



## Blood and Transplant

### The Update for April 2021

#### **Latest version of our form to request credits is available**

We updated our form (FRM5219) to include a column 'CSM (customer services manager) informed', this allows CSMs to determine if they need to escalate the cause of the credit request as a complaint. This helps us to maintain a high level of service to our customers and helps us to identify trends so we can stop similar issues arising in future.

Also, can we please remind you to select the most appropriate code and reason for your claim; helpful examples of when to use each code are in the user guide.

[Go to the form and user guide](#)

Deepa Thakar, Customer Service Manager - Colindale

#### **Book to attend the Advanced Transfusion Masterclass virtual sessions**

The theme of the masterclass is 'Rh beyond the basics' which is delivered in two parts:

- Part 1 Rh - Rheview and Rheasoning  
A collection of quizzes and case studies, offered on 30 June and 28 July
- Part 2 Rh - More Rresults and Rheckoning  
Builds on on part 1 with more case studies and discussion. The date will be advised later in the year

The sessions will run from 12.30 pm to 4 pm, and the costs are £75 per course for NHS staff and £225 for non-NHS staff.

This is a great CPD opportunity for more experienced transfusion staff.

[Book now](#)

Melanie Harper, Educational Delivery Manager

## Revised FFP & cryo factsheets in line with 2020 Indication Codes

The factsheets:

- [FFP](#)
- [Cryoprecipitate](#)

They are available to download from the PBM Education page.

Jo Bark - Patient Blood Management Practitioner

## Sign up to register to receive our new monthly newsletter Snap SHOT; events and resources

Because we're producing new resources and updating existing ones at an increasing rate, we're going to produce a monthly newsletter detailing the updates, rather than emailing them out, so please make sure you sign up to receive it.

[Sign up](#) (the sign up area is in the website footer on every page)

## Events

- This year's SHOT symposium is taking place on a virtual platform, 14 and 15 July (7.30am - 3pm), and will include a live presentation of the key highlights from our 2020 Annual Report  
[Registration and abstract submissions](#)
- Save the date to join our Near Miss webinar, 19 May 2021, 1 - 2pm. Details will be available soon
- Watch the [HTR webinar](#) from 12 March

## Resources now available

- [Understanding human factors in transfusion videos](#) (and supporting resources)
- [SHOT Bites](#)  
No.1 Incident Investigation updated and split into [1a \(investigation process\)](#) and [1b \(effective interventions\)](#).  
We have a new bite, [no.16 errors with prothrombin complex concentrate](#)
- [SHOTcast 4 – the role of scientists in haemovigilance](#)
- [RCD \(red cell dosage\) calculator](#) - a multi-platform browser-based application designed for weight-adjusted red cell dosing
- [Access the Dendrite question sets](#) and incorporate these into your local investigations in advance of completing a SHOT report
- [Email signatures](#) – we have a selection of SHOT lessons e-mail signatures for you to use, organised into Transfusion Errors, Human Factors and Transfusion Reactions
- [Download our app](#) to access information on your smart phone

## **Recommendations survey**

- Our 2019 survey is live for all SHOT Reporting organisations to complete by 14 May please

### **Contact**

Please email [shot@nhsbt.nhs.uk](mailto:shot@nhsbt.nhs.uk) with comments, queries and suggestions. We would love to hear from you.

The SHOT Team

## **Introduction of a platelet-activation assay for the investigation of Heparin-induced Thrombocytopenia (HIT) from 1 April 2021**

This assay can be performed as a subsequent test to the routine ELISA assay and would determine if the patient's serum is capable of activating platelets.

[See details](#) or email [NHSBT.HIFilton.Enquiries@nhsbt.nhs.uk](mailto:NHSBT.HIFilton.Enquiries@nhsbt.nhs.uk) for information.

Steven Culliford - Service Development Manager, H&I

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

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