

## ISOU Workforce Template Symposium - 7 May 2025

### Report

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#### **Contents**

Executive Summary	2
Background and Context	
Summary of Group Discussion and Next Steps	11
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#### **Executive Summary**

#### Background and aim of the ISOU Workforce Template Symposium

In February 2023, the Department of Health and Social Care published a report <u>Honouring</u> the gift of donation: utilising organs for transplant. This report of the Organ Utilisation Group highlighted the need for improvements in organ utilisation and the opportunities to deliver improvements in the number of people whose lives could be saved or dramatically improved through the gift of transplantation.

The report specifically highlighted that a lack of a clear workforce model leads to variations in the level of care patients receive and recommended that a national transplant workforce template is developed.

The Department of Health and Social Care established the Implementation Steering group for Organ Utilisation (ISOU), with the aim to bring together organisations with a role in driving forward the Organ Utilisation Group recommendations, with patient and lay representatives, to co-ordinate and align the implementation approach.

The ISOU held a Symposium on 7 May 2025, to identify the skills needed to deliver an effective transplant service and design a national transplant workforce template.

The event included representatives from across the transplant landscape including the clinicians, NHS Blood and Transplant (NHSBT), NHS England (NHSE), Patient Representatives, the Royal College of Surgeons, British Society of Histocompatibility and Immunogenetics, British Transplantation Society and British Transplantation Physician Trainees amongst others.

This report outlines the feedback received at the event and recommended actions, to be overseen by ISOU.

#### **Key points of feedback**

Delegates fed back positively on a draft Transplant Workforce template shared ahead of the in-person event, with areas to strengthen highlighted such as paediatrics and psychosocial support. The group agreed a revised, high-level template should be produced, to be positioned as a guidance tool, to provide a minimum standard that could be built upon over time. Further consultation on this template is required.

Key areas of strength in the current transplant workforce were highlighted as innovation, collaboration, flexibility, community and patient relationships.

A critical issue raised was surgical staffing, with challenges around the attraction, recruitment and retention of surgical consultants and trainees and the need for more

diversity of the surgical workforce. Additionally, communication with trusts was raised as an issue, with many comments highlighting a disconnect between units and trust management and a view that senior leadership has an incomplete understanding of the complexities of the transplant service.

When asked to consider the modern transplant workforce, Recipient Transplant Coordinators were highlighted as a key role within the transplant unit; however, despite a presence across all units, there is significant variation in the number, job description and training for these roles. More broadly, delegates also highlighted that more needs to be done to ensure that transplantation is promoted early on as a career across medical, nursing and allied health professional training.

Finally, delegates highlighted the need for consideration of future workforce planning, including to address the issues in the transplant workforce described.

#### Summary of actions to implement recommendation 6 of the Organ Utilisation Report

- 1. Draft template to be refined, using feedback described above and detailed at Annex E, keeping at a high level.
- Updated template to be shared with delegates for comment, requesting they seek
  feedback from colleagues across the units they represent, noting the template is to be
  positioned as a guidance tool, used to outline key areas such as recruitment, training,
  and workforce retention.
- 3. Once finalised, template to be shared with the Transplant Oversight Group (TOG), relevant commissioning structures, trusts with transplant centres, Chairs of all Solid Organ Advisory Groups and the relevant Royal Colleges. Accompanying advice should be shared with Trusts and the clinical community regarding the use of the template to maximise value and practical application, this should be jointly produced by NHSE and NHSBT.
- 4. ISOU Co-chairs to write to all UK Royal Colleges of Surgeons to:
  - a. Detail the issues identified and ask for action from within their specialism, noting the importance of effective job planning.
  - b. Encourage transplant fellowships at the end of surgical training.
  - c. Ask Colleges, with the Association of Surgeons of Great Britain and Ireland (ASGBI) to consider boosts to training. For example, to make transplant surgery a recognised specialty somewhat separated from general surgery, or to mandate transplant training in the last two years of surgical training for those interested in this specialty.

- d. Encourage they work with relevant commissioning structures, and sight DHSC, in this work as it progresses.
- 5. To recommend that Postgraduate Surgical specialty training programmes administered across England currently by NHSE Workforce, Training and Education directorate under the responsibility of Postgraduate Deans look to focus expertise in the arrangement of rotations that equip transplant surgery trainees with the requisite opportunities to acquire the skills required to gain a Certificate of Completion of training (CCT) in line with these specific workforce areas. This may be through the provision of a national training programme director.
- 6. ISOU to raise trust communication issues via appropriate channels, which could include the ISOU Trust Engagement subgroup established communication and contact list and/or commissioners.
- 7. ISOU Co-chairs to write to NHSBT Lead Nurse for Recipient Transplant Coordination to request that they work with the relevant professional society i.e. British Transplantation Society, to create a template Job Description and Person Specification, develop a training and competency framework and define career path options.
  - a. ISOU Co-chairs to inform the Royal College of Nursing of this issue and request they support the process.
- 8. ISOU Co-chairs to write to the relevant Royal Colleges and Societies to encourage exposure to transplant medicine in early career medical, nursing and allied health professional training, working with relevant commissioning structures, and DHSC, to take this forward.
- 9. DHSC to ensure that workforce considerations, including identifying and implementing transformation opportunities, and related work to address challenges are embedded into future commissioning structures and into the commissioning cycle. Action is needed to eliminate unwarranted variation in access to care to meet patient need.

#### **Background and Context**

The Organ Utilisation Group was established by the Department of Health and Social Care in England and Chaired by Professor Sir Stephen Powis. The Group's remit was to deliver recommendations on how to maximise the potential for organ transplantation and provide a premier healthcare system that delivered equity, excellence, and innovation to meet the needs of those on the transplant waiting list. It was also intended to address how the barriers to organ transplantation could be overcome so that the UK was able to continue as a world-leader in innovation in the field of transplantation and no opportunity for a successful transplant operation was missed.

When the group was established, there had been significant improvements in organ donation rates, with the number of organ donors increasing by 56% over a ten-year period. The introduction of opt-out legislation in England in May 2020 delivered further improvements in the consent rate.

Although there had also been improvements in the transplant rate, these had not kept pace with donation. Increasing age and co-morbidity of both donors and patients were making successful organ utilisation challenging.

The COVID-19 pandemic had also impacted on the waiting list. Whilst the first wave saw fast-tracked improvements to the transplantation service, the reduction in donors and temporary closure of units led to a five-year high of people on the transplant waiting list.

National audits and joint NHS Blood and Transplant / British Transplantation Society summits provided strong evidence of inequalities and variation between units, which were impacting on access to treatment and patient outcomes. These included local limitations on resources and access to novel technologies to support organ transplantation and increase utilisation, which varies between units. Combined, these were leading to inequities in access to transplantation from geographic, socio-economic and ethnicity perspectives.

It was agreed that there was a need to review the organ transplantation infrastructure, to explore how the resources already available could be best utilised, to meet the needs of patients.

The final report, which was published in February 2023, included a section on the creation of a sustainable workforce that is fit for the future, stating there is an urgent need to ensure that the transplant workforce can meet the current and future demands of the service.

The OUG noted it heard very strong feedback from patients regarding the commitment and passion of those in the transplant service to deliver the best possible level of care for their patients. However, the lack of a clear workforce template leads to variations in the level of

care patients receive – particularly regarding recipient co-ordinators, psychological and social care support.

Transplant teams raised concerns regarding the workforce sustainability with difficulty in recruiting and retaining staff. The high vacancy rate and staff turnover leave those who work in transplant units under ever-increasing pressure and fatigued. Transplant clinicians explained that the lack of support causes stress and mental health problems.

The report included the recommendation:

#### **Recommendation 6**

A national transplant workforce template must be developed to provide definitions of the skill mix for an effective, safe and resilient transplant workforce that is fit for current and future demands.

The report also included the following actions to support the successful delivery of this recommendation:

- There must be workforce planning toolkits for all forms of transplantation to support workforce planning and reduce inequities across the service. The number of personnel at each centre would be defined by local demographics, such as waiting list size, catchment areas and so on. However, the expertise required is consistent throughout. Algorithms could be developed to support the planning activity.
- Psychological and social care support must be available for patients both around the time of transplant and in follow-up. The annual review for patients on the waiting list must include a review of psychological and social care support requirements that are tailored to meet the needs of the patient.
- For referral, transplant and follow-up services, consideration is given regarding support for patients when treatment is far away from their home.

#### Aim of the event

The ISOU Workforce Template Symposium brought together representatives from across the transplant landscape to consider the required skills and expertise within a national transplant workforce template and the required actions and action owners to address current issues to address recommendation 6 of the Organ Utilisation Group (OUG) report.

A copy of the programme for the event is provided at Annex A.

#### **Outcome**

The discussion at the Symposium would be reported via ISOU to DHSC Ministers, outlining the approach for implementing recommendation 6 of the Organ Utilisation Group report, identifying which organisations need to act and timescales for action. Once Ministerial clearance is given, actions would be delegated to the relevant organisations, with oversight by ISOU.

#### Attendees and involved organisations

There were approximately 60 delegates, representing: the clinical workforce, NHS Blood and Transplant, NHS England, Patient Representatives, the Royal College of Surgeons of England, British Society of Histocompatibility and Immunogenetics, British Transplantation Society, British Transplantation Physician Trainees amongst others.

A list of organisations represented at the meeting is provided at Annex B.

Delegates were asked 'which organ(s) do you specialise in' and were able to select multiple organs in line with their role. The responses identified:

- Kidney 30 delegates
- Pancreas/islets 18 delegates
- Liver/Hepatocytes 14 delegates
- Heart 17 delegates
- Lung 19 delegates
- N/A 12 delegates

Delegates were asked to state their role in transplantation.

Figures 1 and 2 summarise delegate role and geographic location respectively.



Figure 1: Delegate role in transplantation

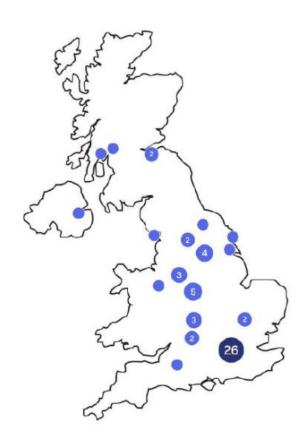


Figure 2: Delegate geographic spread across the UK

#### **Approach**

The programme, approach for organising the event and delegate invite list was coproduced with NHSBT, NHSE and patient representatives.

The day started with presentations to set the background to the event and context. An online survey tool was used throughout the event, so that delegates could provide direct feedback to the questions asked.

A draft transplant workforce template (Annex C) was provided to facilitate discussion, and for delegates to feedback on:

- If the template shared was comprehensive
- What was missing from the template
- Any key aspects to be underlined

Delegates were sat in organ-specific tables, to discuss two key topics:

- The skills mix within the transplant workforce, what works well and what needs attention
- The production of a workforce template with critical/mandatory skills across the patient pathway

The group also considered a paediatric renal workforce case study, as an area with specific challenges.

Discussion was captured by the nominated scribe for each table and then submitted via the online survey to provide an instant summary of the discussion to attendees.

#### **Presentations**

Delegates were provided with a series of talks and presentations to set the context and perspective for transplant workforce, including:

- The privilege of working in the field of transplantation from the Parliamentary Private Secretary to the Secretary of State for Health and Social Care, Dr Zubir Ahmed
- Surgical Perspective
- Nurse Recipient Coordinator Perspective
- Patient Perspective

- Transplant Physician Perspective
- Retrieval Team Perspective
- Psychologist Perspective
- Nursing across the Team Perspective
- Royal College of Surgeons of England Perspective
- Histopathology diagnostic support for transplantation transformation opportunity?
- NHSE Workforce Training and Education Perspective

Slides presented at the event are provided at Annex D

#### **Summary of Group Discussion and Next Steps**

#### Consideration of the draft template

#### Presenter and delegate feedback

Delegates fed back relatively positively on the ISOU Transplant Workforce template (draft for discussion) found at Annex C.

The group identified disciplines where the template had given limited reference to, for example:

- Paediatrics
- Infection
- Histopathology services
- Administration Support\*
- Anaesthetics\*

In addition, there were some areas that needed further focus:

- Holistic psychosocial support
- Eye donation pathway
- Research support
- Training across all disciplines
- Retrieval support

For a complete list see Annex E.

Some delegates fed back that further consideration of the minimum staffing (whole-time equivalents, WTE) was required, with suggestions of quantifying need by population and by organ, to provide a guide for local consideration and allow for regional variation. Alternative concerns were raised regarding specification of minimum staffing WTEs across various specialisms as per the draft template, including the need to consider and align approach with broader DHSC/NHSE policy, which includes commissioning against

<sup>\*</sup>The draft template noted that administration support and anaesthetics was out of its remit, feedback to include these disciplines could be considered in any template refinement.

national service specifications and standards incorporating a focus on outputs and outcomes, rather than inputs, to enable flexibility of service configuration and use of resources by service providers.

The group discussed the approach to the template; whether to provide a detailed or a high-level template with a potential for further, more detailed iterations in a step wise approach. Views were expressed in support of both approaches, however overall, it was felt best to provide a minimum standard of service depending on discipline, to be available depending on urgency of need that trusts could adopt and build on over time. Further consideration is needed on setting minimum staffing levels specifically for the surgical workforce.

Access to psychosocial support has been highlighted as an issue by both the OUG, the ISOU Patient Engagement subgroup and at the ISOU Commissioning Symposium. Presenter feedback at the ISOU Workforce Template Symposium flagged variable access to transplant Psychologists in the UK, for both patients and families, with varying staffing ratios and access to prehab and post-transplant care varying across units. The importance of offering placements for trainee clinical Psychologists was stressed, to ensure there is a pipeline of Psychologists interested in transplant psychology for the future.

Feedback highlighted that further consultation of the template would be required, alongside the dedicated working groups by organ, with representation from various centres and the Royal Colleges.

Once finalised, consideration should be given to sharing of the template, and the expectations of trusts regarding its use. Work will be required to embed the template as a regular tool to inform workforce planning within trusts This could be supported by annual reporting, enabling trusts to benchmark their own staffing models, identify gaps, and share best practice.

#### **Outcome**

- Draft template to be refined, using feedback described above and detailed at Annex E, keeping at a high level.
- Updated template to be shared with delegates for comment, requesting they seek feedback from colleagues across the units they represent, noting the template is to be positioned as a guidance tool, used to outline key areas such as recruitment, training, and workforce retention.
- 3. Once finalised, template to be shared with the Transplant Oversight Group (TOG), relevant commissioning structures, trusts with transplant centres, Chairs of all Solid Organ Advisory Groups and the relevant Royal Colleges. Accompanying advice

should be shared with Trusts and the clinical community regarding the use of the template to maximise value and practical application, this should be jointly produced by NHSE and NHSBT.

#### Theme 1: The current transplant workforce

#### Presenter and delegate feedback

When asked what is working well within the transplant workforce currently, key themes raised (and summarised using Menti AI) include:



When asked what aspects require attention and what the barriers were, feedback noted that although not the only issue, a critical problem within the transplant workforce is surgical staffing. Surgical teams have an intense workload, often working extended/out of hours, and larger units often managing both implant and retrieval surgery. There are therefore significant challenges around the attraction, recruitment and retention of surgical consultants and trainees and the issues with the diversity of the surgical workforce. Notable specialities feeling these pressures include cardiothoracic surgery and paediatric renal transplant surgery.

It was noted that often surgeons complete transplant surgery as an addendum to other workloads, and that this is not always recognised by trusts by building in appropriate time to job plans.

A key area highlighted was the communication within trusts, with many comments highlighting a disconnect between units and trust management and many transplant colleagues reporting a view that senior leadership has incomplete understanding of the complexities of the transplant service. Tensions are felt between transplant colleagues leading a low volume, high pressure transplant service, often in large hospitals, with multiple competing demands.



Figure 3: A sample of delegate workshop feedback highlighting barriers and areas that require attention. A summary of all feedback provided during the workshops can be found at Annex E.

#### **Outcomes**

- 4. ISOU Co-chairs to write to all UK Royal Colleges of surgeons to:
  - a. Detail the issues identified and ask for action from within their specialism, noting the importance of effective job planning.
  - b. Encourage transplant fellowships at the end of surgical training.
  - c. Ask Colleges, with the Association of Surgeons of Great Britain and Ireland (ASGBI) to consider boosts to training. For example, to make transplant surgery a recognised specialty somewhat separated from general surgery, or to mandate transplant training in the last two years of surgical training for those interested in this specialty.
  - d. Encourage they work with relevant commissioning structures, and sight DHSC, in this work as it progresses.

- 5. To recommend that Postgraduate Surgical specialty training programmes administered across England currently by NHSE Workforce, Training and Education directorate under the responsibility of Postgraduate Deans look to focus expertise in the arrangement of rotations that equip transplant surgery trainees with the requisite opportunities to acquire the skills required to gain a Certificate of Completion of training (CCT) in line with these specific workforce areas. This may be through the provision of a national training programme director.
- 6. ISOU to raise trust communication issues via appropriate channels, which could include the ISOU Trust Engagement subgroup established communication and contact list and/or commissioners.

# Theme 2: What should the modern workforce in transplantation look like?

#### Presenter and delegate feedback

When asked what works well within the workforce now, Recipient Transplant Coordinators were highlighted as a key role within the transplant unit, for patient communication and information delivery as stated by patient representatives as well as for the key roles in organisation and management of the intense workload of a unit. However, despite a presence of Recipient Transplant Coordinators across all units, the number, rota, job descriptions and training for these roles varies significantly.

With regards to modernising transplant training, delegates highlighted that more needs to be done to ensure that transplantation is promoted early on as a career during medical, nursing and allied health professional training.

Amidst current health system changes, including the merging of NHSE and DHSC, the future commissioning structure is under consideration. Effective commissioning will ensure that the workforce is fit for purpose through the process of assessing needs, planning and prioritising, purchasing and monitoring health services, to get the best health outcomes. Delegates highlighted that this needs to consider planning in the present but also consideration of the future workforce, working to address issues and to ensure the template is regularly compared against the workforce in a transplant unit. The unique workforce planning challenges of specialist and super-specialist services such as organ transplantation, typically serving regional or bigger populations, is distinctive compared to workforce needs of local (District General Hospital) services. Patient representatives noted that this planning needs to be centred around the patient need, with consideration of what will provide the best quality of life for patients e.g. provision of multi-specialty support.

#### Recommendation 12 of the OUG stated:

Robust commissioning frameworks must be in place, with well-defined roles and responsibilities of the various agencies involved in organ transplantation, particularly focusing on the relationship between NHSBT and commissioners. Memorandums of understanding (MoUs) across the agencies must be created to formalise the process for the joint commissioning of transplant services.

The ISOU Commissioning Symposium report, approved by Ministers and published in April 2025 advised that workforce provision is considered as part of revised service specifications.

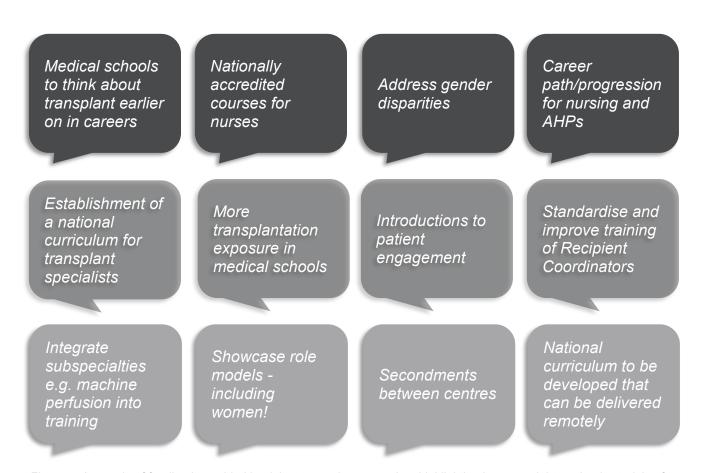


Figure 4: A sample of feedback provided by delegates at the symposium highlighting how we might modernise training for transplantation across all disciplines. A summary of all feedback provided during the workshops can be found at Annex E

#### **Outcomes**

- 7. ISOU Co-chairs to write to NHSBT Lead Nurse Recipient Coordination to request that they work with the relevant professional society i.e. British Transplantation Society, to create a template Job Description and Person Specification, develop a training and competency framework and define career path options.
  - a. ISOU Co-chairs to inform the Royal College of Nursing of this issue, and request they support the process
- 8. ISOU Co-chairs to write to the relevant Royal Colleges and Societies to encourage exposure to transplant medicine in early career medical, nursing and allied health professional training.
- 9. DHSC to ensure that workforce including identifying and implementing transformation opportunities, and related work to address challenges is part of transplant commissioning responsibilities. Action is needed to eliminate unwarranted variation in access to care to meet patient need.

#### **Annex**

#### **Annex A - Programme**

Time	Item	Speaker
10:00-10:30	Arrival and refreshments	
10:30-10:40	Welcome and aims	William Vineall, Director, NHS Quality, Safety, Investigations, Department of Health and Social Care
		John Forsythe, Co-Chair of ISOU, Department of Health and Social Care
10:40-10:45	The privilege of working in the field of transplantation	Dr Zubir Ahmed MP, Parliamentary Private Secretary to the Secretary of State for Health and Social Care
10:45-10:50	Introduction to Menti	John Forsythe, Co-Chair of ISOU, Department of Health and Social Care
10:50-12:00	The Clinical Team and patient perspective	
	Surgical	Chris Callaghan, Consultant Transplant Surgeon, Guy's Hospital
	Nurse Recipient Coordinator	Laura Stamp, Lead Nurse Recipient Coordinator, NHS Blood and Transplant
	Patient perspective	Jessica Jones, ISOU Patient representative and Co-chair of the ISOU Patient Engagement subgroup
	Transplant Physician perspective	Dr Gareth Jones, Consultant Nephrologist, NHSBT Lead for collaboratives Chair – NHSBT Kidney Advisory Group
	Retrieval team perspective	Marius Berman, Consultant Cardiothoracic & Transplant Surgeon, Surgical Lead for Transplantation and MCS Royal Papworth Hospital
	Psychologist perspective	Dr Zoey G. Malpus, Consultant Clinical
	Numerical agreed that to are	Psychologist, Wythenshawe Heart/Lung Transplant Unit
	Nursing across the team	Mike Holwill, Lead Nurse, Liver Transplant & Hepatology, St James's Hospital
12:00-12:10	Tea & Coffee break	

12:10-12:25	Interactive session To consider the ISOU Transplant Workforce template (draft for discussion)	All
12:25-12:35	Royal College of Surgeons perspective	Professor Peter Friend, Vice President of the Royal College of Surgeons of England
12:35-12:45	Histopathology diagnostic support for transplantation - transformation opportunity?	Dr Candice Roufosse, Clinical Reader in Renal Pathology, Centre for Inflammatory Disease, Imperial College London Department of Medicine
12:45-12:55	NHSE Workforce Training and Education perspective	Dr Adrian M Brooke, Medical Director, Workforce Alignment Workforce, Training and Education NHS England
12:55-13:00	Paediatric renal case study introduction	Dr Rommel Ravanan, Consultant Nephrologist, North Bristol NHS Trust
13:00-13:45	Lunch	
13.45-13:55	Reflection from the morning from NHSE	Matthew Day, Director, Clinical Commissioning, National Specialised Commissioning Directorate, NHS England
13.55-14:40	Workshop – The current transplant workforce Discussions focused on: Considering the skills mix within the transplant workforce what works well and what needs attention Tea & Coffee available throughout	All Nominated person (per table) to feedback
14:40-15:25	Workshop – What should the modern workforce in transplantation look like?  Discussion focused on: Can we produce a workforce template with critical/mandatory skills across the patient pathway  Tea & Coffee available throughout	All Nominated person (per table) to feedback
15.35-15:50	Reflections from NHSBT	Anthony Clarkson, Director of Organ and Tissue Donation and Transplantation (NHSBT)
15:50-16:00	Next steps, thank you and close	John Forsythe / William Vineall

# Annex B - Organisations and expertise represented at the ISOU Workforce Template Symposium

Organisations represented:

- Department for Health and Social Care (DHSC)
- NHS Blood and Transplant
- NHS England
- British Transplantation Society
- The Royal College of Surgeons of England
- British Society of Histocompatibility and Immunogenetics
- British Transplantation Physician Trainees
- British Association for Renal Transplant Anaesthesia
- Solid Organ Transplant Pharmacy Association
- British Association of Paediatric Nephrologists
- The Royal College of Pathologists
- NHS National Services Scotland
- NI Department of Health
- Clinicians from various UK trusts

#### **Annex C - ISOU Transplant Workforce template (draft for discussion)**

#### Introduction:

The Organ Utilisation Group (<u>Honouring the gift of donation: utilising organs for transplant - summary report of the Organ Utilisation Group - GOV.UK</u>) report identified the importance of a sustainable and expert workforce (Theme 3 – see Appendix 1) to enable high quality organ transplantation services in the UK. The linked recommendation to this theme included the development of a national transplant workforce template.

In the absence of a readily available or re-usable NHS workforce template, a high-level draft template has been derived to facilitate focussed discussion during the workforce symposium on 7th May 2025. The draft aims to identify all aspects of the multi-disciplinary workforce necessary for high quality transplant service provision. This includes core group members required for delivery of any organ transplant service and organ specific specialist staff plus staff specifically relevant to adult vs paediatric age groups.

Since the OUG report focussed on the transplantation (i.e. implantation of organ into a recipient and subsequent care), this draft also focusses on workforce requirements around transplantation and not on organ donation or retrieval. It is recognised there is significant overlap between workforce involved in organ retrieval and transplantation. Similarly, it is also recognised that there is likely to be between centre variation in tasks performed by different members of the MDT (e.g. recipient coordinators versus resident doctors responsible for receiving organ offers, contacting potential recipients etc).

To help focus discussions on high impact and critical workforce components, a number of underlying assumptions have been made to draw up the template as below. Finally, any inclusions or omissions or text in the tables below should not be read as recommendations. The draft text is just to provide the framework for discussions during the meeting, feedback sought, and text finalised as per consensus.

#### **Underlying assumptions:**

Parts of the patient pathway covered in this template:

Pre-transplant assessment and wait-list management, surgical episode of transplantation and long-term post-transplant care, living donor assessment and operative/post-operative care.

Workforce requirements not included in this template:

(1) In-patient ward (including ITU, HDU) core (medical, nursing, AHP) staffing (2) training medical grades other than Registrars (or equivalent middle grade) (3) all aspects of deceased donor organ retrieval workforce (including islet isolation) (4) workforce in referring (Non-Transplanting) centres (5) Admin and management grades (6) routine diagnostic services (e.g. blood sciences, diagnostic radiology, virology etc) (7) routine theatre staff (scrub nurse, ODP, cons anaesthetist)

Contributing authors: Rommel Ravanan, Chris Callaghan, Andrew Fisher, Marius Berman, Varuna Aluvihare, Andrew Butler

#### Core group for all organs (both adult and paediatric)

	24/7 on-	Working hours	Working hours	Minimum
	site availability	(M-F 9am-5pm) + OOH off-site	(M-F 9am-5pm) only	staffing (WTE)
Cons Tx	Υ			5 (adult
surgeons				Tx)
				4 (paeds
				Tx)
Cons Tx	Υ			5 (adult Tx)
physicians				4 (paeds
				Tx)
Recipient Tx	Υ			5 (adult Tx)
co-ordinators				4 (paeds
				Tx)
Post Tx Nurse			Υ	
specialists				
Surgical middle	Y			
grade				
Physician	Y			
middle grade				
Tx pharmacist			Υ	
H&I cons		Υ		
clinical scientist				
H&I CS/BMS	Υ			
Tx			Υ	
Psychology/MH				
professional				
Interventional	Y			5 (adult Tx)
Radiology				?4 (paeds
		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		Tx)
Cons Tx	?	Υ		
histopathology				
Histopathology	?	Υ		
tech	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			
Cons	Υ			
intensivist			\ \\	
Dietitians			Υ	
Social worker			Y	
Physiotherapy			Υ	

#### Kidney transplant (adults and paediatrics)

	24/7 on-site availability	Working hours + OOH off-site	Working hours only
Living donor			у
coordinator			
Play therapist			Y (paeds)

Young adult/transition expert		Υ
Diabetic specialist		Y (adults only)
nurse		

#### Pancreas and Islet transplants

	24/7 availability	Working hours + OOH at request	Working hours only
Cons diabetologist			Υ
Diabetic specialist			Υ
nurse			
?Lab tech (islet	Υ		
viability			
assessment)			

#### Liver transplants (adult and paediatrics)

	24/7 on-site	Working hours +	Working hours
	availability	OOH off-site	only
Living donor		?Y	Υ
coordinator			
Young			Υ
adult/transition			
expert			
Addiction			Υ
assessment			
specialist			
Play therapist			Y (paeds only)

#### Heart and lung transplants (adult and paediatrics)

	24/7 on-site availability	Working hours + OOH off-site	Working hours only
Perfusionist	Υ		
Play therapist			Y (paeds only)
Respiratory	Υ		
physiotherapy			
Young			Υ
adult/transition			
expert			
Cons specialist		Y (Lung Tx)	
infectious diseases			
VAD coordinators		Y (Heart Tx)	
Donor care	Υ		
physiologists			
ECMO specialist nurse/AHP	Y		

#### Small bowel transplants

	24/7 on-site	Working hours +	Working hours
	availability	OOH off-site	only
Specialist Dietitian		Υ	
TPN pharmacist		Υ	

#### Appendix 1:

#### Theme 3: creating a sustainable workforce that is fit for the future

The OUG heard very strong feedback from patients regarding the commitment and passion of those in the transplant service to deliver the best possible level of care for their patients. However, the lack of a clear workforce template leads to variations in the level of care patients receive – particularly regarding recipient co-ordinators, psychological and social care support.

Transplant teams raised concerns regarding the workforce sustainability with difficulty in recruiting and retaining staff. The high vacancy rate and staff turnover leave those who work in transplant units under ever-increasing pressure and fatigued. Transplant clinicians explained that the lack of support causes stress and mental health problems.

To address these issues, the OUG recommends:

#### **Recommendation 6**

A national transplant workforce template must be developed to provide definitions of the skill mix for an effective, safe and resilient transplant workforce that is fit for current and future demands.

The following actions will support the successful delivery of this recommendation:

There must be workforce planning toolkits for all forms of transplantation to support workforce planning and reduce inequities across the service. The number of personnel at each centre would be defined by local demographics, such as waiting list size, catchment areas and so on. However, the expertise required is consistent throughout. Algorithms could be developed to support the planning activity.

Psychological and social care support must be available for patients both around the time of transplant and in follow-up. The annual review for patients on the waiting list must include a review of psychological and social care support requirements that are tailored to meet the needs of the patient.

For referral, transplant and follow-up services, consideration is given regarding support for patients when treatment is far away from their home.

#### **Annex D - Slides from presentations**





1.

- My views, not those of NHS Blood and Transplant, British
   Transplantation Society, or Guy's and St Thomas' NHS

   Foundation Trust
- Reflect my experiences, belief systems, and (almost definitely)
   my biases

#### **Overview**

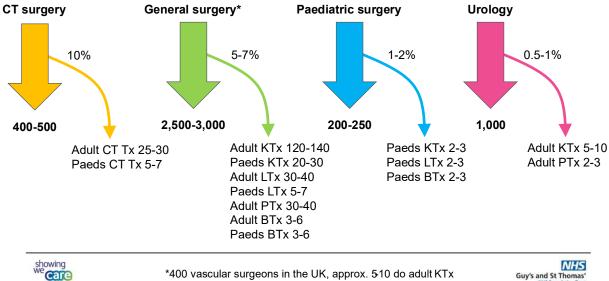
- What is the context?
- What are my concerns?
- Where are the barriers?
- How can we build a sustainable transplant surgical workforce?







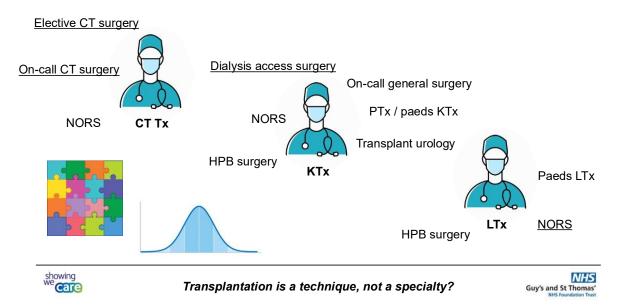
#### **Context – training pathways and numbers**



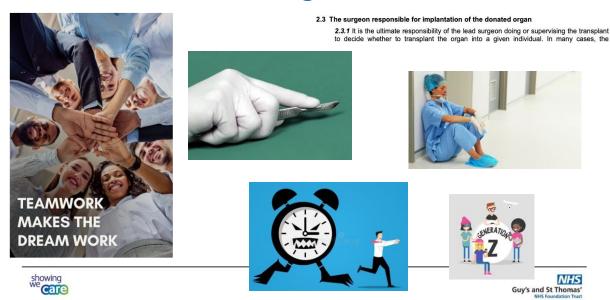
\*400 vascular surgeons in the UK, approx. 510 do adult KTx



#### **Context – complexity of roles and variation**



#### **Context – teamworking**



#### **Context – wider issues**

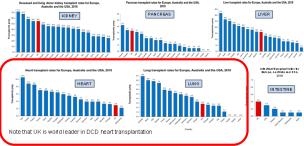
- Public dissatisfaction with NHS services
- Increasing concerns about burnout
- High-profile issues within UK surgery





#### Context - wider issues

- Public dissatisfaction with NHS services
- Increasing concerns about burnout
- High-profile issues within UK surgery
- Existing challenges; more DCDs and higher risk organs







#### **Concerns**



- Exodus of talent
  - Cardiothoracic transplant surgery
  - Liver transplant surgery





showing we care











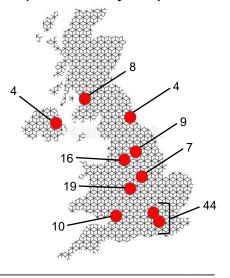
CT images courtesy of Marius Berman, CT surgeon, Papworth

#### **Concerns**

#### Exodus of talent

- Fragile surgical workforces
  - Low volume; high complexity
  - Generational change (work:life balance?)
  - Unit closures due to surgical staffing issues
  - Less than 1:5 rotas sustainable?

#### Exemplar: paediatric kidney transplantation

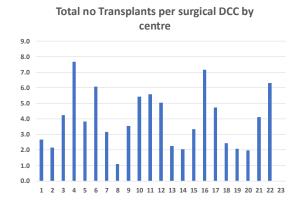






#### **Barriers**

- Lack of comprehensive data
  - KAG survey 2022
    - Doesn't reflect workload; adult services
  - RCS/NHS surveys not granular enough (and optional)
  - Predicting retirement age is highly inaccurate





KAG data courtesy of Rommel Ravanan



#### **Barriers**

- Lack of comprehensive data
- Lack of 'ownership'?

















Health Education England



**Blood and Transplant** 





#### **Barriers**

- Lack of comprehensive data
- Lack of 'ownership'?
- Lack of flexibility and understanding?
  - Focus on cancer targets within surgical services
  - Focus on elective cardiothoracic work (CABG, valves)
  - Job plan structure and pay: 'spiky' workload









#### **Barriers**

- Lack of comprehensive data
- Lack of 'ownership'?
- Lack of flexibility and understanding?
- · 'Big system versus small system'
  - Changing direction in a supertanker
  - Highly dynamic nature of transplantation; MP/ARCs/SCORE





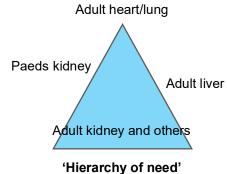






#### **Solutions**

Recognition and ownership







HOUSTON

**WE HAVE A PROBLEM...** 



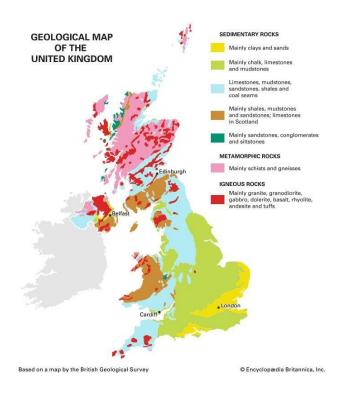


#### **Solutions**

- Recognition and ownership
- Collect the data
- Attract high-quality trainees and keep current consultants
  - Work:life balance; reach out to medical students and others
  - Diversity and reliance on overseas trainees; close gender gap
  - Remuneration; recognition of impact of NORS; remove block contracts











# Recipient Transplant Coordinator Workforce

Laura Stamp, Lead Nurse Recipient Coordinator, NHSBT

**Caring Expert Quality** 

#### **The Current Landscape**



- Approx 280-300 Recipient Coordinators across the country
- · Cardiothoracic, Liver, Renal, Pancreas, Islets and Paediatrics
- 'Recipient Transplant Coordinator' job title used liberally
- Variable banding structures (band 4 to band 8)
- Pre transplant, post transplant work / combination of both
- On call working
- What truly makes someone a Recipient Transplant Coordinator?

#### On call



#### **Core Activities**

- · Taking organ offers
- Bed management and theatre logistics
- Mobilising NORs teams, transplant surgical / anaesthetic teams
- Health assessment, transport logistics and pre-theatre preparation of potential transplant recipients

#### In other words..

- · Clinical expertise
- · Autonomous practice
- · Specialist communication
- · Coordination and leadership
- · Legal and ethical responsibilities
- Lone working, nocturnal, unsociable hours, broken / no rest



#### The Natural Benchmark...

# Specialist Nurses – Organ Donation Workforce

SNs employed by NHSBT are **Band 7** on the NHS AfC pay scale because of the **complexity**, **responsibility**, **and autonomy** associated with the role.

They have a defined job description, associated competency framework, workforce compensatory rest agreements, education and training packages, nursing strategies and structures...because they fall under one employer





# What the Recipient Transplant Coordinators say....

**Caring Expert Quality** 



- "...the RTC role needs to be strengthened and recognised at Trust level, instead of us having to justify our roles and cost to the organisation..."
  - "...we need to be led by someone who knows and understands our job role..."
- "...progression needs to be built into the role to retain the skills knowledge and experience that is vital to support transplant patients..."
  - "...when someone leaves it is a vicious cycle of cover, additional workload, training new staff. All this leads to burnout we need proactive future planning..."



# Solutions and rationale

**Caring Expert Quality** 



#### 1. Build in resilience

- Define team size according to donor offer activity, + transplant activity + size of waiting list
- Reward the RTC role with fair and consistent banding across UK (minimum B7 for o/c working)
- Consider band 6 supportive roles with training for o/c working, ready swift transitions for when vacancies arise
- Standardise compensatory rest agreements nationally



# 2. Standardise the job role

- Create standard JD template for RTC role
- Debate need for associated competency framework (with relevant investment in maintenance)
- Protect the RTC job title, reserving it exclusively for those working o/c within transplant units
- Have credible team leaders who understand, support and advocate for the RTC role



# 3. Develop avenues for RTC progression

- Retain knowledge, skills and expertise within the transplant teams
- Accommodate personal and professional growth and development
- Formalise the informal by thinking outside the box. Consider upskilling RTCs with formal psychological training?

# **RTC Workforce template**



#### Recommendation 6

A national transplant workforce template must be developed to provide definitions of the skill mix for an effective, safe and resilient transplant workforce that is fit for current and future demands.

- RTC workforce numbers defined by donor offer activity + proceeding transplant activity, as well as transplant waiting list size
- Over-establishment recruitment of staff to buffer teams for as vacancies arise
- National JD, competency framework +/- training strategies to provide credibility to the RTC role
- Minimum AfC band 7 for any nurse undertaking on call duties
- Plans for progressive roles within the team



# **Acknowledgements**

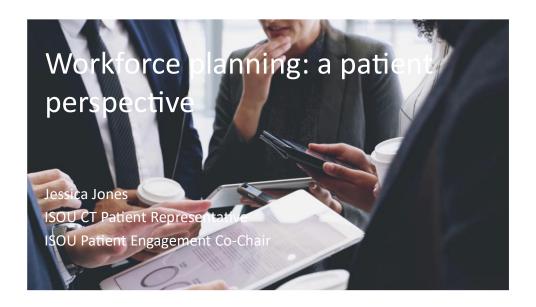
- Hanah Griffin, CT Recipient Coordinator, Harefield
- Stephen Bond, Abdominal Transplantation Recipient Coordinator and Nurse Consultant, Addenbrookes
- Dr Mel Philips, Renal and Pancreas Recipient Coordinator, Edinburgh



# Thank you

Laura.stamp@nhsbt.nhs.uk

#### Workforce planning: a patient perspective



# **Context**



## Suspend Reality for 10 Minutes



Imagine what the workforce reality feels like through a patient's eyes



What if we built services from the ground up—based on patient need, not existing posts?



- Transplant surgery is just the beginning
- Lifelong, multi-layered support is key to making transplants truly effective
- It's about quality of life, not just survival

## Stolen Onion of Need



# Beyond the Operating Table

- Peri-operative care is crucial—but not the end of the story
- Many patient concerns arise further down the line
- A lung transplant recipient won't benefit if kidney failure stops them living fully

# Multi-Speciality Support – Not a Luxury

- Multi-speciality support must be integrated
- ie. Renal care (1 in 3 CT patients need RRT)
  - Dermatology (skin cancer risk)
  - Fertility, dietetics, psychological support
- Comparable to reconstructive surgery in oncology—essential, not 'nice to have'

# **Erecting Your Own Scaffolding**



 Many patients build their own support networks:



Chasing referral



• Researching risks



Asking for help



- Those without support risk worse outcomes

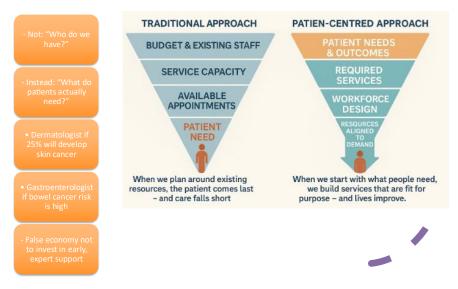


- Inequity grows when holistic care isn't built-

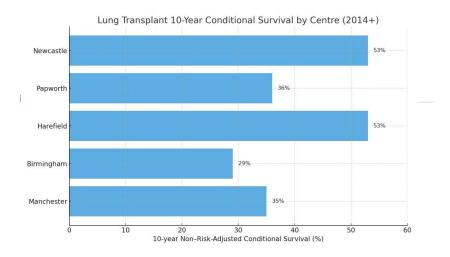
# Quality of Life Must Be the Goal

- We need to focus on quality life years from each donor organ
- 90-day survival is not the end goal
- "Alive" should never mean "barely functioning"

# Planning healthcare workforce around what matters most: start with the patient



# The Survival Lottery



\*NHSBT 2025 data via FOI request

Survival should not depend on where you are listed

## A World-Class System Needs a World-Class Workforce

- NHSBT 2030 vision: be the best in the world
- What do top international centres provide—and how can we learn?
- Let's build a workforce aiming to deliver not just survival, but a life worth living





- Thank you
- Here on behalf of the many patients who are too busy trying to survive to be able to advocate for themselves
- Co-production imperative to optimise template

Transplant Physician Perspective

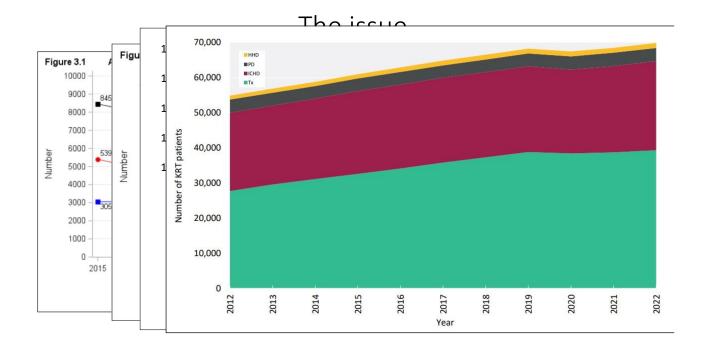
# Transplant Physician Perspective

Dr Gareth Jones

Consultant Nephrologist –Royal Free

UK Lead for Collaboratives

Chair Kidney Advisory Group



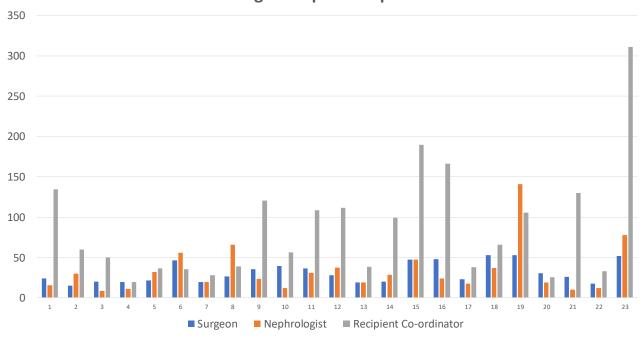
# What does a transplant physician do......

- Transplant assessment
  - Complex medical recipients
  - Cardiac/haemotology/metabolic
  - Highly sensitised/delisting
- Acute transplantation
  - inpatient
  - outpatient
- Long term transplantation
- Patient pathways assessment, transplant, immunosuppression etc.
- Governance NHS BT, HTA, response to incidents

# How many transplant physicians does it take to.....

# 1,400,000 1,000,000 800,000 400,000 1,000,000 200,000 Surgeon Nephrologist Co-ordinator

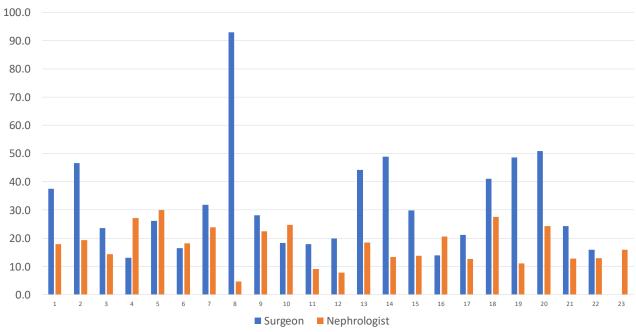
## Waiting List – patients per WTE



#### WORKFORCE UNIT PER 100 ACUTE TRANSPLANTS

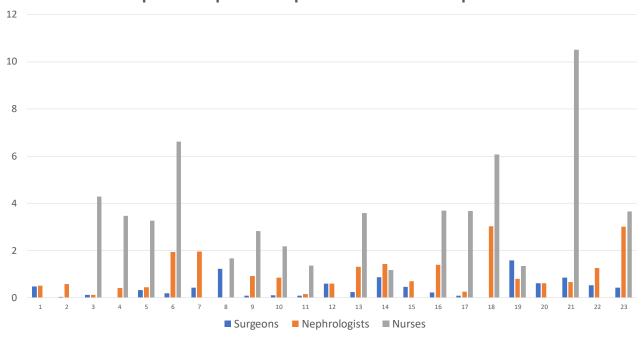
The higher the column, the greater the staffing

## No of DCCs per 100 Acute Transplants



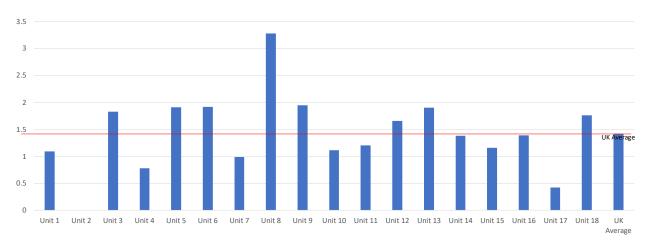
WORK FORCE PER PREVALENT PATIENTS

## WTE per 1000 prevalent patients – acute transplant units



# No of Consultant and Non-Consultant Career Grade Nephrologist DCC PAs per 100 prevalent transplant patients

DCC PA per 100 prevalent transplant patients – non transplanting centres



■ DCC PA per 100 prevalent transplant patients

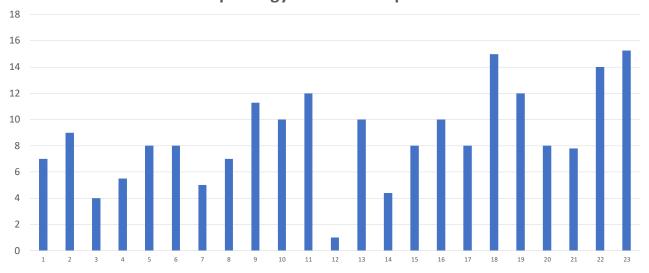
# Transplant PLC — clinic structure

	Guys	St Georges	Royal Free	Royal London	West London
Dedicated transplant clinics	Yes	Yes	Yes	Yes	Yes
Dedicated acute clinics	No	Yes	Yes	Yes	No
Failing transplant clinic	Yes	Yes	Yes	Yes	Yes
Named consultants	No	No	Yes	Yes	No
Off site follow up	Yes	Yes	Yes	No	Yes

# Modelling of capacity across London: No. patients per consultant

		Guys	Barts	St Georges	Royal Free	West London	Average
Lone consultant	Total number of clinic slots per year	560	504	588	504	588	549
	Number of patients per consultant (no FGC)	115	100	116	108	122	112
	Number of patients per consultant (FGC)	127	109	127	121	135	124
Plus a clinic nurse	Additional clinic slots per year	189	92	92	223	0	119
	Number of patients per consultant (FGC)	170	129	147	174	135	151
Plus a registrar (no nurse)	Additional clinic slots per year	56	76	88	61	147	86
	Number of patients per consultant (FGC)	140	125	146	136	169	143
Plus a registrar and a nurse	Additional clinic slots per year	245	168	181	284	147	205
	Number of patients per consultant (FGC)	182	145	166	189	169	170

## Nephrology Trainee WTE per unit

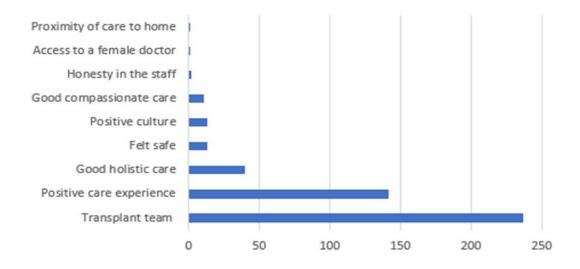


17 consultant Nephrologists are expected to retire in the next 3 years

3 units are predicted to have >25% WTE consultant retirements

# What about patients?

#### CT patient survey - what people liked best about their care



#### Conclusions

- Variation in centre practise workforce models
  - >4 fold variation in demand per workforce unit across professional groups
  - 2 fold variation in output per workforce unit across professional groups
- Can not consider one workforce group on its own
- Single template will be difficult
- Get the denominator right (population, tx population, waiting list, activity)
- You can plan/model for long term follow up
- Patient centred care named consultant/nurse/pharmacist
- Tomorrows transplant unit
  - How is care going to be delivered?
  - Who is going to train the work force?

#### Retrieval Team Perspective

#### ISOU Workforce Template Symposium - Retrieval Team Perspective

#### Marius Berman

Consultant Cardiothoracic & Transplant Surgeon

Surgical Director Transplantation and MCS-Royal Papworth Hospital, Chair, Retrieval Advisory Group, NHS Blood and Transplant National Speciality Advisor - Heart Transplantation, NHSE

No conflict of interest... besides wanting to increase UK CT transplantation

#### **Organ Retrieval = Cinderella**



#### National Organ Retrieval Service (NORS)



Pre-2014 NORS

Each recipient centre sent its own retrieval team

If heart, lungs, liver, kidney and pancreas accepted, we had 5 teams in theatre, and 5 sets of transport (planes too)  $\,$ 

No quality standard for retrieval

No governance - no means to assess and learn from misadventures, No quality control, no agreed protocols, very expensive, no process management, poor coordination



4/5 Team members
Lead, signed off surgeon
Assistant surgeon
Scrub Nurse
Transplant Practitioner

+ Organ Perfusion and Preservation

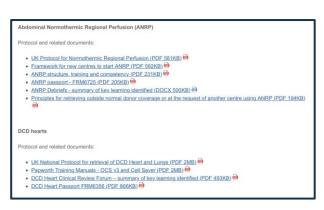




#### • NORS

- Is an independent 24/7 service, based in UK transplant units, with staff employed by UK NHS Trusts
- Performs commissioned organ retrieval from DBD and DCD donors
- Certain retrievals DCD heart, abdominal NRP, pediatric CT require specialist teams NORS teams
- Each centre has a NORS Clinical Lead which is a parttime funded surgical post
- $\ \ \text{The NORS lead has responsibility to ensure that team members are adequately trained to perform their duties}$
- NORS Lead collaborates with senior perioperative staff to ensure perioperative team are also appropriately trained
- Employing NHS Trust has responsibility to ensure compliant rotas and suitable working conditions

- Perioperative Training is supported by online modules (general, scrub and preservation competencies)
- Surgical Training is supported by the Masterclass, clinically by apprenticeship with NORS centre
- Quality Standard
- 'It's all fine when it's fine' Governance and Quality help when it's not.





#### Part 1 – Virtual (Theory) Masterclass



Delegates, Sponsors and Faculty to our UK NHSBT Organ Retrieval Service Virtual Retrieval Masterclass 24/25!

NHS

Approved for 18 CPD hours by RCSEd (6 CPD points per day) **Course Directors:** lan Currie - National Clinical Lead for Organ Retrieval, NHSBT Marius Berman - Associate National Clinical Lead for Organ Retrieval, NHSBT

Tuesday 12th November 2024. DAY 1. Morning Session 1. The Process of Organ Donation Chairs: Isabel Quiroga & Hassiba Smail Welcome Role of NHSBT in Organ Donation, Retrieval and Transplantation NORS; Training and Competence Physiology of brainstem death, BSD testing and checking the BSD form. DCD donation process; neurological and circulatory criteria. Session 2. Key Roles in NORS Chairs: Aimen Amer & Fiona Hunt Role of the Specialist Nurse in Organ Donation Role of the Perioperative Practitione Role of the Surgeon; Abdominal and Cardiothoracic Tuesday 12th November 2024. DAY 1. Afternoon: Session 3. Organ Preservation, Risk Management Chairs: Ahmed Sherif & Prashant Mohite  ${\it Principles of organ preservation; Abdominal \ and \ Cardiothoracic}$ Organ Retrieval; Doing it Right Governance & incident reporting: how to improve Chairs: Shahid Farid & Hassiba Smail Case presentations on donor selection, focussing on malignancy/ transmissible disease Close day 1

NHSBT Retrieval Masterclass - Tuesday 12th to T			
Wednesday 13th November 2024. DAY 2. Morning			
Session 4. Retrieval; AB			
Chairs: Elijah Ablorsu & Pradeep Kaul			
Feedback from Day 1; Audience Input			
Liver			
Pancreas and Vascular Conduits			
Kidney			
Refreshment break			
Session 5. Retrieval; CT			
Chairs; Elijah Ablorsu & Pradeep Kaul			
Heart			
Heart for Valves			
Lungs			
QUOD and INOAR; practical aspects			
Organ inspection, photography, packaging and forms.			
Lunch			
Wednesday 13th November 2024. DAY 2. Afternoon			
Session 6. Retrieval Surgery Chairs: Marius Berman & Ian Currie			

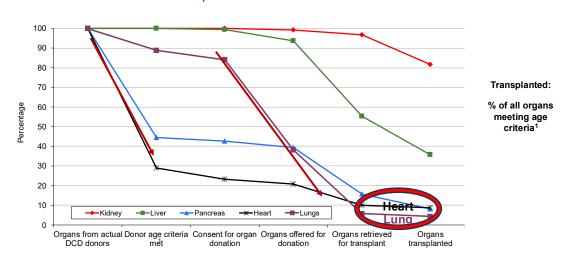
Session 7. Perfusion Technologies Chairs: Shahid Farid & Hassiba Smail					
Feedback from Day 2; audience input.					
Abdominal Normothermic Regional Perfusion (NRP)					
Team approach to DCD heart retrieval and transplantation					
DCD lung retrieval with NRP					
DCD Heart/lung/NRP; Key Issues; Key messages					
TransMedics - Liver					
Lunch; SCORE 11:35 – 11:55; Sarah Beale					
Thursday 14th November 2024. DAY 3. Afternoon					
Session 8. Thoraco-Abdominal NRP Chairs: Andrew Butler and Stephen Large					
Overview of technique & Heart					
Lung					
Abdominal Organs					
Is the brain perfused in TANRP?					
TANRP in the UK					
Session 9. Perfusion Technologies in Use Chairs: Ian Currie and Marius Berman					

Part 2 Masterclass – Hands on



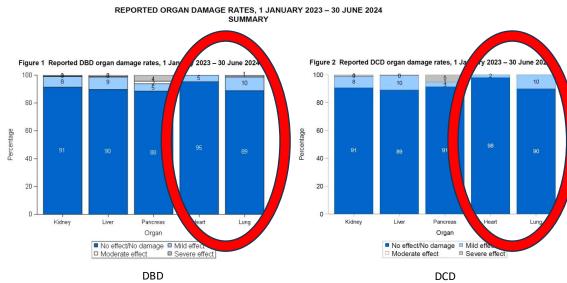


# Organ utilisation 1 April 2023 – 31 March 2024



 $<sup>^{1}</sup>$  Hearts – age < 50, weight > 50kg and cause of death not myocardial infarction

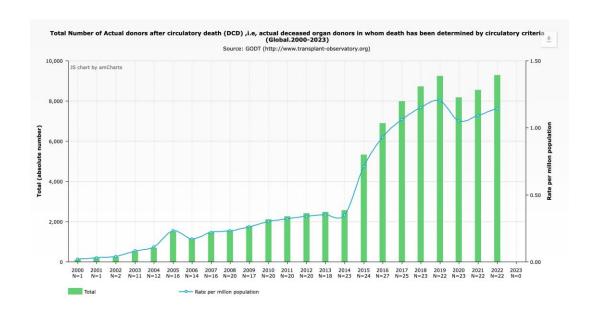
#### NHS BLOOD AND TRANSPLANT RETRIEVAL ADVISORY GROUP



## Trust NORS Lead Signed Off + Mandatory Retrieval Training + QUOD + HTA







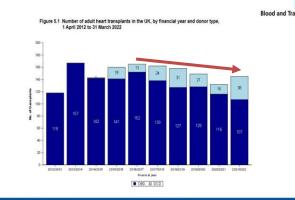
# Set – up Cardiothoracic National Organ Retrieval Service Standard and DCD Heart

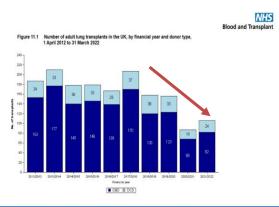




# Steady heart transplant : (26% DCD )

# Decline lung transplant : since 2019 : 77 % decline





Source: Annual Report on Cardiothoracic Organ Transplantation 2021/2022, NHS Blood and Transplant

Source: Annual Report on Cardiothoracic Organ Transplantation 2021/2022, NHS Blood and Transplant

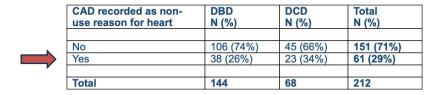
#### Challenges for UK Cardiothoracic Retrieval Surgeons

- DCD UK one of the world highest donation rate
- Increase in aNRP large benefit for livers
- Despite dedicated training, monthly debriefs- results are not guaranteed. Nor repetitive
- DCD Cardiothoracic Very complex and highly skillful
- Despite the training, CT consultants choose not to be involved in organ retrieval
- Decline of skilled workforce only 7-9 surgeons retrieving DCD hearts in UK
- Job plans don't recognize these skills in organ retrieval

Unique situation UK where complex retrieval procedures are performed based on mutual procurement by only 50% of the teams

#### Empty handed avoidable donor runs....Coronary disease

For all UK deceased donors 1 February 2024–31 January 2025, where heart was offered but not retrieved that were attended by a CT team (note this will include nonproceeding donors):



>30% of the runs are abandoned due to palpable coronary disease = huge waste in resources and teams/human resilience!!!!!

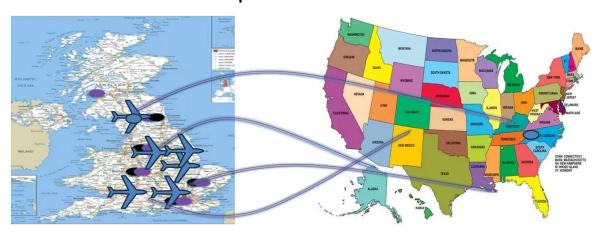
# A Tale of 2 cities ISHLT 2022

What 3 projects do you want to deliver over the next year

- 1. Implement 10 degree fridge
- 2. Introduce EVLP
- 3. Start using TANRP organs

	A-			
City	Time to first 10 degree fridge case	EVLP	TANRP	
	(Days)	(Days)	(Days)	
Cambridge	405	930	Ongoing	
LA	64	94	150	
			C (22)	

# Stop the Exodus



10 experienced transplant surgeons Including 4 centre directors

#### Solutions....

- SCORE planned arrival time, Local NORS Collaborative...
- Job plans focusing into retrieval component
- CT consultants recognizing that organ retrieval became more complex
- DCD Heart business case approved 4/2025
- Model similar to abdominal consultant involvement
- More support into career development National training scheme
- Donor Computer tomography workstream NHSBT
- NHSE Transformation Program
- Link Organ Retrieval to Outcomes (reduce PGD)
   Easier Access to Machine Perfusion Technologies

And/Or,

Each team doing their own complex (DCD) retrieval for themselves – enhance commitment, resilience, sustainability and eliminating the distrust factor

Or,

Third party organ procurement

#### Third-party organ recovery has potential to be transformative

#### AATS expert consensus document:

Expanding lung transplant access and volume could be achieved by delegating procurements to other qualified teams

#### • Statement 34:

Third party procurement services may be an alternative option to increase organ acceptance and recovery rates at centers where the procurement services may not be readily available.



Ref: Kukreja, J et al. The 2024 American Association for Thoracic Surgery expert consensus document: Current standards in donor lung procurement and preservation. J Thorac Cardiovasc Surg 2025;169:484-504

#### Downside of third-party retrievals

- Research and development are not a primary focus
- Nursing and DCP training? Job satisfaction and career progression?

Consider hybrid service? UK NORS teams contributing to a national specialized retrieval service?

- > aiming for sustainability, training, fair compensation, career satisfaction and allowing research.
- > synergism with ARCs and Donor Centers Optimization

Thank you

Marius.berman@nhs,net

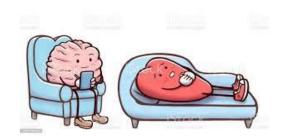


# **Transplant Psychologist Perspective:**

National Transplant Workforce Template:

A national template should be developed to define the skill mix for an effective and resilient transplant workforce that is fit for current and future demands

**Dr Zoey G. Malpus** *DClinPsych, C.Psychol, AFBPsS* **Consultant Clinical Psychologist**Cardiothoracic Transplant Unit
Wythenshawe Hospital
Manchester, UK



Normal Psychology of Transplant:

"Life changing and Traumatic"

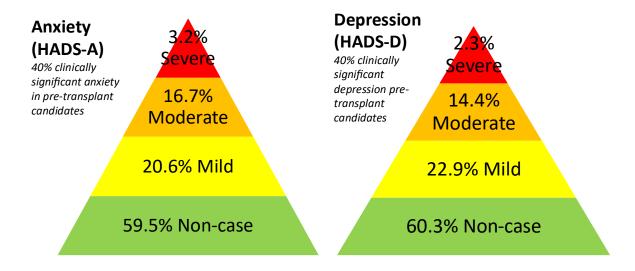
- Patient feedback transplant is a highly traumatic process, all stages of pathway
- ICU delirium, ventilation, intensive rehab, medication and side effects
- Unrealistic expectations, finding a "new normal", body image changes, living with donor lungs, survivor guilt
- Post-traumatic growth
- Scaffolding to build the life you want to live

"So much to get your head round and so many dreams... memories... flashbacks that you have to live with and make sense of"

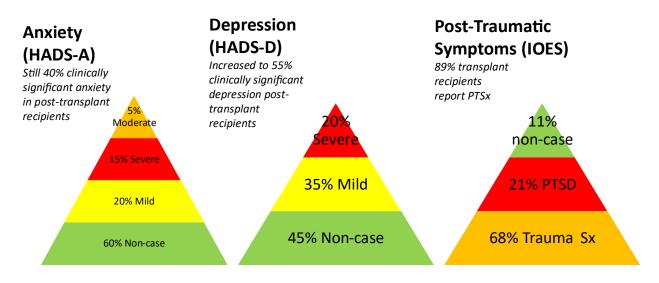
"Transplant is a devastating and deeply traumatic thing to happen and I and my husband both suffered PTSD (and still do to an extent)"

"the sessions were an essential part of my initial recovery and coming to terms with my lifequake"

# Pre-Transplant: 55% clinically significant, anxiety, depression or both



# Post-Transplant Anxiety, Depression & PTSD



# What do patients report helps?

#### **Normalising Psychological Reactions to Transplant**

"I was made to feel that my experiences were quite normal and to be expected which I found very reassuring."

#### Importance of Listening

"I was given the time I needed to talk through what I was experiencing."

#### Timing and Availability when Needed

"Every patient will be different, with vary levels of need. The key issue is to have access at the time when there is specific need."

#### Importance of Peer Support

"Transplant patients have so many things to adjust to and, more often than not, they tend to find understanding from fellow patients."

"Meeting the psychologist was a turning point for me. Never had I met anyone trained in all that we as heart transplant patients face. For the first time I felt understood, and that my feelings and emotions were validated"

"I honestly believe that I would have had a totally different and far more traumatic experience without her"

# What do patients advise we should do to improve?

#### Better access to psychology

"I believe weekly visits to patients in hospital is vital"

"It would assist to meet with a psychologist on a more regular basis."

"More availability - especially group situations."

#### Better information about the psychological impact of transplant

"More information about the psychological/emotional effects of transplant explained before transplant. I was expecting physical side - effects but the psychological side of it came as a huge shock."

#### Better preparation for ICU delirium

"Warning what I would be like when I came round after my op hallucinations where terrible"

"I would have liked support/advice to cope with the hallucinations caused by medication while I was in a coma post -transplant. I was unprepared for this. This should have been given pre transplant"

" Regular routine appointments from day one at all clinic appointments."

"Too little information beforehand about how transplant can affect you"

"I think more intervention before would be good to prepare for the unknown, maybe this could be a big part of the assessment beforehand"

# Further patient advice on how we can improve

#### Routine screening for PTSD/mood and timely referral to Psychology

"Automatically & routinely bring up questions about PTSD/ mood at each medical review so that timely referral intervention can be made & emotional adjustment to Tx is supported throughout."

"Quite a while after leaving hospital I suffered from PTSD"

#### Better access to peer support

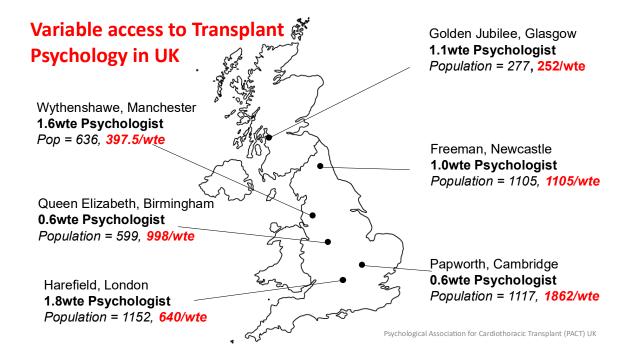
"I think meeting transplant patients before transplant and getting first hand experience would be a good tool, as we are all so different."

"The transplant cafés were very helpful in helping me and me being able to help others"

#### **Better support for Families**

"As a patient I could see my family were struggling with their emotions post-surgery, I feel psychological help should extend to close family members too"

"I think the closest family members need help to cope with the process"



## Importance of Transplant-specific Psychological Care

"Best part was her explaining the medical side of why I was feeling certain ways as she knew all about transplants and the medications which helped me understand what I felt was normal for us and acknowledged how hard it was."

Negative – "I was pointed to selfreferral services in my local region, which have no training in medical trauma, or the issues relating to our situation".

"There can be a danger that psychologists not aware of the high rates of post-transplant complications ..... may gaslight transplant recipients into feeling that they have 'anxiety'/'paranoia'/'hypochondria' for voicing concerns which are understandably valid."

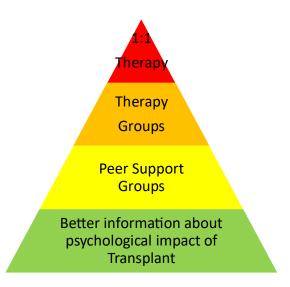
# Equitable access to Prehab and Transplant Psychology

Psychology "provides the scaffolding to build the life you want to live"

Offer a range of psychological interventions, according to need and stage of transplant journey

- Prehab (optimising readiness for transplant)
- Post-transplant, peer support, therapy groups and individual sessions

"Every patient will be different, with varying levels of need"



# Transplant Psychologist Recommendations (1)

- Standardised psychological screening (anxiety, depression, trauma), to identify need at each stage
- Equitable access to prehab & post-transplant, matching to level of need and stage of journey
- Support for families, particularly related donors
- Staffing ratios should be 350 patients / 1wte psychologist (British Renal Society guidelines 2020)
- Co-production, patient voice is CRUCIAL to design and delivery of transplant psychology





# Transplant Psychologist Recommendations (2)

- Develop national virtual psychological network
  - Monthly support groups open to patients from anywhere in the UK
  - Specific therapy groups depending upon need e.g. anxiety management for breathlessness, fatigue & depression, traumafocused therapy
- Related donors need their own dedicated psychology input
- Importance of training next generation, offering placements for trainee clinical psychologists, for later recruitment
- Research collaboration, share our learning....



# PPV Key to Understanding Psychological Impact

#### Patient-centred approach:

The OUG emphasizes placing patients at the centre of the service, ensuring their voices are heard and their needs are met throughout the transplant process.

#### Patient feedback:

Transplant services should actively seek and act upon patient feedback, including from less heard voices.

**Collaboration** with Cardiothoracic Transplant Patient Group & PPV roles is CRUCIAL to planning National Transplant Workforce Template Incredibly grateful for transplant but still need help with psychological impact

> "Provide the scaffolding to build the life you want to live"

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Waldron R, Malpus Z, Shearing V, Sanchez M, Murray CD. Illness, normality and identity: the experience of heart transplant as a young adult. Disabil Rehabil. 2017 Sep;39(19):1976-1982. doi: 10.1080/09638288.2016.1213896. Epub 2016 Sep 24. PMID: 27667639.

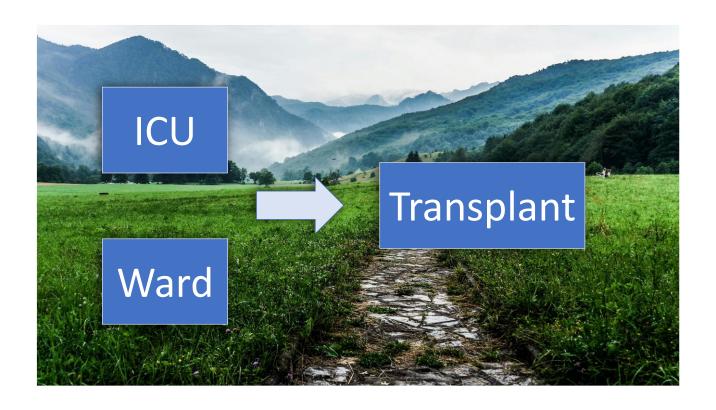
#### Nursing across the team

# Nursing across the teams

Mike Holwill

Lead Nurse, Liver Transplant & Hepatology, St James's Hospital









- Caring for People with
  Liver Disease including Liver
  Transplantation: a Competence
  Framework for Nursing
  - CLINICAL PROFESSIONAL RESOURCE
- National competency
- Networking
- Developing best practice



# Report of the Organ Utilisation Group

Peter J Friend

Royal College of Surgeons of England

University of Oxford

# Report of the Organ Utilisation Group: Recommendation 6

A National Transplant Workforce Template must be developed to provide definitions of the skill mix for an effective, safe and resilient transplant workforce that is fit for current and future demands

# Perspective from Royal College of Surgeons (Eng)

- Recruitment to surgical specialty
- Training of transplant surgeons
- · Retention of skilled surgeons
- Quality assurance
- · Balanced job plans
- Sustainable on-call rotas
- Engagement with innovation
- Evolution of nationally-planned service

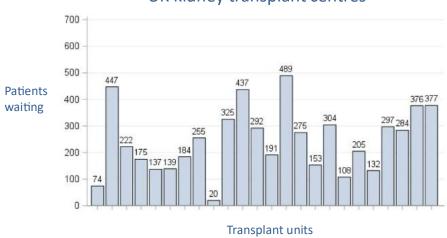
# Transplant surgery – the challenges

- Transplantation becoming busier & more complex
- Units vary in size, scope and resources
- Sustainability an increasing issue
  - No longer a specialty driven by passionate pioneers
- Balance elective vs on-call
- Avoidance of conflicting professional commitments
  - Elective sessions after on-call (e.g.)
- Definition of required infrastructure 'Minimum viable product'
  - Rotas; multi-disciplinary team; operating theatre access etc.
  - Support services available (e.g. physio, psychology, dietician)
- Particular issues in cardiothoracic units
  - Part-time responsibility (esp. low volume units)
  - Availability of alternatives (e.g. full-time non-Tx; emigration)

# One size does not fit all

# Transplant units vary: wide variation in waiting lists

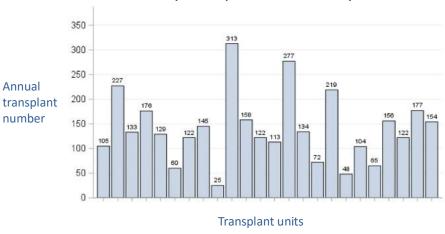




NHSBT data

# ...and kidney transplant activity

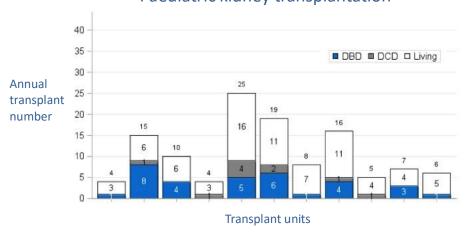
UK kidney transplant volumes by centre



NHSBT data

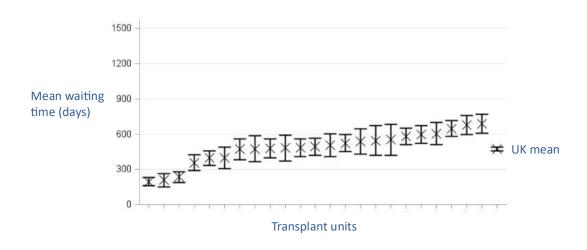
# Particular challenge in low-volume services

#### Paediatric kidney transplantation



NHSBT data

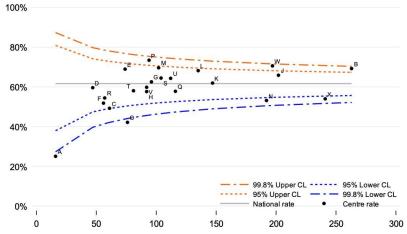
# Wide range of waiting times: inequity of access



NHSBT data

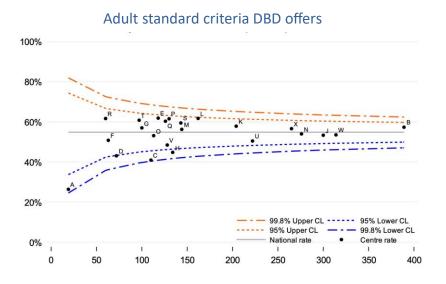
# Wide variation in decline rates: higher-risk organ offers





NHSBT data

# Wide variation even in standard criteria offers



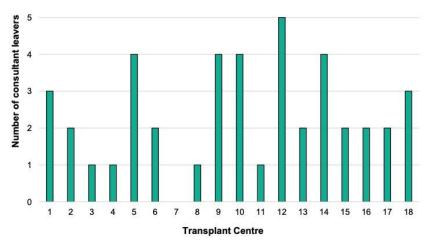
NHSBT data

# Recruitment to surgical specialty

- Early exposure to transplantation
  - Medical school
  - Core training/early in HST
- · Availability of transplant training
  - Within deaneries
  - Out-of-programme
- Specialist on-call in final 2 years
  - Complete emergency general surgery requirements

- Post-CCT Fellowships for more specialised skills
  - Liver
  - Multivisceral
  - Cardiothoracic
  - Pancreas
  - Organ retrieval
  - Laparoscopic/robotic
  - Advanced vascular access

# Retention of surgeons: consultants leaving units in the past 5 years: liver & cardiothoracic centres



Source: NHSBT Workforce Survey by Transplant Centre Directors February 2022

# Retention - consultant job planning

- Transplantation is largely consultant-delivered
- Balance of elective & emergency commitments
  - Sustainable on-call rota (in relation to volume)
  - Reimbursement for out-of-hours work
- Transplant-only vs. Transplant + other specialty
  - HPB; Vascular access; Endocrine; General surgery
  - Non-transplant cardiac/thoracic surgery
- Avoidance of conflicting elective/on-call commitments
- SPA activity
  - Engagement with teaching, research, national roles
- Job plan progression with advancing years
  - Exploit experience, avoid early retirements

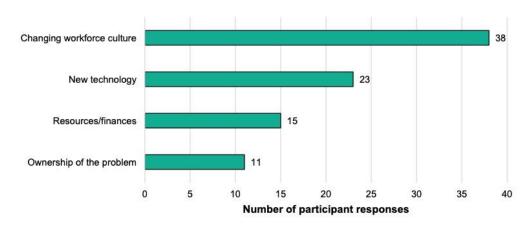
# Innovation, adoption, service development

- New service evaluation
  - Normothermic regional perfusion (NRP)
  - Assessment and Repair Centres (ARCs)
- New technology
  - Organ perfusion
- Novel technology appraisal
- Quality assurance
- Reimbursement

# Audit and quality

- National transplant audit is effective NHSBT outcomes surveillance works well
  - Unit performance (vs. individual)
  - CUSUM analysis detects adverse trends
- Advisory Groups
  - Facilitate clinician engagement, standard setting
- National commissioning controls expansion
- Peer review process potentially valuable

# What change would positively impact organ utilisation?



Source: NHSBT, National Organ Utilisation Conference 2022

# Conclusions: surgical workforce planning

- Expanding scale of national transplant services
- Sustainable surgical workforce plan needed with career progression
- Out-of-hours activities to be anticipated as normal
- Technological changes to be incorporated in staffing plans
- Integrated multi-disciplinary teams & access to dedicated resources improve morale
- Specialist training & consultant job-planning required to anticipate future evolution

# Histopathology Workforce for Organ Transplantation

Implementation Steering Group for Organ Utilisation (ISOU) Symposium on Transplant Workforce Template London 7<sup>th</sup> May 2025

Imperial College London - Clinical Reader in Kidney Pathology

North West London Pathology - Consultant Kidney and Transplant Kidney Pathologist

Royal College of Pathologists - Speciality Advisor for Kidney and Transplant





Banff Foundation for Transplant Pathology - Program Director

Renal Pathology Society - 1st Year councillor (president in 2029)

# Histopathology = Cellular Pathology = Anatomic Pathology

= diagnosis and study of diseases of the tissues

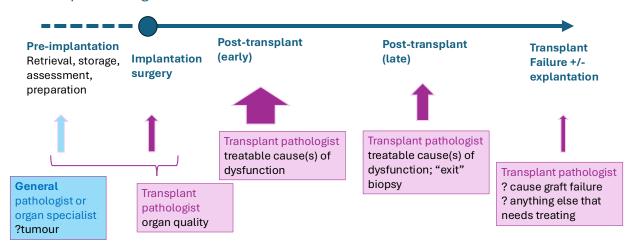
Patient biopsies/resections are preserved by chemical fixation as closely as possibly to their *in vivo* state

Then thinly cut to let light through and stained for contrast for examination under a microscope by a pathologist

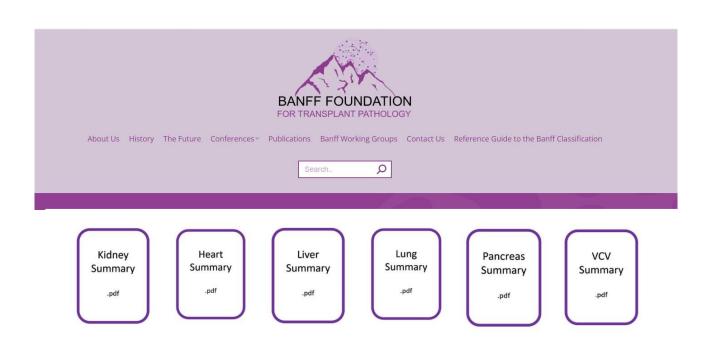


We make the diagnoses that help reach a decision on what treatment/intervention the patients need next

#### Transplanted organ timeline

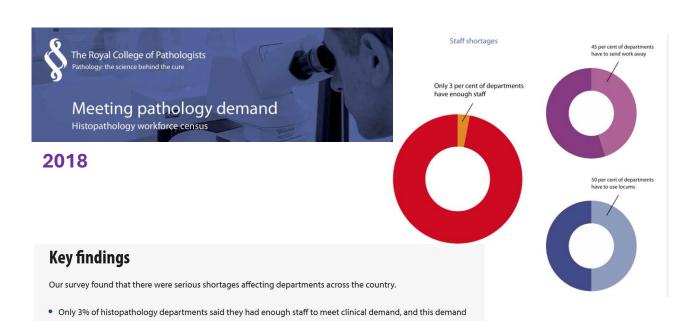


Histopathologist Input



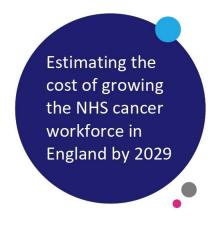
Consensus International Classification - variable local implementation

# What is the state of Histopathology Workforce?



The cost of outsourcing services and using locum doctors is an estimated £27 million a year across the UK.
 There is an approaching retirement crisis as a quarter of all histopathologists are aged 55 or over and there are

insufficient trainee doctors in post to fill the gaps in the workforce.



October 2020

Together we will beat cancer



Table 1: Summary of the estimated growth of cancer specialists and additional number required to reach 45 per cent growth

Cancer profession	Estimated number of FTE staff in	Expected gro 2029 (based trends)		Estimated addit required to med growth (above growth)	et 45 per cent	Total (expected and additional) increase in FTE staff needed to reach 45 per
	2019	Percentage growth	Estimated FTE staff increase	Additional percentage growth	Additional FTE staff required	E staff
Clinical and medical oncology	1,185	40%	477	5%	57	534
Gastroenterology	1,290	48%	623	0%	0	623
Histopathology	1,228	-2%	-27	47%	580	553
Clinical radiology	3,087	33%	1,004	12%	384	1,388
Diagnostic radiography	14,997	28%	4,158	17%	2,591	6,749
Therapeutic radiography	2,844	24%	672	21%	609	1,281
Specialist cancer nurses	4,135	28%	1,149	17%	710	1,859
Total	28,766	-	8,056	-	4,931	41,753

Source: RAND Europe modelling using NHS ESR data and other data.

# What is the state of Histopathology Workforce?



#### 1. Gather and report on intelligence

Gather, analyse and report on the data we can in relation to current and future trends for workforce and workload.

Develop specialty-specific and region-specific workforce publications highlighting the issues and challenges facing pathology, backed by robust data and insights.

# What about Kidney/Transplant Pathology more specifically?

- Currently developing a kidney (including transplant kidney) specific workforce survey with UKKA and RCPath
- Very specialised
  - Specific knowledge in Immunology (most pathology is tumours)
  - Access to high quality local training and practice variable
- Small specialty = more challenging
  - Less resilience, less flexibility, less popular
- On-call commitments

## **Solutions**

- Data: Estimate transplant (organ specific) Histopathology consultant posts PAs needed to match transplant activity (local/regional)
  - Estimate/measure biopsy practice
  - RCPath guidance
- Train more/fund more general consultant posts in Histopathology
- Protected posts: Create/fund dedicated posts for Transplant pathology
- Digital Pathology
- Machine learning

# Digital Pathology



- Enables remote working and cross-site cover
- "UK Digital Kidney (and/or Transplant) Network": network of hospitals serviced by distributed workforce

## UK Kidney Pathology Digital Reporting Network



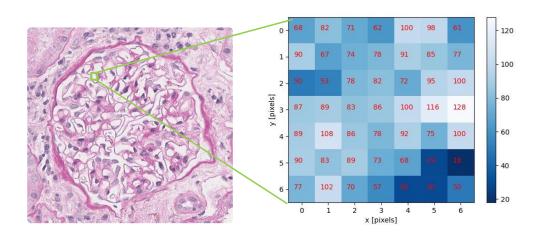
- Flexible working
- Better opportunities for training/education
- Easier recruitment
- Exchange of best practice across centres
- Rapid and equitable adoption of new tools (e.g. ML tools)



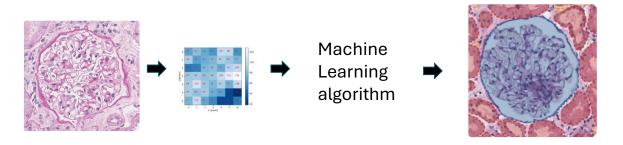
- Hardware cost, networking & storage costs
- Pathologist resistance to working with other clinical teams
- Pathologist resistance to reporting other lab's slides
- Manager resistance to cost of digital network set up
- Manager resistance to loss of control

# The By-Product of Digital Pathology: Data

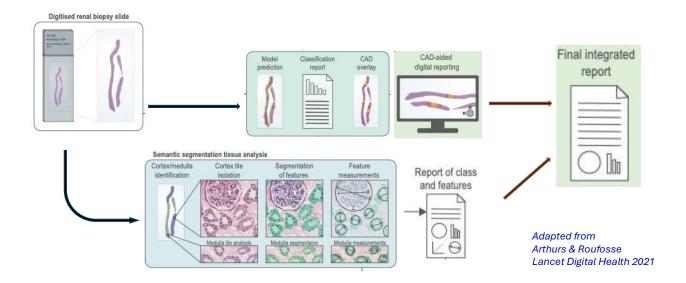
images are a bunch of numbers = data that a machine can analyse



# Machine Learning on Histopathology Data

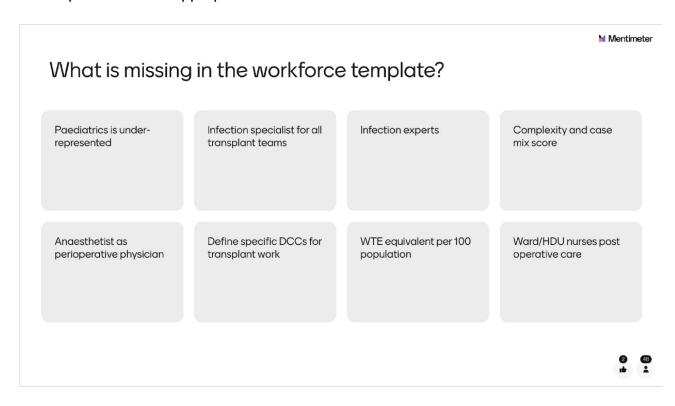


- Segment structures, derive metrics
- Classify disease
- Write reports
- Etc.



#### **Annex E - Online Survey Responses**

Delegates at the event were asked to provide responses to set questions via an online survey tool, Menti. The Artificial Intelligence option within Menti was used to summarise the responses where appropriate.



More emphasis on children and young people

Succession capacity

Need to ask the workforce

On call

Anaesthetic and critical care input

Trainees

Underestimated the levels of staff required to safely run the service

Intensity Organ type





			Men Men
What is missing	g in the workforce	e template?	
Support for more holistic care	More detail Consideration of all units and different working models Different sizes	Time for MDT	OOH/ weekend Tx pharmacist support
Play specialists Multi speciality input	Minimum staffing should be defined by centres - cannot be prescribed nationally	Supervision	Paeds?

ICU Consider more than the Diagnostic radiology Workforce input/output transplant episode. Include prediction and planning training/succession planning Peripheral specialities that Integrated services? Anaesthetic Transplant Infection we refer in to regularly assessments



Mentimeter

# What is missing in the workforce template?

(dermatology, microbiology, bone health etc)

Microbiology Training Virology Transplant specialist anaesthetist Reflection of patient Eye donation/pathway The context of the job roles, Weekend and out of hours Histopathology for acute kidney transplant dysfunction outcomes and delivery to population in WTEs co-ordination patients as the purpose of (we often need to work until the template 7pm and/or come in on weekends)



Retrieval to sustain machine perfusion and new developments

Protective nurse name for transplant nursing on ward

Imaging

Long term post transplant specialist nurses

Organ usage accountability

Ward & surgical junior doctors - not just middle grades

Basis for determining WTEs need to be understood

Training



Mentimeter



# What is missing in the workforce template?

Social workers underrepresented here Donation consideration and collaboration

Perfusionists

Physiotherapy missing

Specifics around unit variation in activity, risk taking and high intensity work. Devolution of care plans. Intesivist numbers.

H and I

For what size of centre is this for? Is it per 100 patients etc. does 24/7 mean on site or can it be on call?

Physio/OT/rehab





With increasing use of digital pathology pathologists can be off site for urgents but not all dept have digital pathology yet National standard for nurses on the wards per transplant patients protective staffing levels similar to ITU nurses Population and person focus

Welfare support

Public health input

Virology

Devolution of care

Radiologists

0

Mentimeter

48

# What is missing in the workforce template?

Intensivist numbers

Pain management-nurse specialist/anaesthetics

IT support

Education support for paeds

How were proposed numbers developed?

Opportunities for broader collaboration on transplantation training across clinical pathways Longer term support needs

Support for referring units

9

48

Youth worker

Phlebotomy

Acivity/intensity modeling

Access to urology

Admin support

Too focussed on short term care

Differentiate on call Transplant Co-ordinator and specialist transplant nurse

Safe minimum staffing numbers so workforce sustainable to manage illness and staff leaving



Mentimeter

## What is missing in the workforce template?

Futility with Trust Research time Admin support Pre transplant preparation ie agenda involvement of non Tx centre staff Histopathology tech: most dept Needs outcomes Expert for transitioning Transition pathways are not open 24/7. Changing to this would require a lot of resource - better to centralise approach rather than from paeds to adults numbers. this. Many dept can stay open evenings, early morning and Saturday.



Histopathology consultant - not just tech

Local business cases often provide funding for MPT members, where local situation defines best skilled person to provide that care. Collaborative and collegiate MDT style working between teams

Where did the 1:5 transplant surgeon on-call calculation come from?

Admin support

Local donor coordinators

Out of hour off site not possible for Histo tech they need to be on site

Email and admin time for responding to patients



Mentimeter



# What is missing in the workforce template?

Need for psychology

Early engagement with trainees to ensure future workforce are identified & supported Histopathology provision

Future proofing /retention of staff

Would like clarity on number of patients to wte posts Disconnect from trust management

National service specification which includes workforce component





## What are the key aspects that you would like to underline?

Living well psychosocial networks - essential and already adding value in renal Future proofing national transplantation in a modern NHS

National histopathology service out of hours

Good patient care takes time and communication

Define coordinator role

Clinical trials to underpin excellence

Why does a paediatric unit need less consultants than an adult unit?

Safe staffing levels that trusts MUST fund to provide transplant





Mentimeter

## What are the key aspects that you would like to underline?

Diversity of roles represented

Wider psychosocial care needs

Transplant infection is not mentioned and infection is one of the main causes of morbidity and mortality in transplant

Specific post transplant specialist nurses

Plan your workforcedon't let it arrive (or leave) by accident Mental health/psychosocial support Local donor coordinator

24/7 histopathology support is essential





## What are the key aspects that you would like to underline?

National standard set as a specialist team-recognition

Surgeons - focused career pathways

Out of hours national histopathology agreements

On-call rotas have to be sustainable - for future generations not the current one!

Not to forget the eye donation pathway

Recipient co-ordinator

Peri operative pain management

Transplant infection mentioned in lung only - why?





Mentimeter

# What are the key aspects that you would like to underline?

Inspiring and forming future transplant professionals Equity of psychosocial support

Safe staffing levels

Greater focus on specific needs for paed transplant

Expansion of multi disciplinary clinics or opportunities to see different clinicians on same day

Delivery for a population vs a provider lens. Resilience of workforce. All are important. Minimum staffing levels must be specified for ALL staff groups

Recognition of the complexity of the job plan





## What are the key aspects that you would like to underline?

Histopathology staffing not resilient at local level. We need to consider innovative ways to make use existing staff and make it attractive to new staff. E.g. digital networks and machine learning

Tx research to support future service models

Limited working hours of some support service ie. Play specialists

Skill mix review will be different in every centre. So MPT staffing will be subject to huge variation across the country. Core skills per MPT are defined but enhanced /extended roles can be interchang

Diabetic specialist nurse mentioned in Pancreas and Islet transplants - often patients on steroids need support with blood sugar management particularly immediately post transplant

Dedicated time

NHS Trusts see Transplant as a small problem

In trust prioritisation

Mentimeter

## What are the key aspects that you would like to underline?

Many hospitals are shifting towards (third party) tele radiology services out of hours. Provision of peri-operative transplant ultrasound needs consideration. How crucial? Interventional radiology?





Trusts diverting funding to support A&E

Funding!

Block contracts

Lack of board level accountability for transplant services

Trust engagement

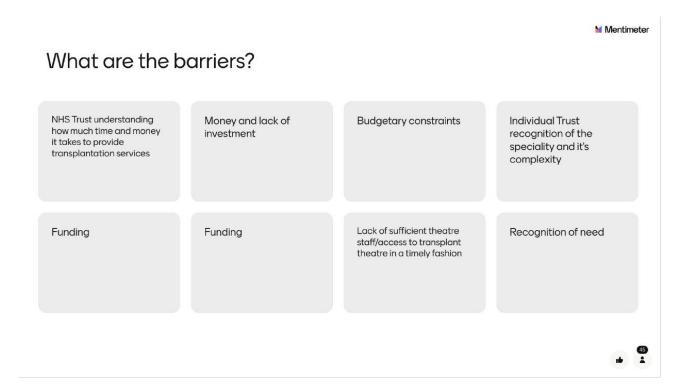
Trust buy in

Finance

Funding



#### Mentimeter What are the barriers? Consultant job plans NHS finances Funding and Funding Staff may not don't recognise infrastructure like change transplant work Donor hospital Trusts trying to save Lack of trust recognition Making the roles attractive to a finite engagement money workforce



Mentimeter

#### What are the barriers?

Block contract

Funding

Money

Understanding of the complexity of transplant from senior leadership

Trust management not seeing the bigger picture

Funding (obvs). Political will from up above to get people to change.

Budget

Budget

. 9

Poor representation at board level

Funding

No funding included in tariff for psychological care

Making transplant surgery attractive to current trainees

Logistics

Trusts working in different ways with different priorities

Lack of clear funding

Siloed approach

16

Mentimeter



### What are the barriers?

The staffing levels are far to small, annual leave and sickness have not been taken into account in covering a 24hr service.

Money/ funding

Funding

Financial

Training. Clarity of roles. Resilience.

Different operational models in Trusts and across regions Not seen as a trust priority

Training the future surgeons

16

Lack of sexiness in transplant

Trained staff memebrs

Staffing/funding

Cultural issues at Trust

Regulations

Proactive volume based planning and preemptive workforce planning Difficult to meet on call requirements with small number of clinicians....residents not interested Unpredictable nature of donor activity



Mentimeter



## What are the barriers?

Gender gap - why no women??

Funding Staff may not like change

Lack of understanding of the input provided by the team

Recruitment, needing to inspire gen Z to work in transplant

Overly arduous work patterns

Spport for regular post transplant complications are a lottery- how does this get integrated? Has patient need been analysed to look at where the focus should be? Multiple agencies involved in delivering change

Funding differences across the UK, across specialities





Realistic work plans

Trust competition for resources

Investment at local level in transplantation

No expansion of transplant workforce to meet demands - budgetary issues (not able to spend transplant income within own service)

Lack of inclusion of 50% of the population - women.

Geographical inequality

Attributing outcome data to individual surgeons and not centres Complex commissioning models - and uncertainty (esp medicines)





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### What are the barriers?

Money and difficulty in changing longstanding practices

Silo working/no national JDs

Everything happening in Tx centres

Having professional standards will go some way to reduce unit variation

Dealing with day to day challenges for acute NHS trusts Meeting patients where theyre at-social and economic issues

My mangers don't care about transplant it's a thingy part of their brief

Email - time consuming





# Workshop - The current transplant workforce

Nominated person (per table) to feedback



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## What works well within the workforce at the moment?

Good level of collaboration across many departments, teams & specialties.

UK wide community, to which people feel like they belong - this transcends all 4 nations Individual clinicians and (mostly) team commitment with lots of goodwill

Commitment by team members

Focus on successful outcome

That transplant workforce as a speciality. Ty is needs to continue and be built on

Transplant teams have real SME

MDT approach and joined up thinking



Highly motivated & hard working professionals, united by a passion for patient care Good will eg adjusting working hours, flexibility, cross covering multii disciplinary working They are passionate and able to provide multidisciplinary care to make people's lives better

Good in unit- cohesion and enthusiasm of individuals for transplant. Including support services such as pharmacy

Increased collaboration between units, especially since and due to COVID-19 pandemic Good will and flexibility shown by workforce

Workforce able to 'connect the dots' between donors and recipients as a result of their knowledge base/experience





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## What works well within the workforce at the moment?

shared goal with a specific role to play

For radiology: Small community of people, who know each other, and can give mutual support and concentrate support.

A common goal

Shared national learning in paediatrics

longevity of relationship with patients with this form of treatment service MDTs - understanding of importance of different roles

Advisory groups work well to develop national standards & report to the centre.

Solution focused even in the middle of the night





Solution oriented Agile teams

Collaboration - e.g. Pan London collaborative long established collaborative relationships across professional groups. picking up the phone Small teams, that work well together. There is an opportunity to learn from other centres.

Deliver for population not insurers!

In general, transplantation is prioritised within trusts which helps improve the chance that they're able to draw on resources to recruit and provide care that is needed.

Transplant teams are willing to support patients and engage with their patients to find solutions for patients. Doctors seek views and ask you how you feel. Ability to listen and try to help patients.

Relationship within the team and relationship between the patient and the team as a whole





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## What works well within the workforce at the moment?

Deliver innovation (M perfusion)

highly dedicated staff going the extra mile for patients Team that works well together performs well

Nurses work as a team and know patients and engage with them.

Electronic communication with patients for non urgent needs- being able to communicate with the transplant team

ICU consultants know exactly how to reach a SNOD when they have a potential donor

Some initial information given to patients is good and patients mostly feel supported.

transplant family





Surgeons. Multidisciplinary team - feeling valued as an important part of the team. Collaboration. Dedication. Making most of resources we have. Community spirit.

UK medical training - sought after

NHSBT side of the process works very well (SNODs etc) Close relationship built with patient groups- invested in patient and graft outcomefostered by lifelong followup

Commitment and loyalty to the service/profession

Working in silos, challenging to attract trainees MRI support for patients is very good

Dedication/professional pride





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## What works well within the workforce at the moment?

High functioning and motivated multi-disciplinary transplantation teams

Improvement mindset

MDT working/teamwork

Agility of teams to change and innovate to provide better outcomes.

Willingness from teams to go above and beyond

Flexibility

Good models for co-ordinators (where Band 6 not on on-call rota) create resilience in staffing arrangements and helps provide more robust service to manage workload. Commitment to training -barriers time/workforce/trainee time





flexibility and willing to d what it takes to 'get the patient through'

Admin support to organise patient appointments and refer on

When service matters to the trust reputation/finance (buy in) - committed workforce - good team work - patient centered a known go to person - able to aapt framework for local needs - centres of excellence - closely knit community but also welcoming of new th

Recognition of transplant as a speciality within nursing workforce.

Communication and collaboration between centres - to improve the patient experience but also the experience for transplant centres

Succession planning

Good will



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What works well within the workforce at the moment?

Collaborations

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National forums/audit like BTS activity

Differential pay (unseen activity on call)

Career pathway for RTCs

People need to be less risk averse (unit accountability for outcomes rather than individuals so it is a unit based decision)

Lack of continuity, disrupted / disjointed therapeutic relationships

Career progression for medical staff Recognition of transplantation as a speciality within different groups (nursing, pharmacy etc) Disconnect between surgeons and physicians in CT, and also in liver - needs to be more joined up to inform decision-making.



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# What are the aspects that require attention?

Workforce flux proactive workforce planning Need national recognition of a speciality for nursing, with a nationally accredited course.

Job plans for H and I consultants

The ability to learn from/collaborate from other transplant centres.

Consistent availability of key MDT members (smaller centres especially) Does NORS need to be consultant surgeon led? Could it be technician led?

Lack of join up between physicians and surgeons has led to less willingness to transplant / retention (tensions/cultural challenges) We are no longer an experimental/pioneering specialty - we need to embrace that transplant should be set up as a standard of care, with the attendant resources to support increased numbers of transpla





Resources per head of population-discrepancy in services

Requirement for better credentials for structured training in liver and cardiothoracic transplantation Transplant community must decide which aspects to prioritise

Sufficiency of service

lack of access to related specialties related to transplant

Appropriate remuneration for OOH working

Regional disparity in post-transplant followup care. Workforce models including level of night working considered unsustainable/undesirable -leads to attrition amongst surgeons as well as safety issues.





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## What are the aspects that require attention?

Remotivation of the younger members of the workforce

Understanding everybody's workload and commitments

Complex individual care needs.

transplant specialist roles are being eroded and expertise is being diluted with people being pulled onto other areas

Changing expectations and generations. Retirement crisis. Managing increased workload. Inability to keep up with expectations and new extra work from guidance

Sustainability in services and machine perfusion

psychological service provision

We should have smaller numbers of surgical centres, with efficient transplantation through the waiting list & referral back to a spoke centre. We have to reduce geographical inequality of access.





recognition of everyone's needs (patients) Overnight model sub-optimallack of back up. Means more risky cases less likely to be treated. Decision-making sometimes questionable.

How is the future workforce attracted to transplant?

Trust accountability- if a transplant service is taken on by a trust they also must be able to support that- trust board level accountability

Lack of understanding at all levels around commissioning and funding. Money is allocated to hospitals and the funds don't go to who needs them. Information given to transplantation patients is not complete. Need a standardised approach, which is nationally collated and managed, which transplant teams can use and tailor

Coordinated care for the whole transplant journey (dermatology, diabetic, bone health etc. Currently too many geographical inequalities.

Portfolio careers





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## What are the aspects that require attention?

lack of future planning for staff shortages / vacancies / high attrition Need to offer more training opportunities aligned with workforce planning

access to pre-hab

Transparency Around cost and commissioning

Inequalities across sectors of

Copacity: population growth

Enhance the pipeline for interest in transplantation in trainees

Recruitment not happening despite trying





unsafe staffing levels

Need to make it visible and recognised as a sub-speciality across all disciplines, with fellowships, training etc as standard as part of rotation.

Retention of staff

Recruitment / succession planning

Tertiary services or transplant being able to support secondary and primary care services to keep the patient pathway safe and seamless Not look at WTE- look at flexible job plans to allow a proportion dedicated to transplant- builds in more continuity/flexibility of service.

Improved alignment of care across different workforces along the care pathway

Investment in transition

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## What are the aspects that require attention?

people spread thinly, no time for service improvement and innovation

- inconsistency in skill and type of workforce - pre transplant workforce should be recognised - nursing gets siloed - barrier towards digital tech adoption - staff not diverse Need for more multidisciplinary/coordinated decision making re offer/acceptance/declines

Incentivise transplantation activity for Trusts Regional variation

Not about head count.

Tradition between stated/patient journey

Variation in service organisation, local manager's decision rather than sharing of best practice/what works best

16



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## What are the aspects that require attention?

Standardisation

Ring fenced JD for surgeons

Improve workforce capacity for post-transplant care for patients and 24/7 access

Large volume vs small volume centres, can you job plan the same?

Staff retention

Niche expertise so ensuring the future of the specialism and technical skill is kept up in real time but also going forward-training and creating jobs

Too much focus on headline people not support staff.

Whole pathway commissioning and block contracts



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# What are the aspects that require attention?

Improved standardised workforce model and capacity aligned to patient cohort.

Ring fenced R and D time

more of a work life balance

Brain-stem testing variable meaning that some organs are being lost. Regulatory changes a factor in this.

Funding for nursing education

Patient management poorer as a result of more junior workforce.

Training recuitment retention. It's not sexy anymore!

WTE not based on number of patients



- work life balance, rewards not an attractive workplace not not all roles integrated within the pathway importance and recognition of social and psychology Ability to prioritise transplant

More consent for organ donation needed and more living donation

workforce close to end of resilience. High performing centres looking very resilient but are very close to being 'brittle'

Consider minimum number of transplants required to be a centre

We need to maintain research & innovation as a strength of UK transplant, this is what keeps people interested for the long term Is it better to have fewer centres carrying out surgery to increase volumes to attract and retain expertise but then have a hub and spoke approach to the wraparound/pre/post transplant care

Standardised model of expertise that should be on each transplant team, specific to each organ type (eg psychology; social care; 24/7 surgical cover and nursing etc etc)





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# What are the aspects that require attention?

Hard to come up with a 'one size fits all', as differs by organ (and centre). Would need to be done by organ group to be more meaningful.

Good template but toothless

Proper reference cost exercise for transplant

Link workforce template to service specification

Link work force template to peer review cycle.

Need the right number of people (transplant team as a whole) for the population you are treating. Define the population you are treating. Infrastructure improvement. Tool kit for transplant transformation program.

16



# Workshop - What should the modern workforce in transplantation look like?

Nominated person (per table) to feedback



#### Mentimeter

What is the process beyond today in terms of taking the workforce template forward?

Survey the individual workforces as to what they want

need to understand the need rather than remodel what currently exist - coproduction of template with patients and clinicians gap analysis about what we have and what we need 5 transplant surgeons is not a sustainable service for any unit. Need to define a minimum safe staffing model that complies with employment law.? Merge centres

Template is a good starting point. A GAP analysis is needed to take this further

buy in and support from commissioners to 'underwrite' any suggested / agreed templates step model of psychological care

Service specification mandated to population requirement and workforce linked to delivery of transplantation service and finances





#### What is the process beyond today in terms of taking the workforce template forward?

Apply what works for donation into transplant. Can we apply the SNOD model to recipient coordinators?

Template - considering quantifying need by per head of population (by organ). Would provide a guide for local consideration. How can we build progression into the Recipient Coordinator role?

In terms of consultation, need broad group alongside dedicated working groups by organ with representation from different centres (to bring different perspectives to bare).

Start with the patient needwork out what you need to meet that need first (demographic differences). Local Transplant population has to be linked to workforce template Template is good Define the minimum viable product how that is achieved must be flexible to regions Consult the nursing workforce (donation and transplant)





#### Mentimeter

#### What is the process beyond today in terms of taking the workforce template forward?

The minimum numbers need a lot more work.

- identified roles are good. Need a denominator for case mix, complexity and size of programme and regional operating model

Consult anaesthetists

Shared services eg psychology virtual for patients Histopathology Business continuity plan ensuring resilience

Contingency plan

Needs to take into account post transplant long term transplant patient care as it's beyond 1 year that money is saved Donor Transplant Coordinators under one umbrella seen to be a successful model (due to level of standardisation, training and competencies).

Understanding of numbers, data, current practice around the transplant and non-transplant units





#### What is the process beyond today in terms of taking the workforce template forward?

Needs collaborative national & professional body endorsement to make anything achievable. Corneal transplantation needs to be focussed in smaller number of larger centres, with a national waiting list & allocation Road test the spefication

stakeholder engagement, workforce survey, making Trusts aware this being undertaken

Need to bust myths with Trusts about costs and additional costs of these models Detailed survey with the lead surgeon and lead nephrologist from every paediatric renal until to get complete transparency of the workforce in each Establishing an alignment of a role WTE to a denominator such as number of patients on a waiting list. drill down on the qualitative responses already received form CT ICE (patients and staff voice)

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#### Mentimeter

#### What is the process beyond today in terms of taking the workforce template forward?

Engagement by Trusts that transplant derived income is spent within transplant speciality.

Template could be useful to influencing internal business cases for investment.

Engage with each professional group to help provide the answers - provide the role matrix to regions for them to adapt to local/regional situations collaborate with regional teams - adapt what was done for dialysis workforce

Engagement of patient groups.

Specification looking at worklife balance of transplantation professionals and agreed denominator (population, transplantation patients and proportion of time spent in transplantation) The modern workforce is gender balanced, we need to focus on transplant surgical training being more favourable for women.

Template would need embedded as a regular tool to inform workforce planning within trusts

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#### Mentimeter

#### What is the process beyond today in terms of taking the workforce template forward?

Numbers need to be supported by hard data

Need to consult and get royal colleges brought in to the need to develop a pipeline and transplant is a viable career Circulate the template to key groups for comment to ensure it is accurate Improving the pre transplant pathway- allowing more appropriate referrals in a timely manner to services.

Much more engagement is needed re the template to be credible (particularly from teams who are doing the job)

Share with royal colleges for comment to inform training planning

Needs to be included in service specs - to ensure the trust boards understand needs - allow for regional variation as situation at different places will be different





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#### What is the process beyond today in terms of taking the workforce template forward?

Role for good benchmarking of workforce to understand warranted/unwarranted variation Introduction of national GRID training in liver and cardiothoracic transplantation Less silos

Improve inefficiencies in current services.

Improve training and funding of training

Data analysis to look at predicted patient need prevalence nationally & planning services. Planning patient services based on last years performance is not helpful.

16



Different ways of working Executive engagement. - Funding - Trust Earlier exposure in engagement. Feeling e.g digitisation that are medical training attractive to younger valued generations and retain people who would otherwise retire Chat gpt don't be so prescriptive Funding Moving beyond silos and working across tx centres



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## How can we overcome the barriers to a resilient workforce in the near future?

Financial remuneration, staffing, rotas

- more understanding of the nuances involved in transplantation by senior management

NHSBT take over commissioning of transplantation

define resilience for each group of professionals!

Service plan for exception, contingency planning

Better succession planning at trust level

maximise digital resources

Consultant job planning with progression (flex to change over career span)





Financial remuneration, staffing, rotas

- more understanding of the nuances involved in transplantation by senior management NHSBT take over commissioning of transplantation

define resilience for each group of professionals!

Service plan for exception, contingency planning

Better succession planning at trust level

maximise digital resources

Consultant job planning with progression (flex to change over career span)





Mentimeter

#### How can we overcome the barriers to a resilient workforce in the near future?

Job planning

National workforce planning vs local

Incentivisation-'incentiv es for teams or groups within a team

- provide networking opportunities for staff

Forward planning given long lead times

keep offering trainee placements to think about upskilling the next generation

Consider reconfiguration of transplantation services

Think creatively about roles and responsibilities of each team member and how they might be redistributed





Patients should be involved and help empower transplantation teams to raise issues with trusts for resources - whete possible, smooth the activity spikes succession planning Encourage cross centre collaboration within regions

define the WTE minimum for each professional group and ,mandate it

Need recognition of the workforce inc TOIL for on call work/anti social hours

Reaching out to candidates in early careers

Developing roles across maturation of career. Diversify, upskill, create new roles Incorporate in service specs





#### Mentimeter

#### How can we overcome the barriers to a resilient workforce in the near future?

Funding needs to reach the service

Asking senior trainees what they want

Cross regional support training and competency

Focus on innovations (NRP/machine perfusion/ARCs) that support SCORE/day time transplants.

Get better map of current workforce.

Develop working environments with attractive job plans/working practices for future generations.  enable opportunities for innovation, continuous improvement, appraisal management Understand more why people leave the profession/country (e.g. moving to another country)





Peer review to include workforce resilience.

No financial incentives in transplant surgery- and yet overnight/weekend working is expected Look at funding models and perverse incentives

Succession planning (in surgery); peer review.

Have a national funding approach for training and growing the future workforce Retaining experienced staff.

Nationally accredited training programme

Incentivise people to stay on for specialised roles where they will get training pathway to profession and then autonomy



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#### How can we overcome the barriers to a resilient workforce in the near future?

Allowing clinicians to focus on the clinical work (e.g. adequate admin support) Look at volumes of activity by centre - are they sustainable, should activity be consolidated. - encourage intellectual curiosity

Need to be more open-minded about who is needed to perform elements of the pathway - specialist nurses and technicians can perform many of the functions with appropriate training.

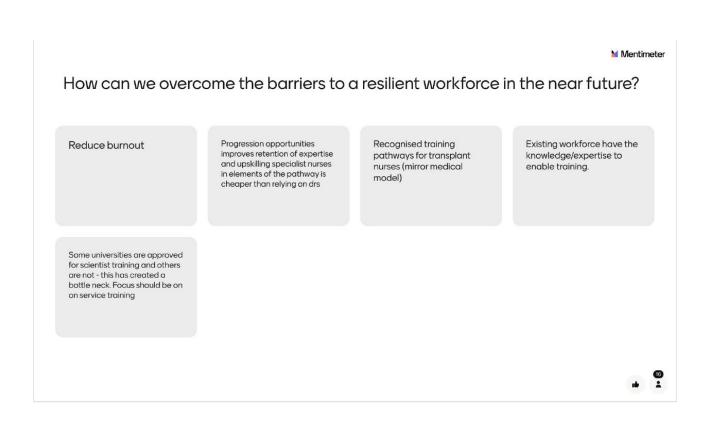
Linking training to requirements. - in service training

Optimise IT solutions to support the workload (digital offering) Upskilling technicians and specialist nurses provides progression opportunities Increase the profile and respect for the transplant service in the Trust





#### Mentimeter How can we overcome the barriers to a resilient workforce in the near future? raise transplantation up Change the workload to Introducing extended - continuous feedback the Trust's profile daytime hours. sabbaticals and management Boundary around off support time Attraction strategy for Load balancing Digital solutions Mutual aid transplantation. between centres collaboratives and formal arrangements



## How can we modernise training for transplantation across all disciplines?

make it more sexy

LTFT training

Closer work with medical schools to think about this earlier on in career journeys Accredited training modules/experiences for consultants - throughout careers, not just pre CCT

Address gender disparities

Increased exposure to transplant across the country (smaller regions)

Nationally accredited course for nurses focussed on transplantation

Fellowships post CCT dedicated, funded, with standardised format e.g. for transplant pathology



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# How can we modernise training for transplantation across all disciplines?

Tx needs to feature in the curriculum

Career path/progression for nursing & AHPs - training roles to build resilience

Working conditions at completion of training (retention)

Establishment of national curriculum for transplant specialists.

introductions to patient enagagement - it need sot be on all staff's radars

Use of digital resources developed 'once for all' alongside 'on the job' training.

Core competencies/training across all disciplines e.g psychological screening, common side effects, rehab requirements etc

More exposure to transplantation in medical schools and in medic training





## How can we modernise training for transplantation across all disciplines?

Standardise and improve training of recipient coordinators (similar to SNODs)

Maximise secondment opportunities.

exposing trainees to transplant experinece earlier in their training

More junior training opportunities to get people interested/exposed.

Flag the impatience of transplant at early stages of training - emphasise the joy of team working

Do more to empower and enable gender equality in transplant surgical workforce

Integrate subspecialties such as machine perfusion into training (not just medical/surgical)

Early identification for GRID and run through training with competitive and controlled access of transplantation training





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## How can we modernise training for transplantation across all disciplines?

Inclusive core training across curriculums docs, nurse and AHP

Define required numbers for competency

Definition of core training/curriculum e.g. for coordinators and also organ specific, to help standardise

If demand, consider targeted qualifications aligned to core training/modules

Role models - showcase them ... including the women!

Make transplant sexy for trainees.

Secondments between centres





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#### How can we modernise training for transplantation across all disciplines?

Recognising the skillsetspecific curriculum as a minimum for each skillset in a team for transplant skills Having networks across the country for each discipline to Development national curriculum that can be delivered remotely. Digital skills. Offer easier inter deanery transfer/training opportunities. Else offer regionalised training opportunities.

More sub-speciality recognition across all workforce

Role models

National virtual teaching for transplant specialties

Extend post cct fellowship model to rest of team like coordinators.

National training days in person





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## How can we modernise training for transplantation across all disciplines?

Develop bespoke transplant training programs.

spoke placements - staff spending time early in their careers with transplant professionals to spark their interest Link training to innovation agenda.

Proctoring

National networks for different transplant specialisms, to provide peer support and shared learning Find ways to make it aspirational including through role modelling and proactive 'marketing' Mandating transplant skills as part of training

Utilisation of previous gained skills (e.g. ITU nurses)





#### How can we modernise training for transplantation across all disciplines?

Non-mandatory funded international fellowships

Need to offer opportunities for research

more digitial solutions to make training more accessible Improving the sharing of practice between centres

Strengthen communications to attract people in/raise awareness Examine surgical cultures within units & how supportive they are for trainees.

Use of MDT simulation

Offer some training to all disciplines.



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# How can we modernise training for transplantation across all disciplines?

Multi organ transplant training

Recognising extended roles and how they can support transplant including continuity of care and the training of junior medics/surgeons (DCP, SCP, ANP)

Differential pay for transplantation services to attract trainees eLearning for health resources for 'new to transplant' e.g new physio or nurse

Hold events that include allied specialities and increase understanding and awareness of transplantation issues. This will build a sense of belonging and peer support and excitement for the speciality

Be more creative about learning opportunities tailored to job roles Transplantation to become a specialty of its own

Understanding why people do t take this up or why they go





## How can we modernise training for transplantation across all disciplines?

Funding for education and conferences

Core curriculum for transplant

Think not only about young people but also how we can attract older staff in other dept to come over to transplantation (retrain later in career)

Partner with industry sponsors to support education

secondments into ARCs - or people are rostered into ARCs for X days a week to have more exposure to Tx Better mechanisms to manage regulatory bodies (e.g. time it takes to get through ethics) ensuring teams are trained adequately with machine technologies to reduce inequtaliies Attract more clinical and academics in transplantation (including doctors, nurses, pharmacists, psychologists and other MDT members)





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## How can we modernise training for transplantation across all disciplines?

Train doctors in best approaches for engaging with patients and maintain/ update knowledge in patient engagement activity. All stakeholders voices are heard in planning training requirements

Skills for Health competencies and skills to deliver services rather than job titles Well structured training pathways. Guarantee of competency-like ASTS fellowship?

Peer to peer review nationally

Transplant nursing training should follow the medical model

Ensure we feed into new medical training plans

Specialist pharmacy training - cross organs secondments





## Annex F - Further Reading

Further information that informed the discussions at the OUG that led to their Recommendations and during the ISOU Workforce Symposium is available at:

- NHSBT Annual Activity Report <u>Annual Activity Report ODT Clinical NHS Blood</u> and <u>Transplant</u>
- Report of the Organ Utilisation Group (OUG), Honouring the gift of donation: utilising organs for transplant - <u>Honouring the gift of donation: utilising organs for transplant -</u> <u>GOV.UK</u>
- ODT website Policies and Guidance <u>Policies and guidance ODT Clinical NHS</u>
   Blood and Transplant