



Blood and Transplant

The Update for November 2019

Please give us your feedback on the IBGRL website

In response to feedback from our customer surveys, the [homepage](#) has been redesigned providing links to our new pages:

- [Fetal RHD screen](#)
- [Fetal genotyping for mothers with antibodies](#)
- [Blood group genotyping, amniotic fluid and corneous villus samples](#)

These pages provide information on test requirements, turnaround times, and accuracy data as well as our new restructured user guides, which make information easier and quicker for you to find.

These have been updated:

- [Red cell reference services](#) page
- [Accreditation and licencing](#) document
- [Laboratory contact](#) information
- [Customer survey](#) data and outcomes

Please email our Business Development Manager erika.rutherford@nhsbt.nhs.uk with any comments along with any suggestions for further improvements.

Daniel R. Hollyman - Head of IBGRL

Helping you to validate our transport boxes on receipt of your component orders

It is important you can identify the type of box in order to validate the transportation time, to confirm the cold chain has not been breached during transport. We use 3 different boxes, which are:

- Long journey
- Medium short journey
- Small short journey

To help you distinguish them, we've produced a [visual guide](#), including specifications for component and capacity, temperature stabilisation material and maximum journey time.

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

Teresa Long - Lead Specialist, Manufacturing Development

The HEV tick box will be disabled from OBOS by 8 December 2019

All components manufactured from UK donations are now tested for HEV; we are therefore, disabling the HEV tick box within OBOS.

As we transition to UK plasma self-sufficiency, we will be adjusting our IT systems, particularly in relation to HEV testing results, so we can continue to process your OBOS orders and EDN files.

Please note:

- EDN files will still transmit HEV testing results so no changes to your LIMS are required
- We will remove the HEV negative requirement from active standing orders on 8 December and will notify individual hospitals of changes that have been made
- Do not reactivate any old standing orders which have ended before 8 December 2019

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

Craig Wilkes - Regional Customer Services Manager, South West

Specialist stock orders in OBOS are not being completed due to a technical issue

Some hospitals have reported when they submit a Specialist Stock Order (SSO) a blue spinning circle displays on the screen, and although it looks like the order is progressing, the screen freezes (or hangs) and the order does not complete.

This problem is suggested to be related to browser caching, and it is being investigated. We will update you when we know more. However, in the meantime, if you experience this problem, we suggest you clear your cache and then try again. Please contact your IT team if you need help to do this.

Thank you to the hospitals for highlighting this issue.

If you have any queries, please speak to your Customer Service Manager or email OBOS@nhsbt.nhs.uk

Craig Wilkes - Regional Customer Services Manager, South West

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

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