

The Update for August 2024

Please help our courier drivers to collect your empty NHSBT transport containers so they can be returned to us

We kindly ask you to assist our couriers by handing over boxes or directing them to where empty transport containers are located in your hospital.

If there are any areas where transport containers are stored which need additional access, please assist the couriers.

Matthew Young - Operational Logistics Contracts Manager

Do not use more than 4 Phase Control Materials (PCMs) in NHSBT transport boxes, this is the maximum number

We would like to remind hospitals, when using and / or returning empty transport boxes to us, to not exceed the maximum number. Any more than 4 puts staff at increased risk of injuries.

For more information on PCMs please see the [small journey transport box webpage](#).

Carol Stenning - Customer Service Manager, Southampton and South West, Hospital Customer Service

The supplier of irradiation indicator labels is changing from RadTag to rad-sure on 1 September 2024

Following our [recent communication](#) in May, we would like to remind you of this change starting next month.

Garry Wilders - Lead Specialist, Technical and Scientific Development team

Book to attend Transfusion Science courses

Spaces are available for:

- Practical Introduction to Transfusion Science (PITS) - [find out more about PITs training](#)

- Specialist Transfusion Science Practice (STSP) - [find out more about STSP training](#)
- Advanced Transfusion Masterclass - [find out more about the Masterclass](#)

Alison Hines, Manager, Scientific and Clinical Training and Education Team

The Autumn 2024 Hospital Customer Satisfaction survey launches mid September and will be emailed to Transfusion Laboratory Managers (TLMs)

We appreciate the managers' support completing our survey; their feedback helps us provide customer focussed services.

We now have national action plans and improvement initiatives which have been informed by the TLMs' feedback and results from the previous survey (Spring 2024).

View a [summary of these results](#) and some of the actions that we're taking.

Delia Smith - Regional Customer Service Manager, Hospital Customer Service

A new Patient Information Leaflet 'Anti-D immunoglobulin during pregnancy' is now available

The United Kingdom and Ireland Blood Transfusion Network (UKIBTN) are pleased to announce the release of the Patient Information Leaflet Anti-D immunoglobulin during pregnancy.

The development of this leaflet was led by the Scottish National Blood Transfusion Service but was a collaboration between all the UK blood services. Stakeholders from within transfusion, obstetrics and midwifery contributed to the process in addition to extensive patient and public involvement.

The leaflet is available to [download](#) and hard copies will be available to order soon.

Danny Gaskin - Chairperson of the UKIBTN Patient Information Leaflet Working Group, Patient Blood Management Practitioner

The Update is produced by Hospital Customer Service on behalf of NHS Blood and Transplant

NHSBT.customerservice@nhsbt.nhs.uk