Recall initiated by Hospital

**Red cell**: clotted, discoloured, haemolysed, lipaemic, white flakes.

**Platelet**: discoloured, lipaemic, red cell contamination, turbid, white aggregates.

**Cryo/FFP/MB Plasma**: aggregates, discoloured, lipaemic.

- Quarantine components.
- Contact NHSBT Hospital Services department.
- Receive fax from NHSBT with recall information.
  Complete the paperwork and fax/email back to NHSBT Hospital Services department within one hour of notification.
- NHSBT will send out a Biobottle to return the unit in.
- Complete relevant documentation and return with unit(s)
  e.g. **Bacteriology Request Form FRM1581**.
  Notify your local Customer Service manager of any returns.
- Submit **FRM5219** - Customer Credit Request Form.

See **DAT2939** - Recall Reasons, Advice and Information for further action and follow up.
Recall initiated by Hospital
Concerns relating to any possible Transfusion Reaction or Transfusion Transmitted Infection.

Contact Hospital Haematologist.

If bacterial contamination or transfusion related acute lung injury is suspected or clinical advice is required, contact NHSBT Hospital Services department to discuss with an NHSBT Patient Consultant.

If a recall is required, NHSBT will issue recall paperwork. Complete the paperwork and fax/email back to NHSBT Hospital Services department within one hour of notification.

Has your laboratory been advised to return component/bags/samples for further investigations?

No further action is required. No closing/follow up letter will be sent from NHSBT.

Submit FRM5219 - Customer Credit Request Form for any unused/partially used component(s)

Submit FRM5219 - Customer Credit Request Form for any unused/partially used component(s)

NHSBT will aim to send a closing letter within four weeks.

A Biobottle will be sent to return the unit to NHSBT, if required. Please complete any relevant request forms (e.g. FRM1581 Bacteriology Request Form) that will be faxed to you by NHSBT.

Author: Craig Wilkes
**NHSBT Component Recall Process**

**NHSBT Initiated**

Recall initiated by NHSBT

Bacterial Screening, Transfusion Reaction (associated units), Donor Information, Microbiology Reactive, Transfusion Microbiology Lookback, Quality Defect, Non-UK Plasma, Visual Abnormality.

Receive phone call from NHSBT Hospital Services department.

Investigate the fate of the unit and inform NHSBT during the phone call if possible.

Receive fax from NHSBT with recall information. Complete the paperwork and fax/email back to NHSBT Hospital Services department within **one hour** of notification.

If requested by NHSBT, return the unit in the Biobottle provided.

**Unit(s) transfused?**

- **Yes**
  - See **DAT2939** - Recall Reasons, Advice and Information for further action and follow up. If further information required contact local haematologist who can discuss with NHSBT consultant.

- **No**
  - Submit **FRM5219** - Customer Credit Request Form for any unused/partially used component(s)
  - No further action is required.