

OTDT HUB OPERATIONS & Liver RTC CATCH-UP
21st October 2021 at 16:00hrs
Microsoft Teams meeting

Present	
Sadie Von Joel	SVJ Lead RTC for NHSBT
Julie Whitney	JW Head of Service Delivery - ODT Hub
Rhiannon Taylor	RT Lead Statistician for Liver
Stephen Bond	SB Lead Nurse, CUH
Katie Quist	KQ RTC, Royal Free
Kate Jones	KJ RTC, Leeds
Apologies	Actions
Peter Robinson-Smith, Newcastle. Mick Stokes, John Stirling, Liz Middlehurst.	
Review of previous minutes and actions	
Super Urgent Pathway – until this goes live on 1 st November, RTCs to ask HO to “push the button” for all SU liver acceptances.	
NHSBT Hub operations update	
<p>A newsletter summarising HO updates, link here: https://sway.office.com/h20drWYla7tkalsQ?ref=Link</p> <p>JW – no option to decline offers via email, may consider this is the future. HO monitor the phonelines average wait is only 87seconds. Trialling “decline for all” in CT if this is successful then will be rolled out to Liver next.</p> <p>SPOC – where are Centres at regarding having a single point of contact for the hub? CUH – in place Royal Free – also in place Leeds – reception still an issue so will need to go via switchboard – designated number so that HO won’t have to wait. SVJ to email Kings/Newcastle/Edinburgh/Birmingham for their update.</p> <p>All centres to email Mick at HO with their SPOC number. Plan to go live at 09:00 on 1st December – more comms to be sent nearer the time.</p>	<p>SVJ</p> <p>All</p>

<p>IMT – other RTCs have raised concerns over the service provided by IMT recently. JW – will raise the issue with NHSBT IMT commissioners (Mark and Shirley). If anyone has specific examples to email them in to HO with the donor number or complete an incident form. A reminder that IMT will quote road and flight times as in some cases (particularly with overnight airport closures) it may be quicker to travel by road.</p>	
<p>NHSBT Lead Co-ordinator update</p>	
<p>RTC webpage now LIVE! – on NHSBT website dedicated page for RTCs to go to for links to resources and tools. Minutes from these meetings will also be available. Link: https://www.nhsbt.nhs.uk/rtc-hub/ Please share with you colleagues.</p>	
<p>AOB</p>	
<p>SVJ – For information, the NHSBT digital team are looking at potential alternatives to EOS. They will be reaching out to RTCs to understand more about our use of EOS/images etc. These may be in the form of surveys or workshops; we would be grateful for your input.</p> <p>SVJ – The DFCS cover sheet that must be completed when sending in recipient correspondence has now been updated. A RTC from another organ group raised a concern about amount of recipient information required and although this been already been approved by governance, I have raised it with the DFCS who will investigate.</p> <p>Meeting closed at 16:36</p> <p>Next meeting Thursday 22nd November via Teams.</p>	