



# ***Therapeutic Apheresis Services***

**2024–2025 Review**





# Therapeutic Apheresis Services

## 2024-2025 Review

### Our values

Three small words, one big difference.

**Caring**

**Expert**

**Quality**

### Our mission, vision and strategic priorities

NHS Blood and Transplant's (NHSBT) mission is to save and improve lives. This inspires and motivates us every day.

### Introduction to Therapeutic Apheresis Services

NHSBT Therapeutic Apheresis Services (TAS) provide a range of lifesaving and life enhancing apheresis procedures to adults and children across England and Wales, 24 hours a day, 365 days a year. Based within NHS trusts in 10 geographical regions, the medical and nursing teams use specialist machines that exchange, remove or collect specific components from within the blood.

Over the past year we have supported patients with more procedures than ever before. In our latest annual patient survey, 96% of patients, donors, friends and visitors who completed our online survey scored TAS 9 or 10 for overall satisfaction.





## Foreword

In 2024/25 we delivered over 13,000 apheresis procedures to over 2,500 patients and donors, which is more than ever before. We are continuing to deliver the Cell, Apheresis and Gene Therapy strategy, and achieve our ambition to grow our apheresis service to meet patient demand, reduce health inequalities and save and improve even more lives.



**Teresa Baines**  
Head of Therapeutic Apheresis Services /  
Deputy Chief Nurse Clinical Services

We established 10 new services for patients: an automated red cell exchange service in the Tees Valley area and a stem cell collection service in the Midlands to name a few. These new TAS services enable patients to receive high quality, effective treatments and, in some cases, closer to home, meaning less disruption to our patients' lives. We also supported over 19 clinical trials in hope for better health outcomes and a higher quality of life for our patients.

As always, we place our patients and donors at the heart of all we do, in a responsive manner that caters to their changing needs. Our patient/ donor feedback is reflective of this. Our ultrasound-guided cannulation is going from strength to strength, which has led to a significant reduction in patients requiring invasive line insertion procedures and even make headlines in the media.

TAS are well on the way with our digital transformation journey and are close to implementing a digital platform which will improve access to patient data and save time for our staff and referring clinicians.

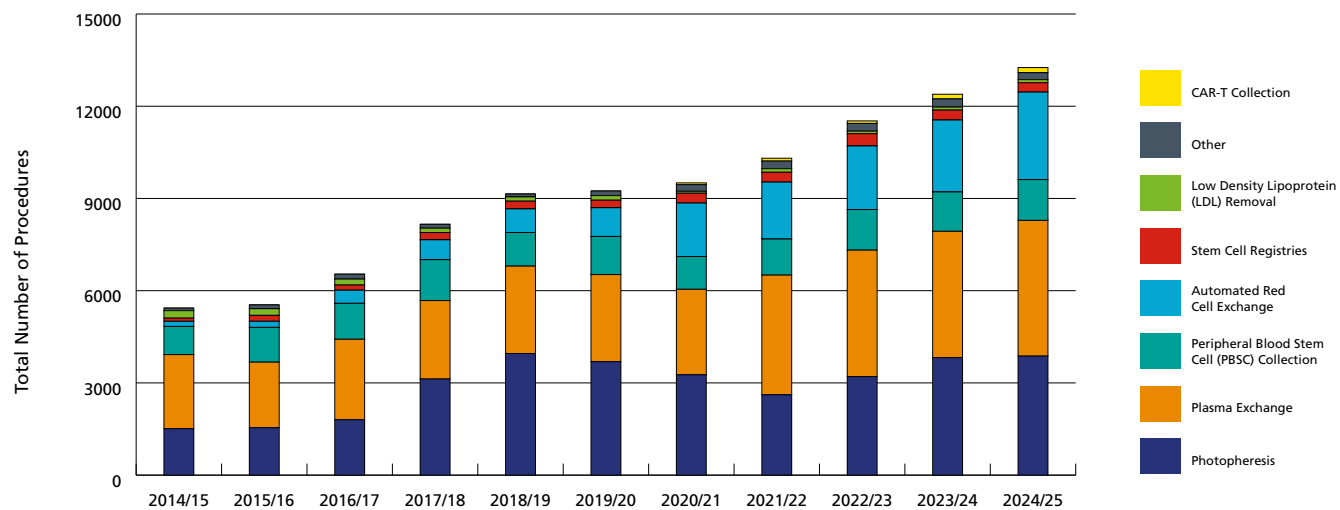
Last year we made a huge investment into our workforce to strengthen our operational, educational, governance and business teams. We are in a very fortunate and unique position to be able to have expert staff in place to drive forward our ambitious plans to expand and fill gaps in apheresis provision across the country more than ever before. 2025-2026 is an exciting year ahead!

TAS continues to play an active role in the apheresis community and has contributed to a variety of regional and national forums, including the National Apheresis Group, Haemoglobinopathy Coordinating Centres, and the UK Forum for Haemoglobinopathy Disorders. Our staff have presented at conferences including European Society for Blood and Marrow Transplantation (EBMT).

As I look back on last year, I remain immensely proud of my dedicated team and of the contribution made by every single one of them. Each role in TAS has played a vital part and made a huge difference to the patients and donors we serve.

# TAS activity summary

TAS completed 5% more procedures in 2024/25 than the previous year, delivering a total of 13,091 procedures, more than ever before. TAS supported 2,376 patients and 257 registry donors.



# Caring



## Patient/donor and family feedback

96% of patients, donors, family, friends, and visitors who completed our online survey scored TAS 9 or 10 out of 10 for overall satisfaction. The number of responses received has increased by 18% compared to the previous year.

Patient/donor and family feedback provides us with valuable information about the patients', donors' and families' experience of our staff and the service

and treatments that they receive.

Over the past 12 months, TAS received 367 submissions from our patients, donors, family, friends, and visitors, the vast majority of which were compliments.

We received:

- 305 compliments
- 58 pieces of feedback
- 4 complaints

The feedback and complaints received have been listened to and acted on, to improve patient and donor experience in the future.

## Some examples of the feedback to our teams and staff:

*"All the staff on the unit have been excellent. Their knowledge and professionalism are next to none. I have always felt calm and well cared in the unit. The unit is a shining light and I can't thank them enough for what they have done for me."*

*"They make me feel comfortable from the moment I walk through the door and check on me throughout my treatment. They really care and take the time to talk to me all while doing a fabulous job."*

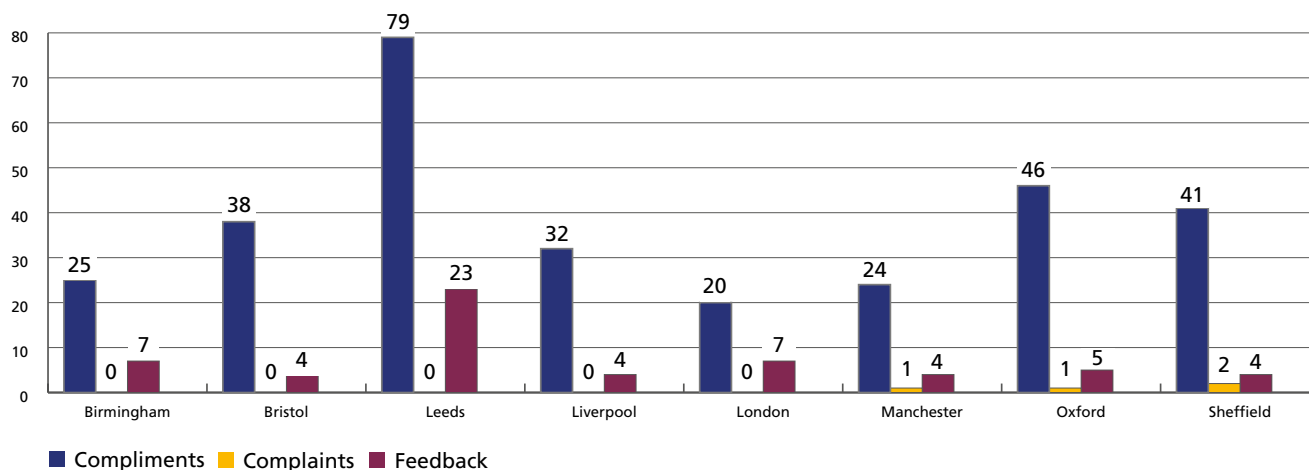
*"All the staff that I see have been exceptional and have listened to everything I have asked and replied knowledgeably."*

*"The whole team is a credit to the NHS. You should be proud of the whole team. Their conscientious teamwork enables the system to work."*

*"Fantastic service. The team are all very professional, knowledgeable, and welcoming."*



## Chart showing responses by unit January – December 2024:



## Saving and improving more lives

TAS continue to strive to save and improve patients' lives year after year. Highlights from the past year include:

- a collaboration with South Tees Hospital NHS Foundation Trust to provide 24/7 automated red cell exchange treatment to people with rare blood diseases across the Tees Valley and North Yorkshire. This includes an outreach programme that enables people to receive treatment at a hospital close to them, reducing the need for patients to travel as far for regular or emergency treatment
- a Continuous Improvement event to identify actions to improve the clinical trials pathway to ensure a smoother and more robust onboarding process
- the TAS pages of the NHSBT Hospitals and Science website have been upgraded. New content is available in a more intuitive, navigable and accessible format
- development of a range of educational videos for patients to empower them to understand more about their procedure, minimise anxiety and improve patient satisfaction, available in a range of languages
- a collaboration with Royal Manchester Children's Hospital and the manufacturer Vertex to support the groundbreaking new gene-editing treatment, CASGEVY. CASGEVY is an advanced therapy medicinal product (ATMP) used to treat beta-thalassaemia and sickle cell disorder
- a course of plasma exchange treatment for a patient suffering from antibody mediated rejection following a double hand transplant in 2018, after their referring team had exhausted all other options for treatment. After treatments, the patient's symptoms improved drastically, and they were no longer in rejection
- a rare case of treatment with therapeutic plasma exchange for a patient requiring an urgent heart transplant days before Christmas
- development and approval of our 3-year Estates and Facilities plan, which sets out how TAS will secure the facilities we need to continue expanding our services to meet patient needs
- procuring contracts for consumables and maintenance of TAS' apheresis machine fleet, ensuring uninterrupted patient care and delivering value for money to the NHS

# Expert



## Education and training

TAS' education team continues to grow stronger, enabling us to continually improve our education and training to ensure that our Specialist Nurses are uniquely expert in the field of apheresis. Our continuous professional development (CPD) program remains dedicated to providing updated, engaging, and relevant content, ensuring our team stays at the forefront of best practice and innovation in therapeutic apheresis. We have delivered this to all TAS specialist nurses, and a number of other nursing staff have also attended.

This year, our education team has seen progress with two apprentice nursing associates successfully completing their first year, an advanced clinical practitioner (ACP) completing their program, and more talented individuals joining the ACP programme. ACPs have a wealth of apheresis clinical knowledge, and will: support our medical colleagues with patient assessment, both acutely and ongoing; support counselling and assessment of registry stem cell donors; and ensure our clinical practice is effective, research-based and in line with recommended guidelines.

## Ultrasound-guided cannulation (USGC)

USGC continues to be embedded in our units throughout the country and is predicted to have saved over 200 central lines since its implementation. This not only positively impacts patients but also reduces reliance on local NHS trust line teams and reduces treatment delays due to line access.

## New clinical roles

This year has seen TAS embed 2 additional clinical roles as part of new models of service delivery and to ease workload pressures:

1. The nursing associate role provides care and support to patients in our units, working collaboratively with our registered nurses.
2. Bone marrow transplant coordinators have been introduced to facilitate a smooth referral and patient booking service for the referring trust BMT teams, and to enable collaboration and efficient service provision between trust, TAS and Cellular Molecular Therapies.





## Continuously improving

As the UK's largest apheresis provider, TAS works behind the scenes to deliver effectively on its current priorities and continuously improve quality and productivity in the short, medium and long term. Highlights this year include:

- we introduced ten new services and worked on the development of a further twenty-six
- we supported the introduction of nineteen clinical trials to support the development of new therapies
- we presented at two national conferences to share knowledge and learning from our unique national service model
- we planned and conducted 24 customer and 8 supplier review meetings to ensure we provide the best service possible
- registry donor capacity is being reviewed to increase donor medical cover utilising the skills of our advanced clinical nurse practitioners
- we facilitated six Continuous Improvement (CI) events to better our services
- we reviewed and implemented the Safety Huddle, which focuses on safer staffing, patient safety and gives assurance of sufficient resource in TAS and clearly identifies in real time where resource needs addressing

# Quality

## Quality and Governance

The TAS Quality and Governance Team supports our TAS Units to deliver safe and effective care to patients and donors by ensuring we fulfil our regulatory and accreditation requirements. The team's focus is on assisting with regulatory inspections/accreditations/re-accreditations, and strengthening our clinical audit programme, which utilises a digital platform to extract meaningful audit outcomes which are then shared both at local unit level and TAS-wide. This last year, TAS underwent 8 regulatory inspections with no major findings and continued to embed the NHS England Patient Safety and Incident Response Framework (PSIRF).

The team continue to support existing business as usual, as well as drive forward new initiatives to improve patient safety and the quality of care delivered.

## Digitally managed services project

TAS Connect is the official name of our new electronic system which aims to modernise our services, improve patients' and referring clinicians' experiences, and improve the quality of data collection including patient outcomes.

The project has moved into the delivery stage of phase 1 which is focused on moving away from paper to electronic referrals. The project will be delivered in several phases over the coming years, with phase 1 due to be delivered in autumn 2025.





# Goals for 2025/26

As always, the focus for TAS in 2025/26 will be to continue to improve and expand our services to meet patient demand and save and improve more lives than ever before.

In 2025/26 we will:

- 1** collaborate with partners by working with NHS England, registries and industry to support the expected growth in therapeutic apheresis, ATMP manufacturing services and stem cell provision
- 2** drive innovation by supporting research, development and clinical trials to accelerate the development and introduction of new therapies
- 3** invest in people and culture by collaborating with others to develop a national, multi-disciplinary education programme for staff within the UK stem cell transplantation workforce

For more information on the TAS function please visit our webpages:  
<https://hospital.blood.co.uk/TAS>