

The Update for March 2021

Please return your recall paperwork to us promptly

We like to remind you that it is important you complete the recall documents and return them as soon as possible, so we can deal with the recall appropriately and address any issues promptly.

If you need help with the recall process or documentation, please contact Hospital Services.

Emma Taylor, Customer Service Manager, on behalf of Quality Assurance

Sending platelet and blood packs to MSL Bacteriology for investigation

Before sending to us, please ensure the packs are sealed adequately:

- where the giving set is still attached, leave it as is and secure the clamp and / or cap the tubing before sending



- where the giving set is removed, secure a spigot or similar device firmly into place



If the packs are not adequately sealed, they are likely to leak in transit and will arrive at our labs in an unsafe condition which can invalidate investigation into clinical reactions experienced by the recipient or visual abnormalities in the pack. They also pose an unacceptable risk to our staff.

If you have any questions around this improvement in practice, please get in touch with MSL Bacteriology.

Dr Pasco Hearn - Consultant Medical Microbiologist, Microbiology Services

Please review platelet ordering and stockholding practice, and question historical use

We've updated our platelet page with the latest guidance and information to help you use platelets appropriately and implement change.

Please visit [the page](#) and help us to maintain a safe and reliable supply of platelets.

We welcome your feedback on the page, please send to nhsbtcustomerservice@nhsbt.nhs.uk

Andrea Marshall - Development Manager, Patient Blood Management

Blood centre tour video

It's the first anniversary of the launch of our digital Blood Centre Tour and we wanted to remind you it is free to access for you and healthcare colleagues.

Over the past year the video has received over 14,000 views, and 9000 visitors have walked around our laboratories and departments involved in blood collection, processing, testing and distribution: all without leaving their desk.

[Please take the tour](#)

Melanie Harper - Education Delivery Manager

Launch of new Anaemia eLearning package

We are pleased to announce the launch of our Anaemia eLearning modules, the first in a planned series of packages to support anaemia management in clinical practice.

The package is built on a foundation module:

- Anaemia - the only introduction you need

and follows 2 pathways:

- Anaemia: managing anaemia in primary care
- Anaemia: managing anaemia in secondary care

It is available through [eLfH](#) and [ESR](#).

Andrea Marshall - Development Manager, Patient Blood Management

Do we have your up to date contact details?

Your contact details

We know that some hospitals plan to stop using their fax machines and are updating to Voice over Internet Protocol (VoIP); if your details change, can we please remind you to let your Customer Service Manager know or email NHSBTCustomerService@nhsbt.nhs.uk

Our contact details

See our [contact us](#) page for all services (including Hospital Services) and our team of Customer Service Managers.

Hospital Customer Service

New dates for Transfusion Science training; new training laboratory at Barnsley Blood Centre

Practical introduction to Transfusion Science (PITS) and Specialist Transfusion Science Practice (STSP) course dates for 2021

Dates will be [published](#) week commencing 29 March. Theory and practical courses will recommence in May.

New training laboratory at Barnsley Blood Centre opens in May 2021

We are pleased to announce the opening of our new lab. The lab means we can now provide training courses in the North at our state-of-the-art centre.

If you've booked to attend practicals at another centre and Barnsley is more convenient, please email hrdirect@nhsbt.nhs.uk to change your booking.

The centre offers free parking.

Melanie Harper - Education Delivery Manager

Ministers to lift the ban on UK plasma for fractionation following a review by the MHRA and the Commission on Human Medicines

Following a [decision by ministers to lift the ban on UK plasma for fractionation](#), UK plasma has now been deemed safe to use to produce immunoglobulins for Plasma Derived Medicine Products.

We will be working closely with the Department for Health and Social Care and NHS England to operationalise the decision as soon as possible.

We will keep you updated on further developments as they occur.

[Chief Executive's comment](#)

Chris Philips - Head of Hospital Customer Service

Therapeutic Apheresis Services (TAS) Patient Feedback 2020

Over the past year, our clinical teams have been required to adapt to the many significant challenges presented by the COVID-19 pandemic. Despite the unprecedented challenges, we are delighted that:

- 97% of patients (107/110) who provided feedback, rated their overall experience of our service as either 9 or 10/10 (top box score); this represents an increase from last year's score of 92%.
- For all questions, at least 95% of patients rated TAS as 9 or 10/10, including in relation to the care provided, staff demeanour and information provision (range: 95-99%)

This feedback is testament to the expertise, adaptability, and resilience of our clinical teams, as well as our colleagues who provide essential support to delivery of our service. We are grateful to all of our partners who support us to save and improve lives.

[Take a look at the report infographic](#)

If you have any feedback regarding this report or our service, please email therapeuticapheresisservices@nhsbt.nhs.uk

Hollie McKenna - Business Support Manager, TAS

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

NHSBT.customerservice@nhsbt.nhs.uk

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