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## Objective

To ensure the donation process is not lengthened when H&I/Virology laboratories are unable to process donor bloods. The document provides NHS laboratories, Hub Operations and Specialist Nurse Organ Donation a single process to ensure H&I/Virology laboratory closures are communicated and managed appropriately.

## Changes in this version

Roles: Added responsibilities for the Commissioning Team.

Step 1: clarified that disruption includes known periods of planned downtime

Step 2: Commissioning Team added as a key stakeholder.

Process beyond step 2 separated by whether disruption is planned or unplanned.

Reference to INF1583 added

Step 3: Added requirement for QA to assess whether change control is required to reflect current practice.

Step 4: QA to follow up with Commissioning Team

Step 5: Added step for Commissioning Team to lead stakeholder review and notify back up labs of additional activity.

Step 7: Commissioning Team added to the list of stakeholders who need to be informed of resumption of service.

Step 8: Step added for Commissioning Team to review closure information.

## Roles

### Laboratories

- Report instances whereby they are unable to process donor bloods.
- Report when their laboratory is fully functional.

### Hub Operations

- Inform Organ Donation Services Teams and Quality Assurance of H&I/Virology laboratory closures and re-opening.

### Quality Assurance

- Monitor prolonged laboratory closure.
- Liaise with operational staff to record the laboratory closure and document the risks.

### Commissioning

- To monitor instances of laboratory disruption
- To work with other stakeholders to monitor long term closures
- To lead Stakeholder meetings for long term closures.

## Instructions

### Laboratory

## 1. Inform Hub Operations of the laboratory closure.

1.1 Email Hub Operations immediately when aware of a laboratory service disruption, including known periods of planned downtime.

- Email: [odthub.operations@nhsbt.nhs.uk](mailto:odthub.operations@nhsbt.nhs.uk)

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- Email title must be: OPERATIONAL DISRUPTION AT LABORATORY
  - The email must detail what the disruption is and how long it is expected to last.
- 1.2 Follow the email up with a telephone call to Hub Operations.
- Call: 01179 757580

## Hub Operations

### 2. Inform key stakeholders of the laboratory closure.

- 2.1 Attach the email sent by the lab to a template email called “laboratory disruption”.
- The “laboratory disruption” template is stored in the “fax and email templates” in shared F drive.
  - This template email has been prepopulated with SNOD, RM, [Commissioning](#), and QA team contacts. It is titled “LABORATORY DISRUPTION” and informs SNODs to review **INF1466 for H&I and INF1583 for Virology** for further information on where to send bloods during an outage.
- 2.2 Forward the email with high importance to all SNODs, Regional Managers, [Commissioning Team](#) and Quality Assurance.
- 2.3 If out of hours, notify the Regional Manager On-Call via a telephone call.
- [IF THE CLOSURE IS UNPLANNED/SHORT TERM go to Step 3](#)
  - [IF THE CLOSURE IS PLANNED/LONG TERM go to Step 4](#)

## Quality Assurance

### 3. Assess whether a change control is required

- [IF A CHANGE CONTROL IS REQUIRED, go to Step 4](#)
- [IF A CHANGE CONTROL IS NOT REQUIRED, go to Step 7](#)

### 4. Document and assess the risk of the laboratory closure

- 4.1 Raise a change control to record the laboratory closure. Change control detail should begin ‘ODT - Laboratory Closure’ and include:
- Laboratory name
  - Contingency laboratory
  - Anticipated closure timeframe
  - Closure reason

- 4.2 Utilise **FRM4889** to record the risk.
- 4.3 Liaise with relevant operational staff (Regional/Team Managers) to document and assess the risk.
- 4.4 Save a copy of the laboratory closure email in the QPulse record.
- 4.5 Add an action for QA to follow up with the **Commissioning Team** up to one working day before the anticipated resumption of service.

## Commissioning Team

### 5. Stakeholder Review

- 5.1 Commissioning team to arrange a meeting to discuss alternative arrangements.
- 5.2 For long term closures, review donor hospital allocations and impact of activity on back-up laboratories
- 5.3 NHSBT Senior Commissioning Manager to contact other laboratories regarding increases in their activity and confirm they can facilitate this in writing. Record arrangements in QPulse under the open change control.
- 5.4 Contact the disrupted laboratory up to one working day before the anticipated resumption to confirm they will be resuming normal service. Laboratory contact details can be found in the Donor Handbooks.

## Laboratory

### 6. Inform Hub Operations of the resumption of their laboratory service.

- 6.1 Email Hub Operations when the laboratory service has resumed. - Email: [odthub.operations@nhsbt.nhs.uk](mailto:odthub.operations@nhsbt.nhs.uk) Email title must be: OPERATIONAL DISRUPTION AT LABORATORY RESOLVED
- 6.2 Follow the email up by a telephone call to Hub Operations. - Call: 01179 757580

## Hub Operations

### 7. Inform SNODs, **Commissioning** and QA of the resumption in laboratory service.

- 7.1 Forward the email to all SNODs, Regional Managers, **Commissioning Team** and Quality Assurance. Title the forwarded email OPERATIONAL DISRUPTION AT LABORATORY RESOLVED.

 Commissioning Team

## 8. Review closure information.

- 8.1 Notify in writing to back-up laboratories that samples will revert to original arrangements.

 Quality Assurance

## 9. Review closure information.

- 9.1 Receive and review closure information.

## 10. Manage the QPulse record.

- 10.1 Upload a copy of the email forwarded by Hub Operations stating the laboratory has re-opened.  
10.2 When all QPulse actions are complete, review and close the change control.

 **Advice**

On receipt of the email, SNODs will revert to normal practice of sending bloods to the usual regional laboratory.

 **Advice**

Should the email service be unavailable, Hub Operations will inform SNODs and RMs by sending out a brief message through the pager service. Quality Assurance and Commissioning will be informed verbally or via a phone call. As soon as email is available, the complete email will be sent to SNODs, RMs, Quality Assurance and Commissioning in the usual method

 **End of Procedure**

# SOP5546/2 – H&I/Virology Laboratory - Operational Disruption



Blood and Transplant

Copy No:

Effective date: 27/10/2021

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## Definitions

- **RM** - Regional Manager
- **TM** - Team Manager
- **SNOD** - Specialist Nurse Organ Donation
- **QA** - Quality Assurance

## Related Documents/References

- **Regional Donor Handbooks** - Stored in the Secure Contents Locker
- **FRM4889** - Quality Risk Assessment Record
- **INF1466** - Back-up Laboratories for Deceased Donor Tissue Typing Testing
- **INF1583** - [Back Up Laboratories for Deceased Donor Virology Testing](#)