



Blood and Transplant

The Update for May 2020

We'll be asking you to complete our next customer satisfaction survey in September 2020

Due to the COVID-19 pandemic, we've decided to postpone asking you to rate our services until September, originally planned to happen mid-March.

However, this doesn't mean you can't get in touch with us before then: we want to hear from you, whether you have a complaint or if you're impressed because we've exceeded your expectations with our service. Our team of Customer Service Managers are always at the end of a phone, ready to answer any queries or listen to your suggestions, or you can use [our form](#) if you prefer to write.

Just to remind you, we publish the survey results on this website; [read the results](#) of the first survey for 2019 / 2020.

Robin Coupe, Customer Service Manager - Leeds and Newcastle

Different packs for convalescent plasma and fresh frozen plasma

While we are currently increasing COVID-19 convalescent plasma collection as part of the REMAP-CAP and RECOVERY trials we'll be using packs from several suppliers for convalescent plasma and fresh frozen plasma.

Some packs will look different and are slightly deeper than our usual ones, but please be assured that the specification and volumes of the plasma are the same.

Lucy Frith, Process Improvement Manager

Please distribute our convalescent plasma donation card

These cards provide information on how to register to donate convalescent plasma to participate in the trials. Please distribute them to patients on discharge following recovery from COVID-19.

[Order](#) hard copies or [download](#)

Anne Davidson, Education Lead - Patient Blood Management Practitioner Team

Therapeutic Apheresis Services Annual Review 2019 / 20

NHSBT is a major provider of Therapeutic Apheresis Services in the NHS, delivering apheresis treatments for children and adults from eight sites in the UK.

At the end of each financial year, we complete a review of our key achievements and priorities for the year ahead.

[Read the report](#)

In summary, our key achievements which we are delighted to share with you, are:

Service expansion to improve access to apheresis services		Streamlined referral process: introduced a single referral phone number	
Over 9,000 procedures to save & improve patients' lives		Supported pioneering treatments e.g. CAR-T therapy	
The only NHS provider for the 3 Stem Cell Registries		Sharing our expertise: - Delivered a National Apheresis Conference - Developed an apheresis e-learning module	
Strengthened our collaborations with Commissioners to expand access to Extracorporeal Photopheresis treatments		92% of patients & 83% of clinicians surveyed rated our service as 9 or 10/10	

Hollie McKenna, Business Support Manager - TAS

COVID-19: Your recovery and restoration plans

Getting back to 'normal' –

We are aware that plans are being put into place to increase services following a reduction in hospital admissions of patients who are COVID-19 positive. In order to align the supply of blood components to changes in demand as a result of this activity, we would be very grateful if you could provide any intelligence on your plans. We are particularly interested in changes in elective surgery, cardiac surgery, haem/oncology work and changes in stock management.

Information can be sent to the following inbox:

covid19bloodrecovery@NHSBT.NHS.UK

Thank you to those who have already updated us on their plans.

Louise Sherliker, National Lead- Patient Blood Management Team

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

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