

## The Update for November 2024

### **Change to LVT ordering on OBOS from 1 February 2025**

The change to orders for LVT is a new box 'maximum blood age on day' which will replace the 'transfusion date and time' box. It will be available on the OBOS training site from 9 December 2024.

The change helps us serve hospitals better by:

- improving the distribution of stock to meet demand
- improving how we manage controlling the age at issue
- removing the bled date information in the line notes

If you have any draft orders waiting to be submitted, please review them and either submit before the 1 February, or delete and resubmit them on/after 1 February.

Ruth Harper - Customer Services Manager, Systems and Process Improvement

### **Customer satisfaction survey results for Autumn 2024**

Thank you to the hospitals which took the time to complete the survey.

We collate and share the information across NHSBT which means we can focus on and improve service in the right areas to fit hospitals' needs.

[Read the results on the customer satisfaction survey web page](#)

Inga Willett - Customer Service Manager, Hospital Customer Service

### **November update on RCI reports being available from Sp-ICE only, from 2 June 2025. The toolkit is now available**

In our last update we explained we were developing a toolkit to support hospitals through the transition from receiving paper reports to accessing them on [Sp-ICE](#), only. This [toolkit \(PDF 202KB\)](#) is now available. Please use it to help you risk assess and manage the change.

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Please note we will cease issuing paper report from 2 June 2025 and not 1 April 2025, as previously communicated. This gives hospitals more time to prepare for the change, and ensure RCI service users can access the results on Sp-ICE.

If you have any questions, please email [NHSBTCustomerService@nhsbt.nhs.uk](mailto:NHSBTCustomerService@nhsbt.nhs.uk).

Wisdom Musabaike - Assistant Director, Red Cell Immunohaematology

### When you order stock platelets, please ensure you select the 'Order for stock' comment

We aim to supply stock platelets with a longer expiry date to suit your hospital needs. If you require stock platelets the comment 'Order for stock' needs to be selected.

We operate a first-in-first-out system with stock and if the comment is not selected you may receive platelets with a same day expiry.

This screen shot below shows the location of the comment 'Order for stock' under the 'Select comment' drop down box in OBOS.

#### Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes					
Product*	ABO*	RhD*	Qty*	CMV-	HT-	Aph	IgA	Req.	Remove
Platelets	A	POS	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

  

**Patient information**

Patient name / ID

Transfusion date

Transfusion time

Notes: Please select from drop-down box (one comment only)

Select Comment

- Select Comment
- See order notes for standing order information
- Order for stock**
- Patient requires this TODAY

Inga Willett - Customer Services Manager, Hospital Customer Services

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## **Sending fetal RHD screening samples over the December and January bank holidays**

To ensure the samples are processed please read:

- the information about sending samples and overnight transport times
- the schedule of laboratory working times, transport times to and from our centres. and overnight deliveries

This information is available in the 'Documents' drop-down on the [fetal screening](#) page on the IBGRL web site.

Erika Rutherford - Business Development Manager, International Blood Group Reference Laboratory

## **Testing for blood group genotyping of Haemoglobinopathy patients has started**

We are pleased to advise that genotyping of samples started in September and the first results are expected to be available in Sp-ICE in the coming months.

More information about the NHS funded programme for sickle cell, thalassaemia and rare inherited anaemia blood group genotyping, including [information for clinicians](#), is available on the IGBRL website.

Adeeb Ahsan - Programme Manager, Clinical Services

## **Please refer to the guidance for completing request forms for the blood group genotyping testing to avoid us rejecting the request**

We are receiving request forms which are not fully completed and samples which are not properly labelled. This means we do not have enough information to test the sample.

Can we please remind you to refer to the guidance for completing the test request form which is available on the [IBGRL web page](#)

We will be releasing an updated version of the test request form soon. This is a result of the feedback we've received. The updated version includes prompts around labelling, signing of blood tubes, and is easier to use when downloaded and printed.

Adeeb Ahsan - Programme Manager, Clinical Services

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

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