

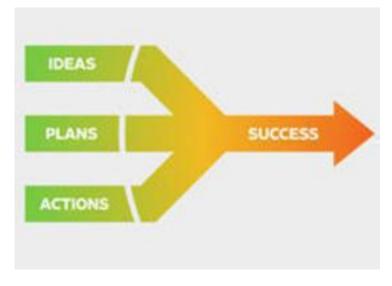


Contact and Offering Workshop – OUTPUTS





Aims of worshop



- To understand the current problems/issues/challenges with contact & offering
- Define the themes
- Identify strategic and tactical opportunities (operational and IT)
- Clear actions
- Quick wins what can we do now (without IT/cost) to make it better today/tomorrow?
- Medium and longer term plans our vision and the next steps to make this happen?



NHSBlood and Transplant



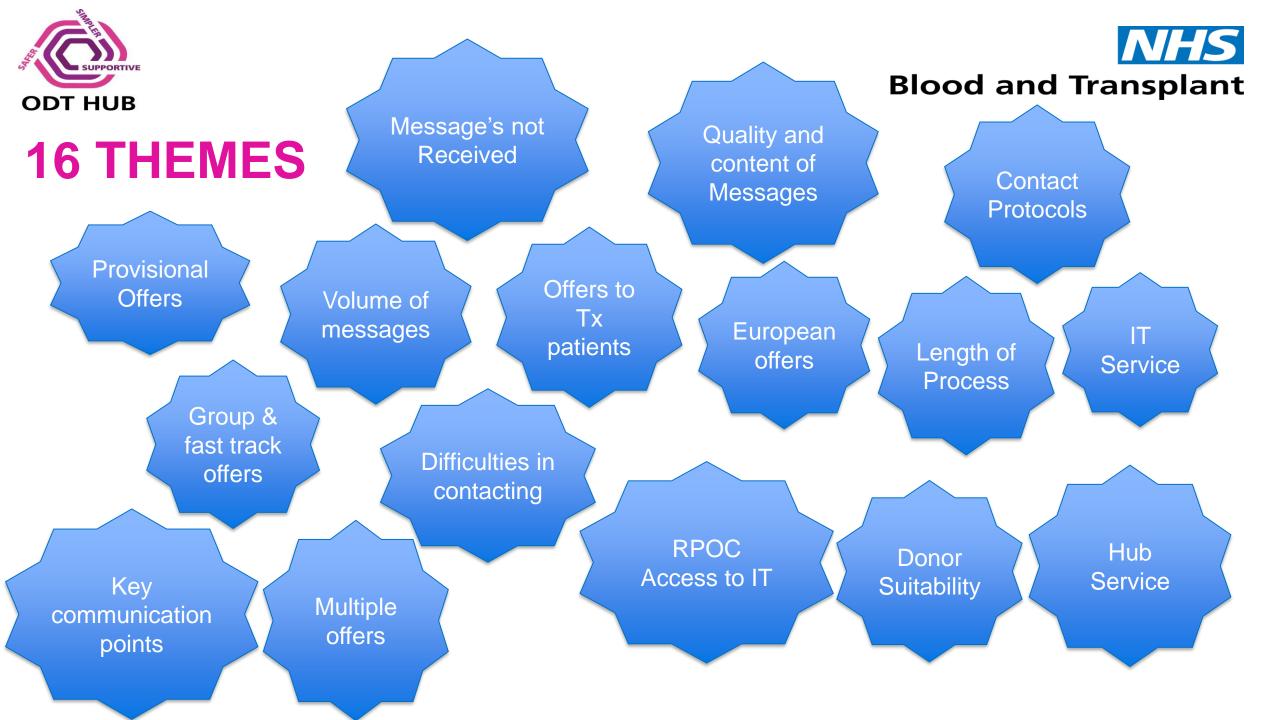




ISSUES

NHSBlood and Transplant







Blood and Transplant

ACTIONS







Next steps

- Detailed action plans
- Short term actions implementation 2-3 months
- Medium term actions work up ideally 4-6 months (some IT requirements)
- Feed longer terms projects into Hub Program/next strategy