	(19,383)	(19,457)	(74)
Manufacturing, Testing & Issue	752	743	(16,950)	(16,907)	43
Logistics	336	322	(5,247)	(5,117)	130
Chief Executive and Board	3	3	(158)	(170)	(12)
Quality	89	85	(1,384)	(1,351)	32
Communications	65	64	(1,382)	(1,330)	52
Estates & Facilities	77	79	(9,672)	(9,744)	(72)
Finance	89	84	(1,390)	(1,341)	50
Business Transformation Services	27	24	(441)	(537)	(96)
People	124	121	(2,030)	(1,908)	123
Information Communication Technology	194	165	(6,728)	(5,971)	757
Clinical Directorate	176	161	(3,726)	(3,428)	298
Research & Development	34	44	(1,287)	(1,526)	(238)
Change Programme	0	17	(2,033)	(491)	1,543
Miscellaneous and Capital Charges			(714)	(234)	480
Blood and Group Expenditure			(72,538)	(68,902)	3,636
Blood and Group Total	3,471	3,393	(4,897)	(637)	4,260
Diagnostic and Therapeutic Services					
Income					
Programme Funding			1,043	1,043	0
Diagnostic and Therapeutic Services Income			18,660	19,169	508
DTS Income			19,704	20,212	508
Expenditure					
Cost of Sales - Tissues Stock Movement			0	(17)	(17)
Operational Expenditure	862	841	(16,864)	(16,551)	313
Change Programme	0	1	(134)	(134)	0
DTS Expenditure			(16,999)	(16,702)	296
DTS Total	863	842	2,705	3,510	805
Organ Donation & Transplantation Income					
Income					
Programme Funding			18,238	18,238	0
Organ Donation & Transplantation Other Income			3,595	3,615	20
ODT Income			21,833	21,853	20
Expenditure					
Operational Expenditure	451	441	(15,590)	(15,459)	131
Change Programme	11	30	(1,481)	(1,493)	(13)
ODT Expenditure			(17,071)	(16,952)	119
ODT Total	462	472	4,762	4,901	139

I&E Year End Forecast Position – Qtr. 1

Income	FY		
	Budget	Forecast	Variance
	£k	£k	£k
NHSBT Summary			
Income	440,863	441,942	1,079
Expenditure	(452,177)	(446,938)	5,240
NHSBT Surplus/(Deficit)	(11,315)	(4,996)	6,319
Blood and Group			
Income			
Programme Funding	0	0	0
Blood & Components Income	264,513	263,363	(1,150)
Research & Development	875	2,153	1,278
Blood Supply Other Income	3,285	3,285	0
Group Services Other Income	2,636	2,875	239
Blood and Group Income	271,309	271,676	367
Expenditure			
Cost of Sales - Blood Component Stock Movement	0	(2,600)	(2,600)
Blood Donation	(78,237)	(78,213)	24
Manufacturing, Testing & Issue	(68,284)	(66,474)	1,810
Logistics	(20,532)	(20,192)	340
Chief Executive and Board	(666)	(714)	(48)
Quality	(5,496)	(5,404)	92
Communications	(6,872)	(6,903)	(31)
Estates & Facilities	(39,939)	(40,157)	(218)
Finance	(5,441)	(5,452)	(12)
Business Transformation Services	(1,740)	(1,990)	(250)
People	(8,127)	(8,243)	(116)
Information Communication Technology	(26,907)	(26,161)	746
Clinical Directorate	(14,624)	(14,550)	75
Research & Development	(4,300)	(5,586)	(1,286)
Change Programme	(18,997)	(12,067)	6,930
Miscellaneous and Capital Charges	(3,506)	(3,506)	0
Blood and Group Expenditure	(303,667)	(298,210)	5,457
Blood and Group Total	(32,358)	(26,534)	5,824
Diagnostic and Therapeutic Services			
Income			
Programme Funding	4,173	4,173	0
Diagnostic and Therapeutic Services Income	78,049	78,177	128
DTS Income	82,223	82,351	128
Expenditure			
Cost of Sales - Tissues Stock Movement	0	0	0
Operational Expenditure	(68,134)	(67,762)	372
Change Programme	(965)	(1,016)	(51)
DTS Expenditure	(69,098)	(68,777)	321
DTS Total	13,124	13,573	449
Organ Donation & Transplantation Income			
Income			
Programme Funding	72,951	72,737	(214)
Organ Donation & Transplantation Other Income	14,380	15,178	798
ODT Income	87,331	87,915	584
Expenditure			
Operational Expenditure	(62,157)	(62,281)	(124)
Change Programme	(17,255)	(17,669)	(414)
ODT Expenditure	(79,412)	(79,950)	(538)
ODT Total	7,919	7,965	46

Contribution Report – June 2019

NHSBT HIGH LEVEL ABC CONTRIBUTION ANALYSIS FOR THE PERIOD ENDED 30 JUNE 2019

Year to date Actual £m	Blood & Components inc. R&D	Diagnostics				TES	Stem Cells				TAS	DTS Mgt	ODT	TOTAL
		RCI	H&I	Reagents	IBGRL		CMT	CBC	BBMR	CBB				
Income														
Prices	66.2	3.7	3.0	0.4	0.3	3.7	2.3	-	1.1	0.3	2.9	-	-	83.9
Central Funding from DHAs	-	-	-	-	-	-	-	-	-	-	-	-	2.9	2.9
Grant in Aid	-	-	-	-	-	-	-	-	0.5	0.6	-	-	18.2	19.3
Other	2.1	0.1	0.1	-	0.1	-	0.2	0.8	0.0	0.0	0.1	-	0.7	4.2
Total Income	68.3	3.8	3.1	0.4	0.5	3.7	2.5	0.8	1.6	0.9	3.0	-	21.8	110.3
Expenditure														
Variable Costs														
Consumables	(9.9)	(0.3)	(0.8)	(0.1)	(0.1)	(0.5)	(0.4)	(0.2)	(0.1)	(0.1)	(0.9)	-	(1.0)	(14.5)
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Variable Costs	(9.9)	(0.3)	(0.8)	(0.1)	(0.1)	(0.5)	(0.4)	(0.2)	(0.1)	(0.1)	(0.9)	-	(1.0)	(14.5)
Variable Contribution	58.5	3.5	2.2	0.3	0.4	3.2	2.0	0.6	1.4	0.8	2.1	-	20.9	95.8
Direct Costs														
Pay	(22.9)	(2.0)	(1.7)	(0.2)	(0.3)	(1.8)	(1.2)	(0.3)	(0.4)	(0.4)	(0.8)	-	(7.2)	(39.2)
Non Pay	(5.5)	(0.1)	(0.2)	(0.0)	(0.0)	(0.7)	(0.3)	0.1	(0.2)	(0.1)	(0.2)	-	(7.5)	(14.9)
Total Direct Costs	(28.4)	(2.2)	(1.8)	(0.2)	(0.4)	(2.5)	(1.5)	(0.2)	(0.6)	(0.5)	(1.0)	-	(14.7)	(54.1)
Direct Contribution	30.0	1.3	0.4	0.1	0.0	0.7	0.6	0.4	0.8	0.3	1.0	-	6.1	41.8
Direct Support														
Operational Directorate costs	(2.4)	(0.2)	(0.1)	(0.0)	(0.0)	(0.2)	(0.2)	(0.0)	(0.0)	(0.0)	(0.1)	-	(0.6)	(4.0)
Logistics	(5.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	-	(0.0)	(5.1)
Clinical	(2.2)	(0.1)	-	-	-	(0.0)	(0.0)	-	(0.0)	(0.0)	(0.1)	-	(0.3)	(2.7)
Attributable Estates costs	(5.7)	(0.3)	(0.3)	(0.0)	(0.1)	(0.4)	(0.4)	(0.0)	(0.0)	(0.1)	(0.0)	-	(0.3)	(7.7)
Attributable IT costs	(2.7)	(0.2)	(0.2)	(0.0)	(0.1)	(0.1)	(0.1)	(0.0)	(0.0)	(0.0)	(0.0)	-	(1.0)	(4.4)
Depreciation / Cost of Capital	(0.4)	(0.1)	(0.1)	(0.0)	(0.0)	(0.1)	(0.1)	(0.0)	(0.0)	(0.0)	(0.1)	-	(0.1)	(1.1)
Total Direct Support	(18.5)	(0.9)	(0.7)	(0.1)	(0.2)	(0.8)	(0.8)	(0.1)	(0.2)	(0.2)	(0.3)	-	(2.3)	(25.0)
Notional Internal Income Uplift	(2.0)	(0.1)	1.9	0.3	0.4	0.1	0.1	(0.1)	(0.5)	0.0	-	-	(0.0)	0.0
Cost of Sales	0.6	-	-	-	-	(0.0)	-	-	-	-	-	-	-	0.6
Contribution to Unallocated Costs	10.2	0.3	1.6	0.3	0.2	(0.0)	(0.1)	0.2	0.1	0.1	0.7	-	3.9	17.4
Total Allocated Costs	(58.1)	(3.5)	(1.5)	(0.2)	(0.3)	(3.8)	(2.6)	(0.5)	(1.5)	(0.8)	(2.3)	-	(18.0)	(93.0)
Unallocated Costs Apportioned														
Directorate costs	(2.5)	(0.2)	(0.1)	(0.0)	(0.0)	(0.2)	(0.2)	(0.0)	(0.1)	(0.0)	(0.1)	0.0	(1.2)	(4.7)
Estates costs	(1.5)	(0.1)	(0.0)	(0.0)	(0.0)	(0.1)	(0.1)	(0.0)	(0.0)	(0.0)	(0.0)	0.0	(0.4)	(2.3)
Depreciation / Cost of Capital	(0.3)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	0.0	(0.1)	(0.5)
Total Unallocated Costs	(4.3)	(0.3)	(0.1)	(0.0)	(0.0)	(0.3)	(0.2)	(0.1)	(0.1)	(0.1)	(0.2)	0.0	(1.7)	(7.5)
Operating Net Surplus / (Deficit)	5.8	0.0	1.5	0.3	0.1	(0.4)	(0.4)	0.2	(0.1)	0.1	0.5	0.0	2.2	9.9
Transformation Costs	(0.5)	-	-	-	-	-	-	-	-	-	-	(0.1)	(1.5)	(2.1)
Total Allocated Costs Inc Transformation	(58.6)	(3.5)	(1.5)	(0.2)	(0.3)	(3.8)	(2.6)	(0.5)	(1.5)	(0.8)	(2.3)	(0.1)	(19.5)	(95.1)
Net Surplus / (Deficit) Inc Transformation	5.4	0.0	1.5	0.3	0.1	(0.4)	(0.4)	0.2	(0.1)	0.1	0.5	(0.1)	0.7	7.8
RAG STATUS (Actuals V Plan)	G	G	R	G	G	G	G	G	G	G	G	G	G	G

Notes:

- 1 RAG Status: Year to date contribution vs Planned contribution by service (Green: >= 0%, Amber: 0 to -5%, Red: >= -5% (Materiality limit £100k))
- 2 Report is a draft indicative position pending further model reconciliations and review.

Cash Flow – June 2019

	Actual Apr-19 £k	Actual May-19 £k	Actual Jun-19 £k	Forecast Jul-19 £k	Forecast Aug-19 £k	Forecast Sep-19 £k	Forecast Oct-19 £k	Forecast Nov-19 £k	Forecast Dec-19 £k	Forecast Jan-20 £k	Forecast Feb-20 £k	Forecast Mar-20 £k	Total £k
Opening bank balance	28,444	31,494	29,206	26,922	47,306	52,494	52,187	46,102	47,549	53,184	53,067	51,757	28,444
Receipts													
Debtors & Other Receipts	26,527	32,433	31,036	33,248	32,281	32,049	32,436	34,987	30,928	34,495	31,222	36,745	388,387
Revenue Cash Limit	0	0	0	25,708	6,427	6,427	6,427	6,427	6,427	6,427	6,427	6,427	77,124
Capital Cash Limit	0	0	0	0	5,000	0	5,000	0	5,000	0	5,000	7,800	27,800
Total Receipts	26,527	32,433	31,036	58,956	43,708	38,476	43,863	41,414	42,355	40,922	42,649	50,972	493,311
Payments													
Staff Expenses	10,779	18,166	17,767	17,960	18,837	18,640	18,443	18,245	18,355	18,179	18,355	25,511	219,238
Other Revenue Payments	11,772	16,309	13,054	19,611	18,183	18,343	20,749	19,222	15,365	19,359	21,605	30,632	224,206
Capital Charges Less DH Credit Due	0	0	0	0	0	0	8,756	0	0	0	0	8,756	17,512
Capital Payments	926	246	2,498	1,000	1,500	1,800	2,000	2,500	3,000	3,500	4,000	4,830	27,800
Total Payments	23,477	34,721	33,319	38,572	38,520	38,783	49,948	39,967	36,720	41,039	43,960	69,729	488,755
Closing bank balance	31,494	29,206	26,922	47,306	52,494	52,187	46,102	47,549	53,184	53,067	51,757	33,000	33,000

NHSBT STATISTICS

Debtor Days	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Target =<
NHS Blood and Transplant	25	24	26										22
Creditor Days	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Target =<
NHS Blood and Transplant	22	18	22										30
BPPC By Value % (Target is 95%)	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	YTD
NHS Blood and Transplant	96.8	93.4	97.1										95.6
BPPC By Number % (Target is 95%)	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	YTD
NHS Blood and Transplant	93.0	92.0	88.6										91.0

Top 5 & Other Overdue Debtors NBS/ODT £000's	1-30 Days overdue £000's	31-60 Days overdue £000's	61-90 Days overdue £000's	>90 Days overdue £000's	Total Overdue £000's
Total Overdue Debtors	9,017	5,758	971	1,777	17,522

Top 5 Over 90 days Overdue Debtors £000's	May-19			Jun-19		Comments
	>90 Days overdue £000's	Total Overdue £000's		>90 Days overdue £000's	Total Overdue £000's	
UNIVERSITY HOSPITAL BIRMINGHAM NHS FOUNDATION TRUST				179	712	Accounts Receivable escalating due to no response from the Trust.
HCA INTERNATIONAL LTD	126	325		127	425	Invoices not received by HCA - Accounts Receivable in contact to resolve.
LEEDS TEACHING HOSPITALS NHS TRUST				118	428	Slow payment by the Trust, however in communication with Accounts Receivable.
CITY HOSPITALS SUNDERLAND FOUNDATION TRUST	140	523		115	199	PO issues - now being resolved.
GREAT ORMOND STREET HOSPITAL	87	141		92	144	Accounts Receivable dealing with outstanding queries.
UNIVERSITY OF BRISTOL	204	276				
UNIVERSITY COLLEGE LONDON	82	97				
Total 5 Overdue Debtors	639	1,362		631	1,909	
Other Debtors	682	14,853		1,146	15,613	
Total Overdue Debtors	1,321	16,215		1,777	17,522	

>90 DAYS OVERDUE	Profile by Month											
	Actual Apr-19 £000s	Actual May-19 £000s	Actual Jun-19 £000s	Forecast Jul-19 £000s	Forecast Aug-19 £000s	Forecast Sep-19 £000s	Forecast Oct-19 £000s	Forecast Nov-19 £000s	Forecast Dec-19 £000s	Forecast Jan-20 £000s	Forecast Feb-20 £000s	Forecast Mar-20 £000s
Target £0.5m for over 90 days by 31 Mar 2020												
Ledger Balance at month end	924	1,321	1,777									
Interim target (TBC)	1,400	950	800	850	1,350	700	800	700	950	1,100	900	500