

## **The Update for August 2025**

### **TAS Connect: a new digitally managed service for therapeutic apheresis: a staggered launch for plasma exchange (PEX) starts November 2025**

2 September 2025 editorial note: this item has been withdrawn by Therapeutic Apheresis Services. More information about the project will follow.

### **TAS delivers a record-breaking year of life-saving care Our end of year report for 2024 to 2025 is now available**

Therapeutic Apheresis Services (TAS) has achieved remarkable milestones in 2024 to 2025, delivering more life-saving treatments than ever before while maintaining exceptional patient satisfaction.

[Read the end of year report 2024 to 2025](#)

### **Record service delivery**

TAS completed 13,091 procedures this year. This is a 5% increase from the previous year and the highest number in our history. Our teams supported 2,376 patients and 257 registry donors across England and Wales, operating 24 hours a day, 365 days a year from 8 regional centres.

### **Expanding access to care**

We established 10 new services to bring expert care closer to patients' homes. Notable achievements include launching a 24/7 automated red cell exchange service in collaboration with South Tees Hospital NHS Foundation Trust. We also introduced a new stem cell collection service in the Midlands, reducing travel burdens for patients requiring these specialist treatments.

### **Clinical excellence and innovation**

Our commitment to advancing healthcare saw us support 19 clinical trials, contributing to the development of new therapies.

We successfully collaborated with Royal Manchester Children's Hospital and Vertex to support CASGEVY, a groundbreaking gene-editing treatment for beta-thalassaemia and sickle cell disorder.

Ultrasound-guided cannulation continues to transform patient experience, saving over 200 central line procedures and reducing treatment delays whilst minimising patient discomfort.

## Outstanding patient satisfaction

Patient feedback remains exceptional, with 96% of survey respondents scoring TAS 9 or 10 out of 10 for overall satisfaction. This is an increase of 18% in response rates from the previous year.

We received 305 compliments compared to just 4 complaints, with patients consistently praising our staff's professionalism, knowledge, and compassionate care.

## Looking forward

With significant investment in our workforce and the upcoming launch of TAS Connect – our new digital platform, we're well positioned to continue expanding services and improving patient outcomes in 2025 to 2026.

Teresa Baines, Nursing Head of TAS and Deputy Chief Nurse for Clinical Services said:

“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.”

Teresa Baines - Nursing Head of Therapeutic Apheresis Services

## SHOT - 2024 annual report; transfusion safety standards; my transfusion app; reporting to begin for UK Blood Services

### 2024 Annual SHOT Report is now available

Visit the [SHOT Report page](#) to view the full report, individual chapters, collated key insights from individual chapters, cases and figures from the report and supplementary information.

You can also order SHOT Report summaries from this page to distribute within your organisations. These are a great, digestible format to share the learning widely.



## ANNUAL SHOT REPORT 2024

SHOT is affiliated to the Royal College of Pathologists  
This report is produced by SHOT working with MHRA



## Transfusion Safety Standards

The [SHOT Transfusion Safety Standards](#) were published on 10 July 2025. These promote and ensure safe, effective transfusions by identifying risks, implementing strategies that create a safer environment for everyone involved, contributing to better patient outcomes, staff wellbeing and overall system safety.

The standards cover all aspects of the SHOT 10 steps of the transfusion pathway. These include the key elements evident from serial Annual SHOT Reports relating to the clinical and laboratory aspects in healthcare systems that help ensure safe transfusions.



## My Transfusion app

After several months of dedicated collaboration and development, SHOT have officially launched the UK's first blood transfusion information app for patients, My Transfusion. The app is available on the App Store and Google Play.

The app was developed in partnership with patient representatives and transfusion experts, and helps support informed decision-making by guiding users through:

- the transfusion journey
- potential risks and benefits
- alternatives to transfusion

My Transfusion is a trusted, accessible, and patient-centred resource and a meaningful step forward in providing patients with the information they need.

Please visit the [My Transfusion app - information for healthcare professionals](#) webpage to watch a promotional video highlighting why the app has been developed and how it can be used to provide useful information to patients likely to receive a blood transfusion. Other resources on the page include:

- instructions for downloading the app
- promotional pack
- summary slide set
- screensaver
- leaflets

### **SHOT reporting to begin for UK Blood Services**

We are pleased to announce that after many years of planning and collaboration, SHOT has introduced reporting in 4 categories for the UK Blood Services, which started on 5 August 2025.

Blood services can submit a report where an error has occurred in the diagnostic laboratories and issuing departments in the UK Blood Services that led to erroneous results given, or blood components issued to healthcare organisations with potential to cause harm to patients.

This development marks a significant step forward in strengthening haemovigilance monitoring, learning from, and improving transfusion safety across the system. The new reporting pathway will support a more complete picture of events across the blood supply chain and help identify opportunities for system-wide improvement and shared learning.

The initial blood services reporting categories are:

- IBCI-WCI (Incorrect Blood Component Issued – Wrong Component Issued)
- IBCI-SRNM (Incorrect Blood Component Issued – Specific Requirements Not Met)
- Anti-D immunoglobulin (Ig) errors for blood services
- ACE (Acknowledging Continuing Excellence)

These categories will be reviewed periodically, and additional categories will be added over time. It is important to note that the UK Blood Services will continue to submit reportable incidents to MHRA via SABRE as per current regulatory requirements.

Further details to facilitate reporting (including a specific Blood Services definitions document) are available here:

- [Blood Services reporting criteria](#)

Serious Hazards of Transfusion team

## **An improved version of the credit request form launches week commencing 6 October 2025**

### **Please delete previous versions**

The form, and an updated user guide, will be available on the [customer credit request webpage](#).

Improvements to the credit request form are:

- product codes are not required so the form is quicker to complete
- the form does not use macros so cybersecurity risks are reduced
- updated credit codes and reasons

Improvements to the credit request process for hospitals include:

- reducing the requirement to re-submit a request with product codes - codes are no longer required
- requests for credit may be submitted separately throughout a month - rather than collated and sent at the end of each month

Inga Willett - Customer Service Manager, Hospital Customer Services

## **Customer satisfaction survey for autumn 2025**

### **Transfusion lab managers rate our services**

We'll be sending the survey to the TLMs at the beginning of September.

We appreciate the feedback they provide because it helps us focus improvements in the right areas to best meet hospital requirements.

The results from the Spring 2025 survey and the actions we're taking are available on our customer satisfaction webpage.

[View the survey results and actions](#)

Delia Smith - Projects and Customer Insights Lead, Hospital Customer Service

## **Is the Transfusion Training Hub meeting your needs?**

### **Please take part in our survey by 14 September 2025**

The [Transfusion Training Hub](#) was launched in April 2024 as part of NHSBT's Transfusion 2024 strategy, to support and improve transfusion laboratory safety and training. Since then, it has been viewed over 40,000 times.

Now we want to hear from all staff working in blood transfusion, everyone who has accessed the Transfusion Training Hub and those that haven't, so we can improve and develop the hub.

Please help us to do this by completing our survey. It will take less than 5 minutes to complete, and your response is anonymous.

[Complete the survey by 14 September 2025](#)

Thank you for your valuable input.

We would ask transfusion lab managers to support us by emailing the link below to the survey to their staff - we are keen to hear from as many staff as possible.

<https://forms.office.com/e/X2u10rRcpX>

Thank for your assistance and time.

Jill Caulfield - Education Development Lead, Transfusion 2024

### **Update to Blood Transfusion Training (BTT) access disruption during October 2025**

As per our [previous notification](#), NHS England have advised that our eLearning modules will transfer to the new learning zone platform in October 2025.

To minimise disruption to your education programmes we recommend that you take the following actions:

1. Download any completion data required from the Tableau dashboard on 30th September. Contact [NHSE TEL elfh Support](#) for guidance
2. Advise staff to complete any training in progress before 30th September
3. Advise staff to download/print all certificates/evidence of completion
4. Advise staff not to undertake any eLearning during October.

Note: Organisations that use AICC or the Electronic Staff Record (ESR) platform will not be affected. eIntegrity users will be informed directly if and when their access will be disrupted.

We will keep you informed of any developments as they arise. However, if you have any specific queries, please see our ["Frequently asked Questions"](#) document or contact us at [PBM Team](#)

Anne Davidson, Education Lead: Patient Blood Management Team

### **Advanced Transfusion Masterclass returns this autumn. The masterclass theme is neonatal and paediatric transfusion**

The Advanced Transfusion Masterclass, coordinated by NHSBT's Scientific and Clinical Training and Education (SCTE) team, returns this autumn with a brand-new theme: neonatal and paediatric transfusion.

Aimed at practicing specialist or advanced biomedical scientists and beyond. the sessions will include a mix of clinical and laboratory perspectives, with a strong emphasis on sharing practical insights.

Proposed topics for the day include:

- SHOT report 2024 - paediatric cases and the impact of lab errors/delays
- new paediatric guidelines: implications for hospital transfusion labs and NHSBT
- managing paediatric haemoglobinopathy patients
- maximising small paediatric samples for complex investigations
- Donath-Landsteiner antibody and Paroxysmal Cold Haemoglobinuria (PCH) diagnosis
- Neonatal Alloimmune Thrombocytopenia (NAIT)
- managing major haemorrhage in paediatrics

The same programme will be delivered on each of the following dates, giving you flexibility to choose the session that best fits your diary:

- 2 October 2025
- 10 December 2025
- 11 February 2026

The full programme will be released shortly.

[NHS England fully funded places](#) are available to NHS staff.

[Book to attend the masterclass](#)

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

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

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