



Blood and Transplant

The Update for December 2020

Customer satisfaction survey 2020 - 2021 results from the first survey

This is the first survey with hospitals since September 2019 due to COVID-19 and reflects the views of 139 (60%) hospitals in England.

The results are reported as a % of the total scores plus the average, from all responses.

- Overall satisfaction with NHSBT increased to 83% from 77%. The average score remained static at 9.1/10. The long-term trend continues to show a high, and rising, level of satisfaction
- Satisfaction with us supplying hospitals with blood components increased, despite the pressures of COVID-19; 85% up from 63%. Hospitals had access to daily stock levels and had regular supply updates giving hospitals confidence.

[Read the survey](#)

Chris Philips – Head of Hospital Customer Services

New MSc in Applied Transfusion and Transplantation Science, September 2021

The University of the West of England (UWE) in collaboration with NHSBT will be offering a new [MSc in Applied Transfusion and Transplantation Science](#) starting in September 2021.

This will be the only postgraduate master's degree in transfusion and transplantation in England.

It will be delivered using a flexible blended approach. The small number of in-person sessions will take place in the blood centre in Filton and will be short teaching blocks to make the course as accessible as possible whatever your location or preferred means of study.

Under the Microscope: Specialist Transfusion Science Practitioner course

This course has been redesigned to enable our continued delivery of in depth training for those working at or towards specialist level in Transfusion Science.

Remote delivery of the theoretical elements is complemented by short practical tutorials at NHSBT training sites.

Feedback on the new style course has been positive:

The tutors were really great, and the course ran very smoothly and was well co-ordinated. There was a seamless transfer between the tutors, just as if it had been a face-to-face course. I appreciate them all.

Despite the course being delivered virtually, I felt that the trainers led the sessions well and provided an interactive and informative course.

Very informative course. Helped me to broaden my transfusion knowledge and know what happens beyond the hospital setting.

Your wellbeing is very important to us so we have updated our working practices to ensure colleagues working in Transfusion can continue to receive vital training in a COVID secure environment.

To book to attend this or any other courses, please visit our [web pages](#).

Ruth Evans - OD Manager Scientific and Clinical

Updated Patient Blood Management pre-operative anaemia web page

Please take a look at our newly updated [pre-operative anaemia web page](#), which has a wealth of relevant resources to support healthcare professionals to identify and manage pre-operative anaemia.

Andrea Marshall - Patient Blood Management Development Manager

Updated SaBTO recommendations for patient consent for blood transfusion

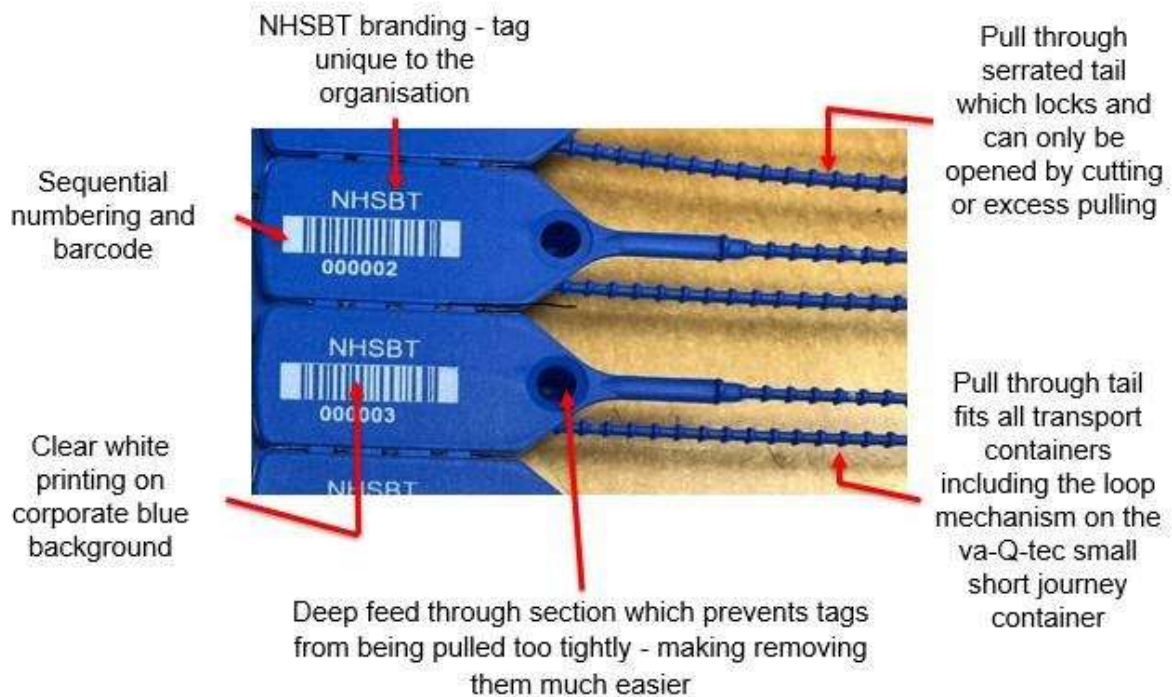
This new guidance is a revision of the 2011 SaBTO report, providing additional guidance specific to consent for blood transfusion.

[Read the guidance](#)

Andrea Harris - Clinical Services Professional Nursing Lead, Chair of SaBTO Patient Consent for Blood Transfusion Working Group

New style of security tag for all transport containers from 1 February 2021

Following a review of the security of our containers, we are introducing an improved tag. The new tags have sequential numbering and barcoding, as well as NHSBT branding.



Until 31 January you are likely to receive a combination of both the current black cable ties and these new security tags.

[Read more about the tags](#)

Rhian Edwards - Hospital Customer Services Manager

A quick reference guide for blood components administration is available

In collaboration with the NBTC Education Working Group, this [guide](#) has been developed to support staff redeployed to clinical areas caring for patients requiring transfusion.

Anne Davidson - Patient Blood Management Education Lead

Watch the Transfusion 2024 podcast

This [podcast](#) compliments the [published report](#). It is hosted by Shubha Allard, Secretary of the NBTC and Jon Cort, Deputy Chair of the NBTC and supported by the Royal College of Physicians.

Andrea Marshall - Patient Blood Management Business Development Manager

Season's greetings from the SHOT Team

We would like to extend a huge thank you to all in the transfusion community for all your amazing work this year.

Transfusion safety has been impacted by COVID-19 as much as any other area of life. We have all been working very hard to adapt to new circumstances and challenges. The SHOT team have developed new resources and have more in the pipeline for 2021.

[Download the SHOT app](#) and check out our:

- [webinars](#)
- [educational videos](#)
- [resources](#)
- [order free, foldable SHOT 2019 summaries](#)
- [range of our e-mail signatures](#) for you to use



In January, watch out for the SHOT Recommendations Survey 2019, [the new ACE reporting category](#) going live and the next in our series of [SHOTcasts](#).

The SHOT Team

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

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