

# OBOS - On-line Blood Ordering System

Welcome to NHS Online Blood Ordering System

\*\*\*Welcome to OBOS. The On-line Blood Ordering System\*\*\*

Username

Password

[Forgotten password?](#)

**Log in**

[Hospital and Science Website](#)

**NHS**  
Blood and Transplant

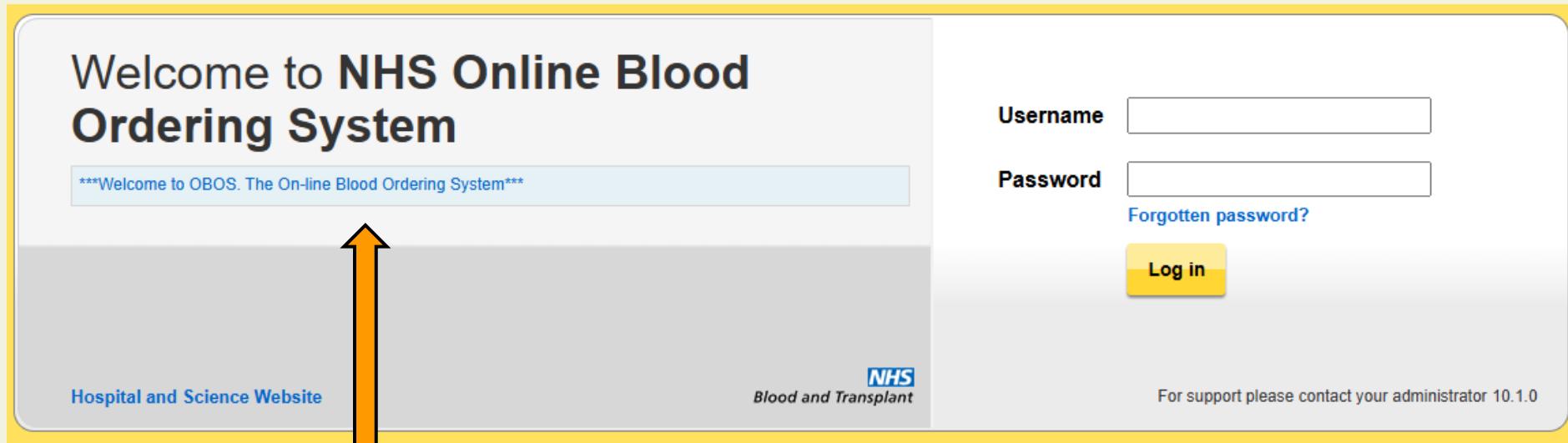
For support please contact your administrator 10.1.0

# Learning objectives

By the end of this session, you will be able to:

- Log on to OBOS
- Create an order
- Create an emergency order
- Preview an order
- Create a standing order
- View the status of orders
- Search OBOS
- Reconcile an order
- Recover a forgotten password
- Create a new user and account management

# Logging on to OBOS



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Hospital and Science Website

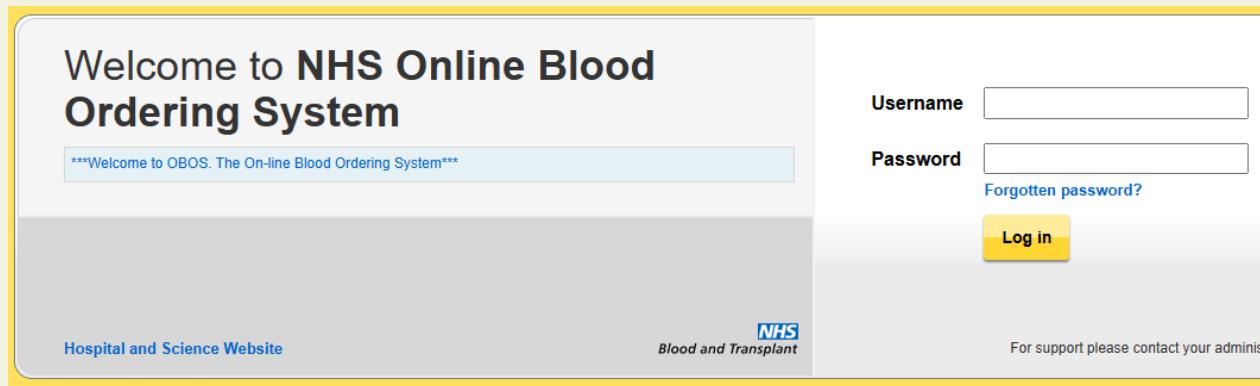
NHS Blood and Transplant

For support please contact your administrator 10.1.0

## IMPORTANT

The announcement area will display information posted by NHSBT to inform hospitals of upcoming activities such as planned downtime, reminders of service provision during Bank Holidays or Stock Alerts.

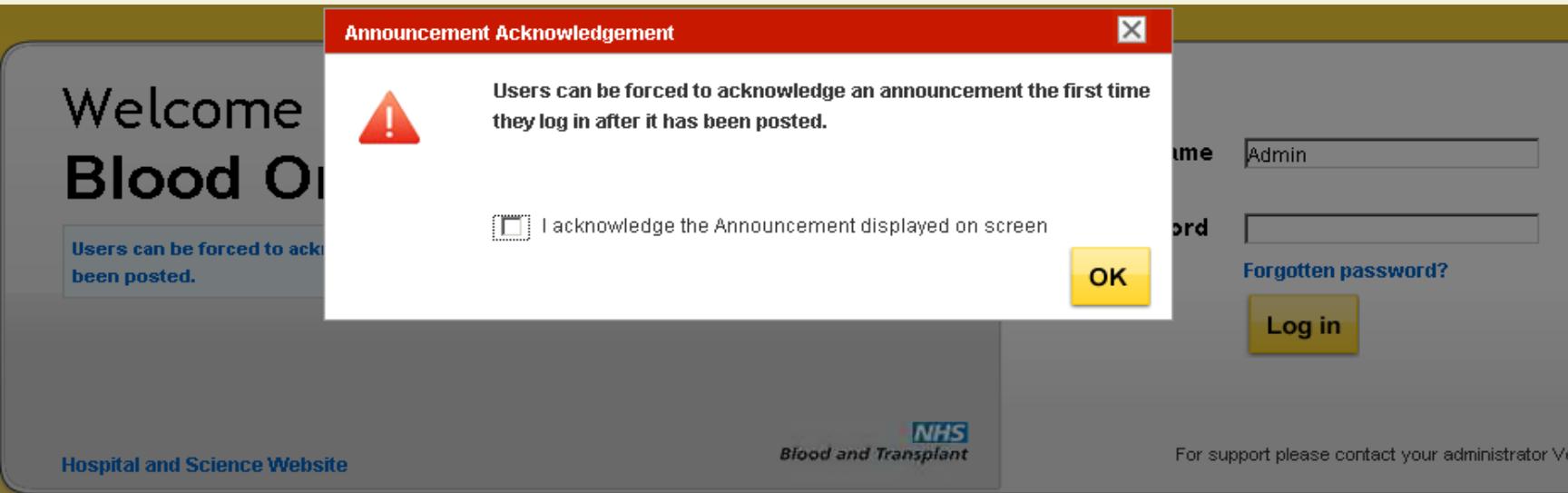
# The Welcome screen



There is a direct link to the Hospitals & Science website on the log in page where users can find the OBOS guide, training presentation, release notes etc.

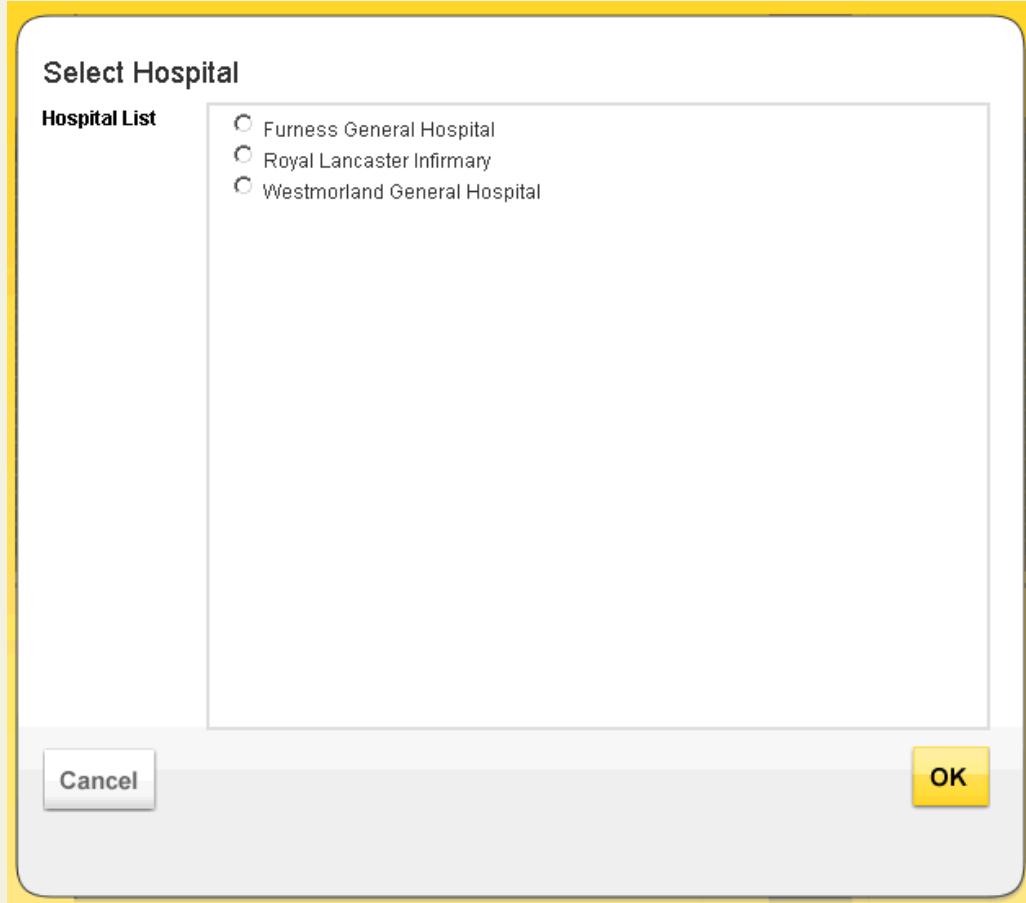
The screenshot shows the 'OBOS' page on the Hospitals and Science website. At the top, there is a navigation bar with links for Home, Diagnostic services, Patient services, Components, Training, Clinical guidelines, Business continuity, Audits, and Customer Service. A prominent alert message states: '5 November 2025: our stocks of O D and B D negative red cells are low and are vulnerable to changes in supply and demand. We need your support.' with a 'Read the communication (PDF 199KB)' link and a close button. Below the alert, the page title is 'OBOS' and the subtext is 'Online Blood Ordering System (OBOS) is a web-based system for hospitals to use to order blood and blood components for clinical use from NHS Blood and Transplant.' A 'Log on' section contains links to 'Login to the live site' and 'Login to the training site'. A 'Contact' section provides an email address: 'OBOS@nhsbt.nhs.uk'. To the right, there are sections for 'Instructions for using OBOS', 'Support for OBOS users and administrators', and 'Ordering when OBOS is not available'. At the bottom, a note says 'This page is for hospital staff who use OBOS. It gives information for using the system, details about the latest improvements, and provides training materials for new users.' and 'Page last reviewed: 19 June 2025'.

# Logging in



If an announcement has been posted users will need to acknowledge before entering the system. This is required only once per new announcement.

# Select hospital



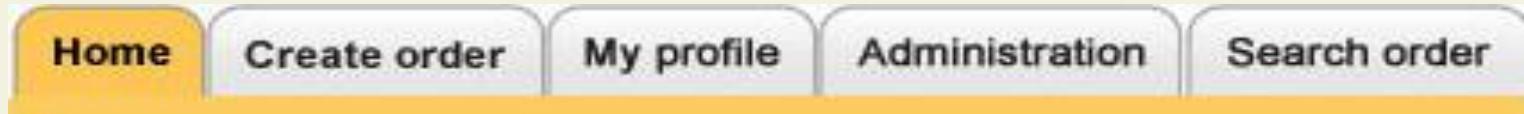
Users with more than one hospital (set up on their account) will be asked to select which one they wish to order for

Users with access to only one hospital or with a hospital set as default will be taken directly to the home page

# The homepage

NHS Online Blood Ordering														
Home		Create order		My profile		Administration		Search order						
Announcements														
*** OBOS 5.2.0 ACCEPTANCE TESTING ENVIRONMENT ***														
Order Summary														
Last Updated at 1:19 PM <a href="#">Refresh to update again</a>														
Current Orders	Draft Orders (0)	Standing Orders	Queued Orders (0)											
Pulse No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status		SSO						
 L00146481	06-May-2014	13:19	Admin Admin	07-May-2014, 15:00	Del: Stock	 Received from external system								
 L00146482	06-May-2014	13:19	Admin Admin	08-May-2014, 15:00	Del: Stock	 Received from external system								
 L00146483	06-May-2014	13:19	Admin Admin	09-May-2014, 15:00	Del: Stock	 Received from external system								
 L00146480	06-May-2014	13:18	Admin Admin	06-May-2014, 15:00	Del: Stock	 Received from external system								
	L00146479	06-May-2014	11:56		07-May-2014, 16:00	Del: Stock	 Waiting for Issue							
	L00146478	06-May-2014	09:35	Alex Smith	06-May-2014, 22:00	Del: Stock	 Notification outstanding							
	L00146477	06-May-2014	00:01	a banerjee	09-May-2014, 21:21	Collect	 Received from external system							
	L00146476	05-May-2014	00:05	a banerjee	08-May-2014, 21:21	Collect	 Received from external system							
	L00146475	05-May-2014	00:04	a banerjee	08-May-2014, 01:10	Ad Hoc	 Received from external system							
	L00146473	04-May-2014	00:04	a banerjee	07-May-2014, 21:21	Collect	 Received from external system							
	L00146474	04-May-2014	00:04	a banerjee	07-May-2014, 01:10	Collect	 Received from external system							
	L00146472	04-May-2014	00:03	a banerjee	07-May-2014, 01:10	Ad Hoc	 Received from external system							
	L00146470	03-May-2014	00:00	a banerjee	06-May-2014, 01:10	Collect	 Received from external system							

# The homepage, 2



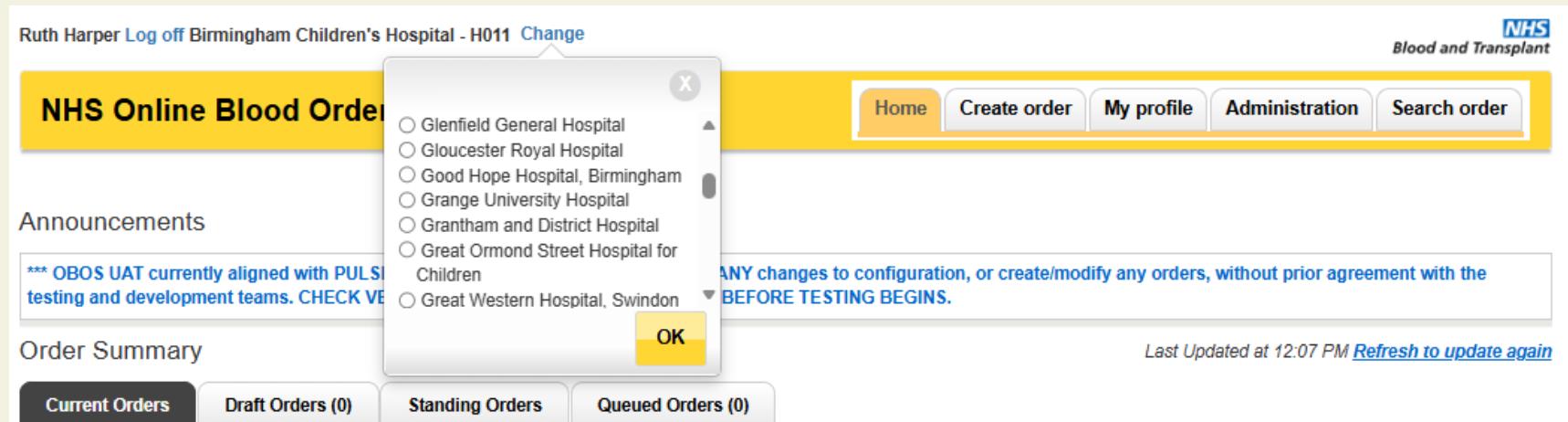
The tabs will indicate where you are in OBOS

The page you are on will be coloured **gold**

	Pulse No.	Date Ordered	▲	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
	L00146481	06-May-2014		13:19	Admin Admin	07-May-2014, 15:00	Del: Stock	Received from external system	
	L00146482	06-May-2014		13:19	Admin Admin	08-May-2014, 15:00	Del: Stock	Received from external system	
	L00146483	06-May-2014		13:19	Admin Admin	09-May-2014, 15:00	Del: Stock	Received from external system	
	L00146480	06-May-2014		13:18	Admin Admin	06-May-2014, 15:00	Del: Stock	Received from external system	
	L00146479	06-May-2014		11:56		07-May-2014, 16:00	Del: Stock	Waiting for Issue	
	L00146478	06-May-2014		09:35	Alex Smith	06-May-2014, 22:00	Del: Stock	Notification outstanding	
	L00146477	06-May-2014		00:01	a banerjee	09-May-2014, 21:21	Collect	Received from external system	

The homepage consists of order summary screens for current, draft, standing and queued orders.

# The homepage, 3



The screenshot shows the NHS Online Blood Orders homepage. At the top, there is a header with the user's name 'Ruth Harper', a 'Log off' link, the hospital 'Birmingham Children's Hospital - H011', and a 'Change' link. To the right is the NHS Blood and Transplant logo. Below the header is a yellow navigation bar with links for 'Home', 'Create order', 'My profile', 'Administration', and 'Search order'. On the left, there are sections for 'Announcements' (with a note about OBOS UAT being aligned with PULS testing and development teams) and 'Order Summary' (with tabs for 'Current Orders' (selected), 'Draft Orders (0)', 'Standing Orders', and 'Queued Orders (0)'). A modal dialog box is open in the center, titled 'NHS Online Blood Orders'. It contains a list of hospitals with radio buttons: Glenfield General Hospital, Gloucester Royal Hospital, Good Hope Hospital, Birmingham, Grange University Hospital, Grantham and District Hospital, Great Ormond Street Hospital for Children, and Great Western Hospital, Swindon. At the bottom of the dialog is an 'OK' button. To the right of the dialog, a message box contains the text: 'ANY changes to configuration, or create/modify any orders, without prior agreement with the BEFORE TESTING BEGINS.' At the bottom right of the page, there is a timestamp 'Last Updated at 12:07 PM' and a link 'Refresh to update again'.

The top line contains information on your name and the hospital you are currently viewing or placing orders for.

The Log Off facility is also on this line.

If your account allows you access to more than one hospital site, then to change the hospital you are viewing orders from or placing orders for click on change and the selection of hospitals available to you will appear.

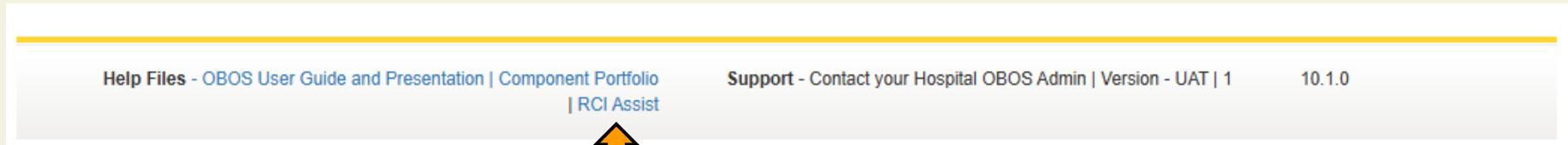
Select the correct hospital and click on OK.

# The homepage, 4

When using mobile devices, the screen size will depict the lay out. Columns can be expanded and collapsed using the  and  buttons.

Current Orders		Draft Orders (2)		Standing Orders		Queued Orders (0)	
	Pulse No. ▲	Date Ordered	Time Ordered	Ordered By	Required Date and Time		
	L02153448	15-Aug-2017	15:14	Hospital User	15-Aug-2017, 16:12		
<p>Delivery      Collect</p>							
<p>Current Status  Received from external system</p>							
<p>SSO</p>							
 	L02153447	15-Aug-2017	15:09	Hospital User	17-Aug-2017, 11:22		
	L02153446	15-Aug-2017	15:03	Hospital User	16-Aug-2017, 16:00		

# The homepage, 5



RCI assist link can be found in the footer of the home page along with other useful links

Version 1.0

**RCI Assist**

RCI Assist is a referral support tool which guides users when processing samples in the hospital transfusion laboratory to ensure appropriate investigation of patients requiring red cell transfusion support. The referral support tool contains decision points to either refer cases to Red Cell Immunohaematology (RCI) or resolve in-house, and is supported with pop up information to improve staff confidence.

**⚠ Please select here to read disclaimer before use.**

I confirm I have read the disclaimer

**Start**

# Creating a standard order

Home

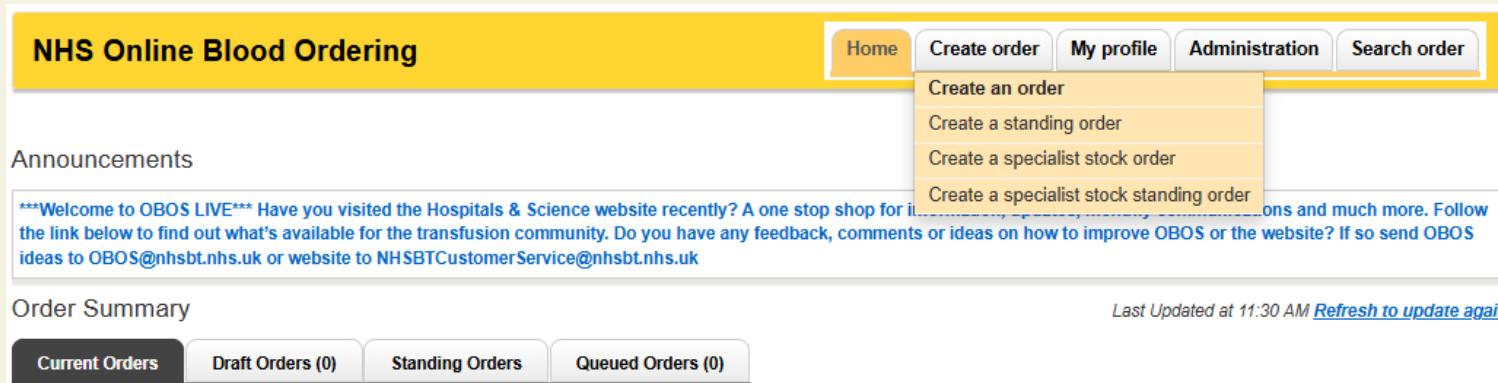
Create order

My profile

Administration

Search order

# Creating an order



The screenshot shows the 'NHS Online Blood Ordering' homepage. At the top, there is a yellow header bar with the site name. Below it, a navigation bar includes 'Home' (which is the active tab), 'Create order' (highlighted in yellow), 'My profile', 'Administration', and 'Search order'. A dropdown menu from 'Create order' lists four options: 'Create an order', 'Create a standing order', 'Create a specialist stock order', and 'Create a specialist stock standing order'. The main content area has a section for 'Announcements' with a welcome message. Below that is an 'Order Summary' section with tabs for 'Current Orders' (selected), 'Draft Orders (0)', 'Standing Orders', and 'Queued Orders (0)'. A timestamp 'Last Updated at 11:30 AM' and a 'Refresh to update again' link are also present.

To create an order, click on the 'Create order' tab

You will be given a choice:

- Create an order/specialist stock order
  - A one-off order (which can be duplicated if required)
- Create a standing order/specialist stock standing order
  - An order containing the same components which can be repeated either weekly/alternate weeks, on one or more days

# Creating an order,2

# NHS Online Blood Ordering

- Home
- Create order
- My profile
- Administration
- Search order

### Delivery Information

Delivery method \*

Required date \*

Required time \*

AM

### Add Products

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

+Add line

Add to order ➔

### Order Preview

Blood order

Save draft

Send order

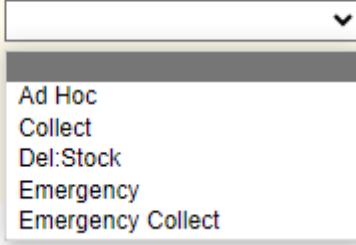
# Delivery information

Delivery Information

Delivery method \*

Required date \*

Required time \*



Ad Hoc  
Collect  
Del:Stock  
Emergency  
Emergency Collect

Select delivery type from the drop-down menu (default setting is blank)

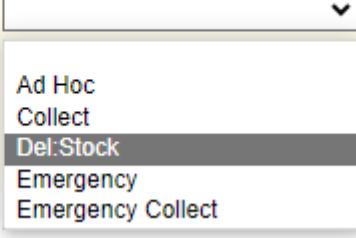
Del Stock is your routine round you receive from NHSBT.

Delivery Information

Delivery method \*

Required date \*

Required time \*



Ad Hoc  
Collect  
Del:Stock  
Emergency  
Emergency Collect

Only needs to be selected once per order not for each product

Caution: Only a few Trusts use the emergency collect option

# Delivery information, 2

Delivery Information

Delivery method \* Del:Stock

Required date \*

Required time \*

Add Products

Red blood cells

Product\* Red Cells

Red Cells

Red Cells

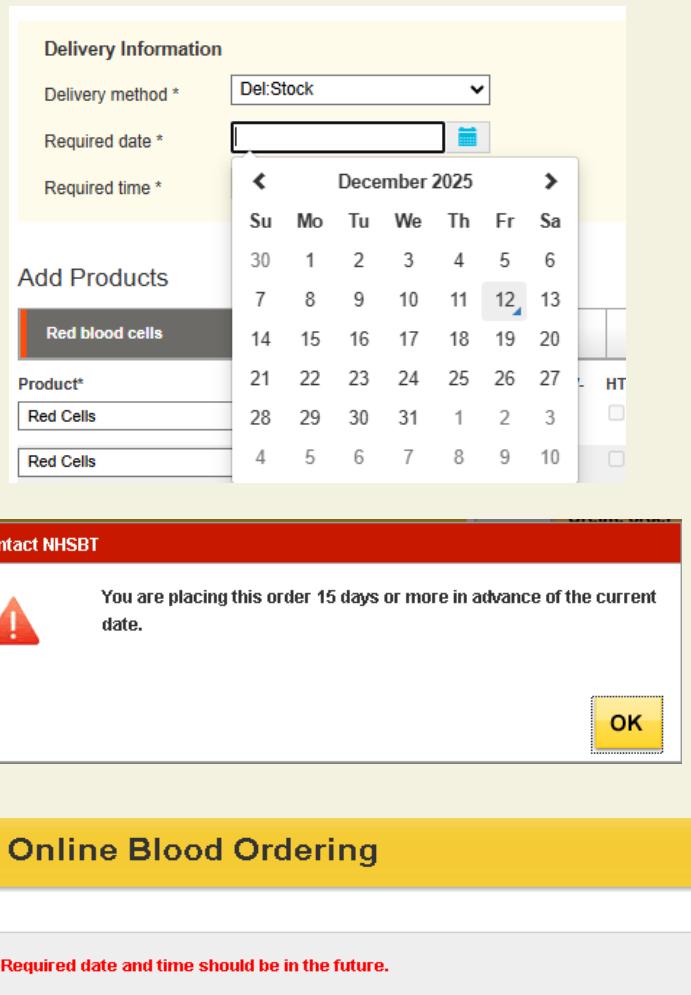
Contact NHSBT

You are placing this order 15 days or more in advance of the current date.

OK

NHS Online Blood Ordering

Required date and time should be in the future.



## Required Date

Select delivery date from the drop-down calendar

A pop-up box appears if you place an order 15 days or more in the future

Note: If you select a date in the **past** OBOS will inform you when you try and place the order (and will not accept the order)

# Delivery information: Del:Stock

All delivery times displayed will be in accordance with your SLA times.

Delivery Information

Delivery method *	Del:Stock
Required date *	20/11/2025
Required time *	HH:MM

Delivery slots for Thursday :

06:00	16:15
09:45	19:00
14:00	

If choosing delivery for the same day, you may find some delivery slots 'greyed out' – this is due to the cut off time for that slot has passed.

Delivery Information

Delivery method *	Del:Stock
Required date *	19/11/2025
Required time *	HH:MM

Delivery slots for Wednesday :

06:00	16:15
09:45	19:00
14:00	

# Delivery information: non-scheduled deliveries

Ad-Hoc, Collect, Emergency  
and Emergency collect.

Non-scheduled delivery times  
are auto populated based on  
current time + pick & pack +  
delivery time.

Please do not adjust this to an  
earlier time; however, this time  
can be extended.

**Delivery Information**

Delivery method *	Ad Hoc
Required date *	19/11/2025
Required time *	HH:MM 12:15

**Delivery Information**

Delivery method *	Collect
Required date *	19/11/2025
Required time *	HH:MM 11:15

**Delivery Information**

Delivery method *	Emergency
Required date *	11/04/2025
Required time *	HH:MM 13:56

**Delivery Information**

Delivery method *	Emergency Collect
Required date *	19/11/2025
Required time *	HH:MM 11:07

# Emergency orders

**NHS Online Blood Ordering**

Delivery Information

Delivery method \* Emergency Collect

Required date \*

Required time \* HH:MM

**Emergency Collect Order**

 Please telephone your Hospital Services department to inform them that this emergency order has been placed.

**Accept**

If you request an emergency delivery, users must accept the conditions shown below to proceed and **must** telephone their Hospital Services department to inform them that the order has been placed.

**NHS Online Blood Ordering**

Delivery Information

Delivery method \* Emergency

Required date \*

Required time \* HH:MM

**Emergency Order**

 Emergency orders should only be requested when there is an urgent clinical need and there is an immediate risk to life. Emergency orders require the name of the clinician authorising the emergency request.

 Please telephone your Hospital Services department to inform them that this emergency order has been placed.

**Accept** **Reject**

Obstetric haemorrhage

Phenotypic units

# Emergency order: additional information

Emergency Order Details

Managing Clinician\*

Patient name/ ID

Justification \*  Emergency Pod Issue  Ruptured AAA  
 Other haemorrhage  RTA/Trauma  
 GI bleed  Surgical bleeding (in theatre/post Op)  
 Obstetric haemorrhage  Severe coagulopathy  
 Phenotyped units  Thrombocytopenia  
 Any other reason

You will be prevented  
from adding more  
than one justification.

Selecting emergency order as the delivery type will produce a further selection of boxes which are mandatory (\*) and must be completed.

It is information which may be required should a vehicle carrying emergency components be involved in an incident.

# Delivery information, next step

**NHS Online Blood Ordering**

**Delivery Information**

Delivery method \*

Required date \*

Required time \*

**Add Products**

**Red blood cells** **Platelets** **Frozen products**

Product*	ABO*	RhD*	Qty*
Red Cells	<input type="text"/>	<input type="text"/>	<input type="text"/>
Red Cells	<input type="text"/>	<input type="text"/>	<input type="text"/>
Red Cells	<input type="text"/>	<input type="text"/>	<input type="text"/>
Red Cells	<input type="text"/>	<input type="text"/>	<input type="text"/>

[+Add line](#)

Once you have entered all of the delivery details, check them

OBOS will send the order to NHSBT with these details (Ensure no details are inadvertently changed using the mouse scroll wheel)

OBOS will only send the order once components have been added and send order is selected

# The ordering screen



On the create an order screen there are 5 tabs across the screen – one for each of the product types and one for ‘Order notes’.

The product tabs allow an individual product type to be ordered.

‘Order notes’ allow general comments to be added to the whole order. Not for product specification requirements.

# Ordering red blood cells

Product*	ABO*	RhD*
Red Cells	▼	▼
Red Cells	▼	▼
Red Cells Irradiated	▼	▼
Exchange RBC Irradiated (Neonatal)	▼	▼
IUT Red Cells Irradiated	▼	▼
LVT in SAGM (Neonates and Infants)		
LVT in SAGM Irradiated (Neonates and Infants)		
Neonatal Red Cells		
Neonatal Red Cells Irradiated		
Washed Cells Ext Life		
Washed Cells Irradiated Ext. Life		

On the **Red blood cell** tab – the default product is standard red cells.

To select different red cell products, use the drop-down menu.

Irradiated components appear on the product lists.

Select the type of product you require by clicking on it

Ensure no details are inadvertently changed using the mouse scroll wheel

# Ordering red blood cells,2

## Add Products

Red blood cells	Platelets	Frozen products	White blood ce	
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	O	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	A	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	B	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		AB	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## Add Products

Red blood cells	Platelets	Frozen products	White blood cel	
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA
Red Cells	<input type="button" value="▼"/>	O <input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	POS	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	NEG	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

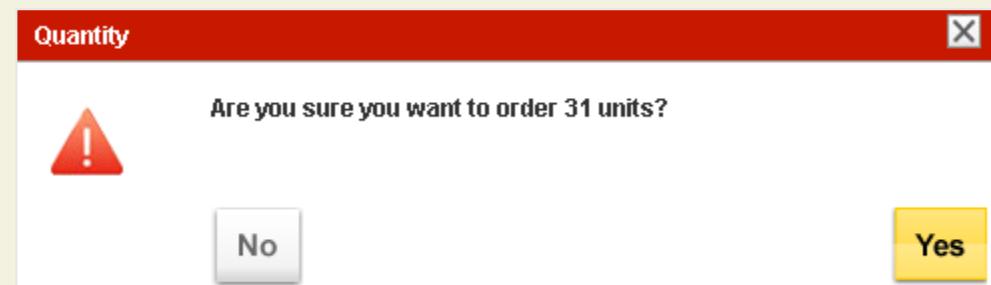
## Add Products

Red blood cells	Platelets	Frozen products	White blood ce	
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA
Red Cells	<input type="button" value="▼"/>	O <input type="button" value="▼"/>	POS <input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Select the ABO group from the drop-down menu

Select RhD pos or neg

Enter Qty required (a pop-up box will appear for orders over 30 units)



# Ordering red blood cells,3

### Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes			
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA Aph	Req.	Remove	
Red Cells	O	POS	6	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>	
Red Cells Irradiated	A	POS	4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>	
Exchange RBC Irradiated (Neonat)	O	POS	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>
Large Vol RBC in SAGM	B	POS	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>

[+Add line](#)

[Add to order ➔](#)

If more than four types of red cells are required additional lines can be added by clicking the [+Add line](#) icon.

**Do not use the line/order notes for special requirements.**

If phenotyped units are required, click on the  icon in the Req. column.

Certain components will automatically select additional requirements.

# Additional requirements

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA Aph
Red Cells	0	POS	4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Req.</b> <input style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; vertical-align: middle;" type="button" value="+"/> <input style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; vertical-align: middle;" type="button" value="Remove"/> <span style="border: 1px solid black; padding: 5px; display: inline-block;">Click the Req. button to expand</span>				
Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA Aph
Red Cells				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; vertical-align: middle;" type="button" value="-"/> <input style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; vertical-align: middle;" type="button" value="X"/>
Phenotypes(Negative for these antigens) <input type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> (c) <input type="checkbox"/> (e) <input type="checkbox"/> K				
Tick here if order is for a Sickle Patient <input type="checkbox"/>				
Tick here if order is for a Thalassaemic Patient <input type="checkbox"/>				
<b>Haemoglobinopathy patient?</b>				
<b>Select Blood Chars</b>				
Selected Blood Characteristics (Negative for these antigens)				
Notes: Please select from drop-down box (one comment only)				
<b>Select Comment</b>				
NOTES: This field is for request and delivery comments only. If you cannot see the required, please contact your local hospital services department. Do not enter clinical notes. (max 500 characters)				
<b>Enter demographics in accordance with own Trusts or leave blank – Information is transmitted on EDN file.</b>				
<b>Line notes specific to the order line, do not include clinically significant information in the line notes</b>				

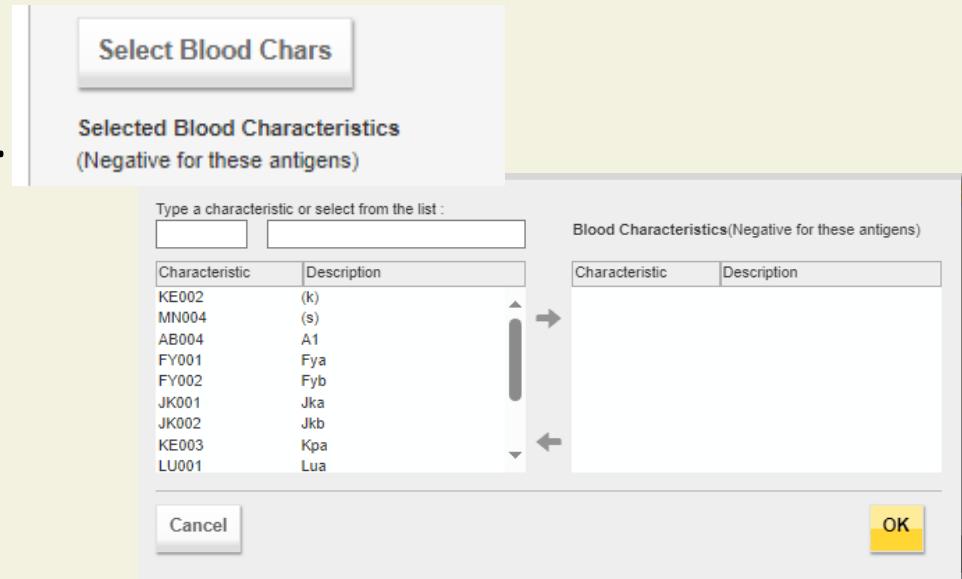
# Haemoglobinopathy patient?

This is a non-mandatory question, but it will enable NHSBT to gather information on the patient types additional phenotypes are ordered for.

Ticking 'Sickle Patient' will automatically select HbS neg units and the user will be unable to untick the HbS- box whilst the Sickle Patient box is ticked.

# Blood characteristics

To order additional phenotypes  
press the 'Select Blood Chars'  
button and a pop up will appear.



You can search by either blood  
characteristic code or blood  
description



# Blood characteristics, 2

Select the phenotype you require in the left-hand panel, then click the ➤ icon to move it across to the right-hand panel

Type a characteristic or select from the list:

Characteristic	Description
KE002	(k)
MN004	(s)
FY001	Fya
FY002	Fyb
JK001	Jka
JK002	Jkb
KE003	Kpa

**Blood Characteristics (Negative for these antigens)**

Characteristic	Description
KE002	(k)

Characteristics can be moved between panels using the following icons:

- Right arrow (➤) to move selected characteristics to the right panel.
- Left arrow (◀) to move characteristics from the right panel back to the left panel.
- Up arrow (▲) and Down arrow (▼) to sort characteristics within a panel.

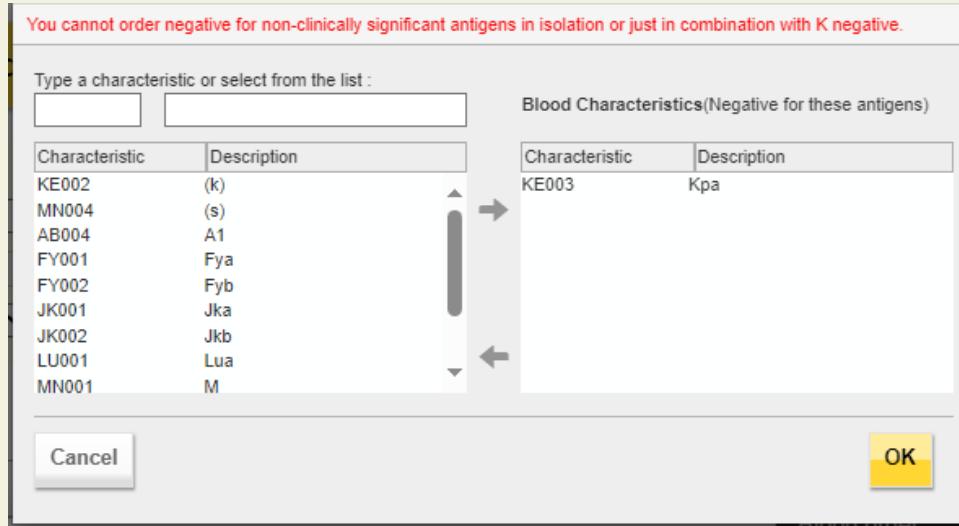
Buttons at the bottom:

- Cancel
- OK

Any moved in error can be removed with the ➤ icon  
Once you are happy click OK

# In isolation rule

Certain antigen negative specificities cannot be ordered in isolation e.g. Kp(a), Lu(a) or Cw – if selected an advisory notice will appear.



Phenotypes contained within the characteristic table can be added or deleted by NHSBT but will only be done after consultation and agreement with hospital and NHSBT representatives that form part of the OBOS stakeholders' group

# Maximum blood age on day of delivery: specific components

Red blood cells      Platelets      Frozen products      White blood cells      Order notes

Product*	ABO*	RhD*	Qty*	CMV-	HT-	HbS-	IgA	Aph	Req.	Remove
Neonatal Red Cells	A	POS	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Phenotypes (Negative for these antigens)       C       E       (c)       (e)       K

Tick here if order is for a Sickle Patient     

Tick here if order is for a Thalassaemic Patient     

Select Blood Chars

Selected Blood Characteristics (Negative for these antigens)

Patient information

Patient name / ID

Maximum blood age on day of delivery

Please specify maximum blood age only if necessary.  
By default, blood supplied will be less than 23 days old.

Specify maximum age of components if clinically required

Max blood age is the maximum age the red cell unit(s) are required to be to match clinical need.

- Neonatal Red cells and Large Volume Transfusion (LVT) units have a max life box available.
- The ability to specify max life is restricted for adult RBC's being available to a limited number of hospitals due to clinical need.

Please note: By default, all blood supplied will have at least 12 days old shelf life remaining.

# Transfusion date / time: specific components

For certain specialist components there is a transfusion date and time field.

Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA Aph Req. Remove
Exchange RBC Irradiated (Neonat: <input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value=""/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="button" value="−"/> <input type="button" value="X"/>

Phenotypes(Negative for these antigens)  C  E  (c)  (e)  K

Tick here if order is for a Sickle Patient

Tick here if order is for a Thalassaemic Patient

Select Blood Chars

Selected Blood Characteristics (Negative for these antigens)

Patient information

Patient name / ID

Transfusion date

Transfusion time

If a transfusion date is entered, the product will not expire until at least 23:59 of this date.

# Red blood cell order complete?

Enter all the red cell components required and then click on the 'Add to Order' button

The red cell components required will then be displayed on the right-hand side of the screen under the Blood order heading

Note: this is an order preview – ensure you click the 'Send order' button to complete the order

**Add Products**

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA Aph Req. Remove
Red Cells	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="button" value="+"/> <input type="button" value="x"/>

[+Add line](#) [Add to order ➔](#)

[✖ Close Without Saving](#)

**Order Preview**

Blood order

Red blood cells	Amend
Red Cells	Patient Name/ID: O Pos, 6
	Max blood age - Notes -

[Save draft](#) [Send order](#)

# Ordering platelets

Red blood cells	Platelets	Frozen products			White blood cells				Order notes	
Product*	ABO*	RhD*	Qty*	CMV-	HT-	Aph	IgA	Req.	Remove	
Platelets	▼	▼	▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Platelets	▼	▼	▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Platelets	▼	▼	▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Platelets	▼	▼	▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
<a href="#">+Add line</a>										
<b>Add to order</b> 										

Enter requests for platelets in similar manner.

Selecting the  icon in the Req column to enter a patient ID and transfusion date and time if the platelets are non-stock platelets.

These are not mandatory but will help effective supply and demand.

# Platelets: special requirements

Product*	ABO*	RhD*	Qty*	CMV-	HT-	Aph	IgA	Req.	Remove	
Platelets Irradiated	A	POS	1	<input type="checkbox"/>	<input type="button" value="-"/>	<input type="button" value="X"/>				

**Patient information**

Patient name / ID

Transfusion date  

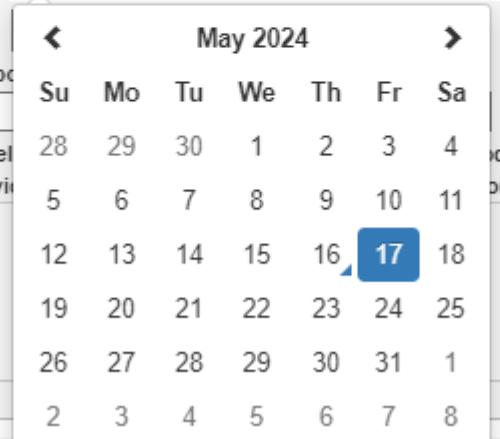
Transfusion time

Notes: Please select from drop-down box

Select Comment

NOTES: This field is for request and delivery notes only. Please enter the product specification you require, e.g. 1 unit of platelets.

(max 500 characters)

  
May 2024  
Su Mo Tu We Th Fr Sa  
28 29 30 1 2 3 4  
5 6 7 8 9 10 11  
12 13 14 15 16 17 18  
19 20 21 22 23 24 25  
26 27 28 29 30 31 1  
2 3 4 5 6 7 8

If you enter a date, you must enter a time and vice versa

The time of transfusion should be as accurate as possible especially for components with a 24-hour shelf life such as platelets in PAS.

# Platelet order complete

Platelets	Frozen products			White blood cells				Order notes	
ABO*	RhD*	Qty*		CMV-	HT-	Aph	IgA	Req.	Remove
<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>
<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>
<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>	<input type="button" value="x"/>

**Add to order ➔**

**Order Preview** [Preview in a separate page](#)

Blood order	
<b>Red blood cells</b>	<a href="#">Amend</a>
Exchange RBC	Patient Name/ID:R Bleeding
Irradiated (Neonatal)	A Pos, 2
	CMV-,HT-,HbS-,IgA def.
	Blood Char neg for: Rh E, Rh c
	Transfusion date - 17/05/2024 08:00
	Notes -
<b>Platelets</b>	<a href="#">Amend</a>
Neonatal Platelets Irradiated	Patient Name/ID:R Bleeding
	A Pos, 2
	CMV-,HT-,IgA def.,Aph
	Transfusion date - 17/05/2024 08:00
	Notes -

**Save draft** **Send order ➔**

Click **Add to order ➔** and requested platelets will appear in the **Blood order** summary

Your **Blood order** will contain anything you have set up on this occasion, be it one unit of platelets or twenty different blood components – each new addition will be “added to the list”

# Ordering fresh frozen plasma (FFP)

Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes

Frozen Product\* ABO\* Qty\* HT- IgA- Req. Remove

Fresh Frozen Plasma, LD A 10

Patient information

Patient name / ID

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

Select Comment

NOTES: This field is for request and delivery comments only. If you cannot see the product specification you require, please contact your local hospital services department. Do not enter clinical information.

(max 500 characters)

FFP is ordered in the same way, although there is no RhD type option, as all requests will default to Rh pos when added to the order but Rh neg components may be supplied by NHSBT

Requirements box just contains space for patient information if required and notes.

# Line and order notes

Select Blood Chars

Patient information  
Patient name / ID

Selected Blood Characteristics  
(Negative for these antigens)

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

Select Comment

Select Comment  
See order notes for standing order information  
Order for stock: Long dated as possible. Please call if not possible  
Patient requires this TODAY  
Patient requires this TOMORROW  
Delivery today but in date for tomorrow  
Emergency delivery- Please call if any delay  
Send with previous order if possible  
Collect order. Please call when ready.  
Adhoc order. Please send as soon as possible  
Will accept compatible substitution. Please call to discuss  
FREE TEXT BOX

product specification you require, please see the product specification you require, please information.

Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
-----------------	-----------	-----------------	-------------------	-------------

**Order notes** may be added for the whole order using the order notes tab as shown below. Notes entered here will apply to the whole order.

**Line Notes:** If the individual request requires additional notes, select the most appropriate option from the dropdown list.

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

Select Comment

Select Comment  
See order notes for standing order information  
Order for stock: Long dated as possible. Please call if not possible  
Patient requires this TODAY  
Patient requires this TOMORROW  
Delivery today but in date for tomorrow  
Emergency delivery- Please call if any delay  
Send with previous order if possible  
Collect order. Please call when ready.  
Adhoc order. Please send as soon as possible  
Will accept compatible substitution. Please call to discuss  
FREE TEXT BOX

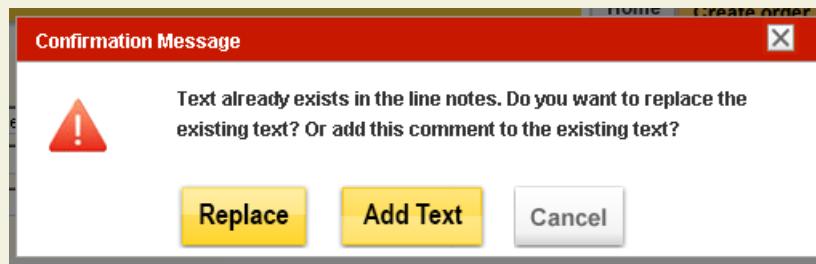
not see the product specification you require, please information.

†Please note: No clinically significant information should be entered into the 'Free text box'. Please use the tick boxes and dedicated fields for such requirements.

# Line and order notes, 2

The comment can be amended or if appropriate an additional comment can be added.

If changes are required once added to the order, select amend and the details will move to the left-hand side of the screen.



Select the changes required and the options to 'Replace' the comment or 'Add Text' to add additional comment (s) will be displayed.

# Order preview

# Order preview – check before submitting

Order Preview	
<a href="#">Preview in a separate page</a>	
<b>Blood order</b>	
<b>Red blood cells</b>	<a href="#">Amend</a>
Red Cells	Patient Name/ID: O Neg, 2
	Max blood age - Notes -
<b>Platelets</b>	<a href="#">Amend</a>
Platelets	Patient Name/ID: A Pos, 1
	Transfusion date - Notes -
<b>Frozen products</b>	<a href="#">Amend</a>
Fresh Frozen Plasma, LD	Patient Name/ID: AB Pos, 5
	Max blood age - Notes -
<b>White blood cells</b>	<a href="#">Amend</a>
Granulocytes Pooled (Irradiated)	Patient Name/ID: O Neg, 1 CMV- Transfusion date - Notes -
<a href="#">Save draft</a>	<a href="#">Send order</a>

Note on the left-hand side:

- Orders with a **red stripe** are for red cell components
- Orders with a **blue stripe** are platelet components
- Orders with a **yellow stripe** are frozen components
- And Orders with a **grey stripe** are white cell components.

This is to make checking the orders easier.

Order can be viewed by selecting the [Preview in a separate page](#) for a full screen view

# Order preview on separate page

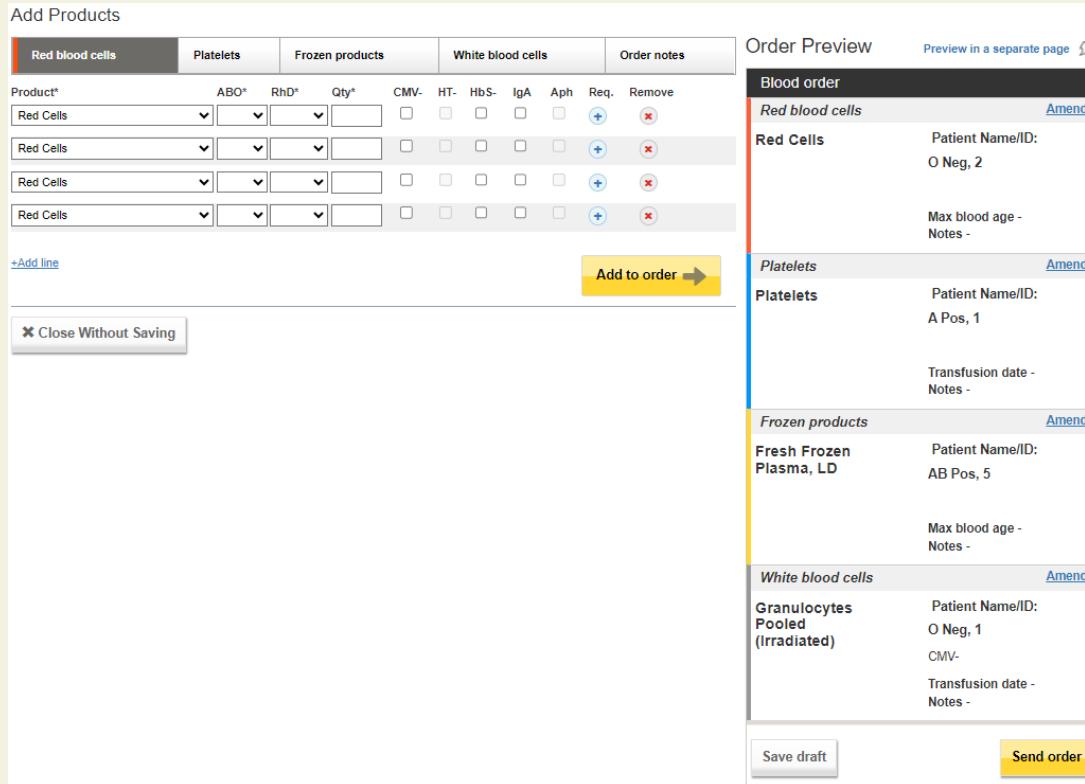
Order Preview		Del: Stock order for 5/22/2024, 15:45	OBOS Request: 0	<a href="#">Preview with order form</a>
<b>Red Cells</b> <i>Red blood cells</i>	<b>O Neg</b> Requested:2	Patient:  Notes:  Blood Char neg for: none		
<b>Platelets</b> <i>Platelets</i>	<b>A Pos</b> Requested:1	Patient:  Notes:  Blood Char neg for: none Transfusion Date:		
<b>Fresh Frozen Plasma, LD</b> <i>Frozen products</i>	<b>AB Pos</b> Requested:5	Patient:  Notes:  Blood Char neg for: none		
<b>Granulocytes Pooled (Irradiated)</b> <i>White blood cells</i>	<b>O Neg</b> Requested:1	Patient:  Notes:  Blood Char neg for: none Transfusion Date:		

[Cancel order](#) [Amend order](#) [Send order](#)

In both views the order can be sent or amended as required by selecting the appropriate button.

# Order preview: amend an order

Clicking either the amend order button  or the Amend button takes the user back to the create order screens for amendments to be made.



The image shows two overlapping windows. The left window is titled 'Add Products' and contains a table for adding blood products. The right window is titled 'Order Preview' and shows a list of blood components with their details and an 'Amend' link.

**Add Products**

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product*	ABO*	RhD*	Qty*	CMV- HT- HbS- IgA Aph Req. Remove
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="button" value="+"/> <input type="button" value="x"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="button" value="+"/> <input type="button" value="x"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="button" value="+"/> <input type="button" value="x"/>
Red Cells	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="checkbox"/> <input type="button" value="+"/> <input type="button" value="x"/>

+Add line

**Order Preview**

Blood order	
<b>Red blood cells</b>	<a href="#">Amend</a>
Red Cells	Patient Name/ID: O Neg, 2
	Max blood age - Notes -
<b>Platelets</b>	<a href="#">Amend</a>
Platelets	Patient Name/ID: A Pos, 1
	Transfusion date - Notes -
<b>Frozen products</b>	<a href="#">Amend</a>
Fresh Frozen Plasma, LD	Patient Name/ID: AB Pos, 5
	Max blood age - Notes -
<b>White blood cells</b>	<a href="#">Amend</a>
Granulocytes Pooled (Irradiated)	Patient Name/ID: O Neg, 1
	CMV - Transfusion date - Notes -

# Order preview: amend an order, 2

Add Products

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

[+Add line](#)

[Add to order ➔](#)

[✖ Close Without Saving](#)

Order Preview

[Preview in a separate page](#) [Print](#)

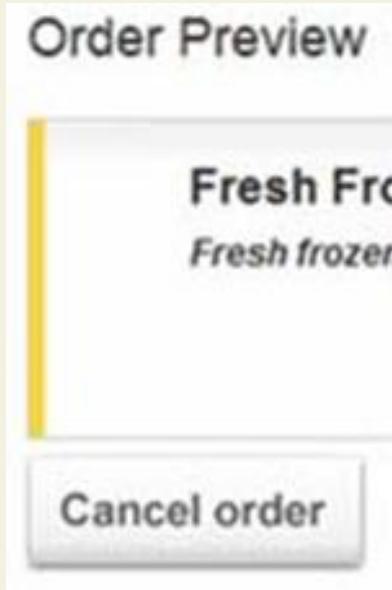
Blood order	
<i>Red blood cells</i>	<a href="#">Amend</a>
Red Cells	Patient Name/ID: O Neg, 2
	Max blood age - Notes -
<i>Frozen products</i>	<a href="#">Amend</a>
Fresh Frozen Plasma, LD	Patient Name/ID: AB Pos, 5
	Max blood age - Notes -
<i>White blood cells</i>	<a href="#">Amend</a>
Granulocytes Pooled (Irradiated)	Patient Name/ID: O Neg, 1
	CMV- Transfusion date - Notes -

[Save draft](#)

[Send order ➔](#)

Clicking on amend moves only the individual component type back.

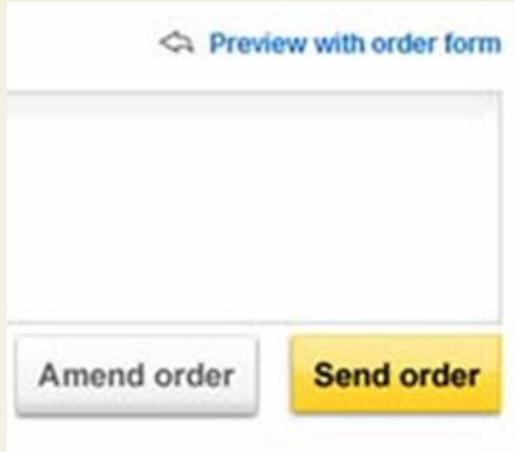
# Order preview: cancel the order



If the order is no longer required, it can be cancelled by clicking on the 'Cancel Order' button.

Users should be aware that this will delete the whole request and any components which are required will need to be re-entered.

# Order preview, submitting order



Once the user is happy the request is complete and correct it should be submitted by clicking on the 'Send Order' button.

The order will now be sent to the NHSBT computer issue system PULSE.

# Required fields

Product*	ABO*	RhD*	Qty*	CMV-	HT-	Aph	IgA	Req.	Remove
Platelets	A	POS	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="-"/>	<input type="button" value="X"/>

*Transfusion time cannot be left blank*

**Patient information**

Patient name / ID: Sky Diver

Transfusion date: 12/12/2025

Transfusion time:

Failure to complete a required field, it will be **highlighted in red** and a prompt displayed.

You should complete the missing information and resubmit the order by clicking on the 'send order' button.

Remember if you need to leave the order to find additional information the order can be saved to draft at anytime.

# Draft orders

Order Preview [Preview in a separate page](#)

**Blood order**

Red blood cells	<a href="#">Amend</a>
Red Cells	Patient Name/ID: O Neg, 2
Max blood age - Notes -	

**Platelets**

Platelets	<a href="#">Amend</a>
Platelets	Patient Name/ID: A Pos, 1
Transfusion date - Notes -	

**Save draft** **Send order**



The order can be saved as a draft order at any time by clicking on the 'save draft' button – NHSBT cannot view draft orders.

These can be found under the Draft Orders tab on the home page

Order Summary

Current Orders	Draft Orders (1)	Standing Orders	Queued Orders (2)
Request No.	Date Ordered	Time Ordered	Ordered By
172680	21-May-2024	14:12	Ruth Harper

The order is only submitted to NHSBT for processing when the **Send order** button is clicked

# Order confirmation

Order Information	
Hospital name	Birmingham Children's Hospital
Submitted by	Ruth Harper
Submitted on	04/11/2025
Submitted at	12:15
Hospital Services Dept.	NAT ACCEPT SITE 1
Status	 Received from external system
Pulse number	<a href="#">L02101074</a>

OBOS will also store information about who placed the order and when.

The PULSE number is the NHSBT way of recognising your order.

If you have any queries about the order, then having this number will help NHSBT staff locate your order.

# Reviewing an order

Order Summary								Last Updated at 1:21 PM <a href="#">Refresh to update again</a>
Current Orders		Draft Orders (0)		Standing Orders		Queued Orders (0)		
Pulse No.	Date Ordered	▲	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
 L00146481	06-May-2014		13:19	Admin Admin	07-May-2014, 15:00	Del:Stock	 Received from external system	
 L00146482	06-May-2014		13:19	Admin Admin	08-May-2014, 15:00	Del:Stock	 Received from external system	
 L00146483	06-May-2014		13:19	Admin Admin	09-May-2014, 15:00	Del:Stock	 Received from external system	
 L00146480	06-May-2014		13:18	Admin Admin	06-May-2014, 15:00	Del:Stock	 Received from external system	
	L00146479	06-May-2014	11:56		07-May-2014, 16:00	Del:Stock	 Waiting for Issue	
	L00146478	06-May-2014	09:35	Alex Smith	06-May-2014, 22:00	Del:Stock	 Notification outstanding	
	L00146477	06-May-2014	00:01	a banerjee	09-May-2014, 21:21	Collect	 Received from external system	
	L00146476	05-May-2014	00:05	a banerjee	08-May-2014, 21:21	Collect	 Received from external system	
	L00146475	05-May-2014	00:04	a banerjee	08-May-2014, 01:10	Ad Hoc	 Received from external system	



Orders can be reviewed by clicking Pulse number on the left.

# Creating a Specialist Stock Order (SSO)

Home

Create order

My profile

Administration

Search order

# Specialist Stock Orders (SSO)



The screenshot shows a software interface with a navigation bar at the top. The 'Create order' tab is highlighted in yellow, while 'Home', 'My profile', 'Administration', and 'Search order' are in grey. A dropdown menu under 'Create order' is open, showing four options: 'Create an order', 'Create a standing order', 'Create a specialist stock order', and 'Create a specialist stock standing order'. The 'Create a specialist stock order' option is highlighted in orange.

First time and subsequent orders for HLA and HLA/HPA platelets can be requested through OBOS.

For HPA selected blood product orders contact H&I department to discuss the request before ordering.

The SSO tab should only be used for patients approved to receive HLA/HPA selected products.

**Add Products**

**Specialist products** *Only to be used for patients approved to receive HLA/HPA selected products*

Please select from the below

Red cells  Order type\*   
Platelets  Order type\*   
HLA  
HLA/HPA  
HPA

**Add Products**

**Specialist products** *Only to be used for patients approved to receive HLA/HPA selected products*

Please select from the below

Red cells  Order type\*   
Platelets  Order type\*  HLA/HPA  
HLA/HPA SELECTED PLATELETS ONE ADULT

**1st Time Order** **Order for Known Patient**

**Note:** Please contact H&I if you are unsure whether a patient has been seen by H&I previously before you create a 1<sup>st</sup> time order request

# Specialist Stock Orders: platelets

Complete the delivery method, required date and time as with the standard order.

Select platelets, order type and product

Select 1<sup>st</sup> Time Order or Order for Known Patient button

Add Products

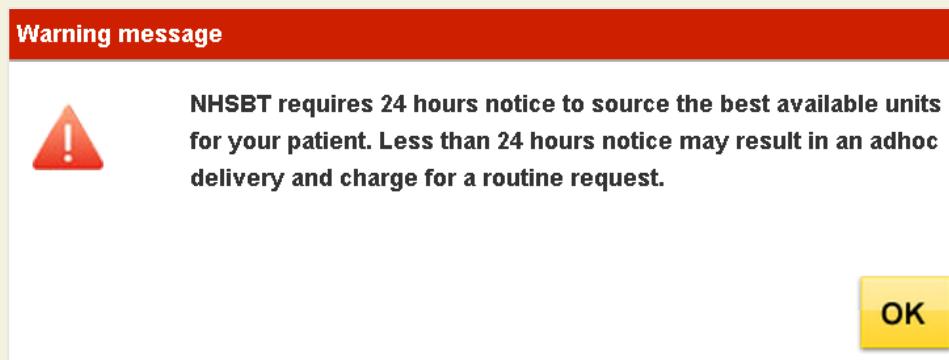
Specialist products Only to be used for patients approved to receive HLA/HPA selected products

Please select from the below

Red cells	<input type="radio"/>	Order type*	Product*
Platelets	<input checked="" type="radio"/>	HLA	HLA SELECTED PLATELETS ONE ADULT DOS

**1st Time Order** **Order for Known Patient**

NHSBT requires at least 24 hours' notice to source the best available units for your patient. An advisory message will appear of each order. Clicking OK, will allow you to create an order.



# Specialist Stock Orders: platelets, 2

If orders are required with less than 24 hours' notice, please contact our specialist platelet service to discuss on 020 895 72814

If the request is <24 hours for a Del:Stock or Collect deliveries or < 8 hours for Ad Hoc deliveries the below messages will appear, prompting you to change the order type, required date or time required before you can proceed.

 Please choose a delivery time that meets the required 24 hour notice period for this specialist product type.	 Please choose a delivery time that meets the required 8 hour notice period for this specialist product type.
<b>Delivery Information</b> Delivery method * <input type="text" value="Del:Stock"/> <input type="button" value="▼"/> Required date * <input type="text" value="23/01/2020"/> <input type="button" value="Calendar"/> Required time * <input type="text" value="HH:MM"/> <input type="button" value="16:00"/>	<b>Delivery Information</b> Delivery method * <input type="text" value="Ad Hoc"/> <input type="button" value="▼"/> Required date * <input type="text" value="23/01/2020"/> <input type="button" value="Calendar"/> Required time * <input type="text" value="HH:MM"/> <input type="button" value="13:39"/>

**Emergency orders** will not change. Please contact your local Hospital Service department when placing an emergency order.

# Specialist Stock Orders: platelets (known patient)

All mandatory fields are marked with an (\*), any mandatory fields missed will be highlighted and need completion before you can proceed.

Add Products

**Specialist products** Only to be used for patients approved to receive HLA/HPA selected products

Order Type*	Product*	ABO*	RhD*	Qty*	CMV-	HT-	Clear
HLA	Platelets Irradiated	A	NEG	1	<input type="checkbox"/>	<input type="checkbox"/>	

**Patient Information**

Forename*	Joe	Transfusion date	<input type="text"/>
Surname*	Bloggs	Transfusion time	<input type="text"/>
DOB*	20/05/1998	<input type="button" value=""/>	
NHS Number*	<input type="text"/>		
Recipient Code	Patient	<input type="button" value=""/>	
Patient ABO	A	<input type="button" value=""/>	
Patient RhD	NEG	<input type="button" value=""/>	
Tick here if NHS number is not available <input type="checkbox"/>			
Hospital No: <input type="text"/>			

*Please enter NHS Number*

**Add to order ➔**

NHS number is preferred but if not available check the tick box and enter a hospital number.

Other fields are not mandatory but beneficial.

# Specialist Stock Orders

Recipient Code, Patient ABO, Patient RhD fields are not mandatory.

However, they are required details when requesting products for a neonate or foetus without the mandatory details of their own. Use the mother's details instead.

Recipient Code

Patient ABO

Patient RhD

Patient RhD

Hospital No:

Patient ABO

Patient RhD

Hospital No:

Recipient Code

Patient ABO

Patient RhD

*Tick here if NHS number not available*

Patient

Baby of patient

Foetus of patient

*Tick here if NHS number not available*

O

A

B

AB

# Specialist Stock Orders – platelets (1<sup>st</sup> time orders)

Add Products

**Specialist products** Only to be used for patients approved to receive HLA/HPA selected products

Order Type*	Product*	ABO*	RhD*	Qty*	CMV-	HT-	Clear
HLA	Platelets Irradiated	0	POS	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Patient Information**

Forename\* Test  
Surname\* Test  
DOB\* 11/01/2000  
NHS Number\* 1111111111  
Recipient Code  
Patient ABO  
Patient RhD  
Tick here if NHS number is not available   
Hospital No:

**1st Time Order Information**

Sex (assigned at birth)\* Male  
Diagnosis\* Aplastic Anaemia  
Rationale\* Chemo  
Patient CMV Status\* Unknown  
Post increment count for last PIU transfusion < 10 x 10<sup>9</sup>/L  
Yes

Clinician Name\* Dr Green  
Clinician Telephone\*   
Clinician Email  
Clinician Bleep

Please enter a Clinician Telephone.

**Add to order ➔**

When requesting a 1<sup>st</sup> time order – additional fields will appear on the screen.

Again, all Mandatory fields are marked with an (\*), any mandatory fields missed will be highlighted and need completion before you can proceed.

**Note:** All 1<sup>st</sup> time orders are sent for consultant authorisation.

- If authorised, order will be processed and fulfilled
- If NOT authorised – you will be contacted by H&I

# Specialist Stock Orders: 1<sup>st</sup> time platelet orders

All mandatory patient fields in the 1<sup>st</sup> time order information section have dropdown options, please complete this with as much detailed as possible.

Sex (assigned at birth)*	<input type="button" value="Please Select"/>
Diagnosis*	<input type="button" value="Please Select"/> Male Female
Rationale*	<input type="button" value="Please Select"/>
Diagnosis*	<input type="button" value="Please Select"/>
Rationale*	<input type="button" value="Please Select"/> Aplastic Anaemia Acute Leukaemia Chronic Myeloid Leukaemia Haemoglobinopathy Kidney disease Lymphomas Myelodysplastic syndrome Other Leukaemia's Platelet disorders Trauma Solid tumours Unknown

Rationale*	<input type="button" value="Please Select"/>
Patient CMV Status*	<input type="button" value="Please Select"/>
Post increment count for last Plt transfusion < 10 x 10 <sup>9</sup> /L?	<input type="button" value="Please Select"/> Chemo Post Chemo Post BMT ATG Prophylactic Other

Patient CMV Status*	<input type="button" value="Please Select"/>
Post increment count for last Plt transfusion < 10 x 10 <sup>9</sup> /L?	<input type="button" value="Please Select"/> Positive Negative Unknown

# Specialist Stock Orders, 3

When your order is complete 'Add to Order' will move the details over to the right-hand side to preview order.

Click 'Send order' to complete order

Order Preview

Preview in a separate page 

**Blood order**

Platelets	Amend
Platelets	A POS, 1
Irradiated	Forename: Testing
HLA	Surname: Donne
	D.O.B.: 08/04/2024
	NHS No.: 111111111
	Recipient Code.:
	ABO.:
	RhD.:
	Hospital No.:
	Sex (assigned at birth): Male
	Patient CMV Status: Negative
	Diagnosis: Acute Leukaemia
	Rationale: Chemo
	Transfusion date:
	Notes:

**Save draft** **Send order**

# Specialist Stock Orders, 4

Once the order is sent an order confirmation will be received as shown below. This will show both the OBOS request number and the Pulse order number. All blue text are active links allowing you to view and amend orders.

NHS Online Blood Ordering

Home Create order My profile Search order

Delivery Information		Order Information		Patient Information	
Delivery method	Del:Stock	Hospital name	Birmingham Children's Hospital	Forename	Testing
Required date	01/05/2024	Submitted by	Ruth Harper	Surname	Donne
Required time	16:00	Submitted on	29/04/2024	D.O.B	08/04/2024
Request Information		Submitted at	14:34	NHS Number	1111111111
OBOS request	<a href="#">172595</a>	Hospital Services Dept.	NAT ACCEPT SITE 1	Hospital Number	
		Status	 Received from external system	Recipient Code	
		Pulse number	L02100580	Sex (assigned at birth)	Male
				Patient CMV Status	Negative

Order has been sent

Order information

PULSE number	L02100580
Current order status	Received from external system

[<<Homepage](#) [Amend order](#) [View order details](#)

# Specialist Stock Orders: HPA components

Orders for HPA blood components should be discussed with H&I before creating an order.

When HPA is selected in the order type only a 'Submit' button is available.

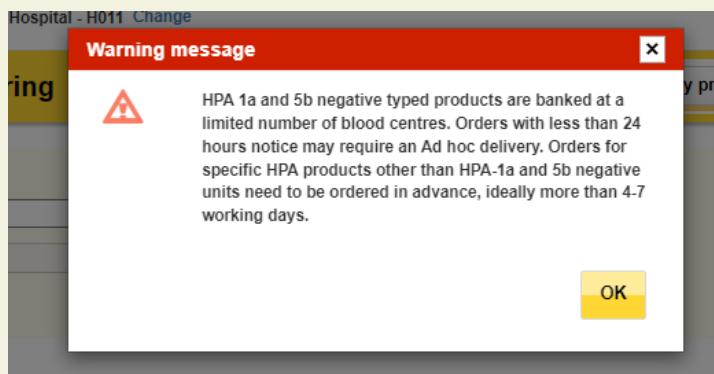
Red cells	<input checked="" type="radio"/>	Order type*	Product*
	<input type="radio"/>	HPA	HPA SELECTED RED CELLS ONE UNIT
Platelets	<input type="radio"/>		

**Submit**

Red cells	<input type="radio"/>	Order type*	Product*
	<input checked="" type="radio"/>	HPA	HPA SELECTED PLATELETS ONE ADULT DOS

**Submit**

A warning message will appear, please allow at least 24 hours to allow for the best matched components to be provided for the patient. With HPA products other than HPA-1a and 5b Negative, ideally allow 4-7 working days.



# Specialist Stock Orders: HPA components, 2

Specialist products *Only to be used for patients approved to receive HLA/HPA selected products*

Order Type*	Product*	ABO*	RhD*	Qty*	CMV-	HT-	Clear
HPA	<input type="text"/>	<input type="button"/>					

**Patient Information**

Forename\*   
Surname\*   
DOB\*    
NHS Number\*   
Recipient Code   
Patient ABO   
Patient RhD   
Tick here if NHS number is not available   
Hospital No:

Transfusion date    
Transfusion time   
Notes  
(max 500 characters)

**Add to order**

HPA selected Platelets the same fields for HLA and HLA/HPA platelets appear.

For further information: [Ordering HPA -  
Hospitals and Science - NHSBT  
\(blood.co.uk\)](http://blood.co.uk)

For HPA selected red cells the following screen appears, giving options of selecting specific phenotypes.

Specialist products *Only to be used for patients approved to receive HLA/HPA selected products*

Order Type*	Product*	ABO*	RhD*	Qty*	CMV-	HT-	HbS-	IgA	Aph Clear
HPA	<input type="text"/>	<input type="button"/>							

Phenotypes(Negative for these antigens)  
 Rh C  Rh E  Rh c  Rh e  K  
Tick here if order is for a Sickle Patient   
Tick here if order is for a Thalassaemic Patient

**Select Blood Chars**

Selected Blood Characteristics  
(Negative for these antigens)

**Patient Information**

Forename\*   
Surname\*   
DOB\*    
NHS Number\*   
Recipient Code   
Patient ABO   
Patient RhD   
Tick here if NHS number is not available   
Hospital No:

Transfusion date    
Transfusion time   
Notes

**Add to order**

# Tracking Specialist Stock Orders

Once an order has been sent it will appear in the current orders tab on the home page between 0 and 14 days before the delivery date dependent on the local configuration.

It will not appear on the home page in advance of 14 days.

Current Orders		Draft Orders (0)		Standing Orders		Queued Orders (1)			
	Pulse No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO	▲
	L02101032	08-May-2024	17:00	Andrew Hasso	09-May-2024, 10:00	Ad Hoc	 Received from external system		
	L02101029	08-May-2024	16:53	Andrew Hasso	09-May-2024, 10:00	Ad Hoc	 Received from external system		
	L02101006	08-May-2024	14:12		08-May-2024, 22:00	Ad Hoc	 Awaiting authorisation (SSO)		
	L02101010	08-May-2024	14:31		08-May-2024, 22:04	Ad Hoc	 Awaiting patient link (SSO)		

Specialist Stock Orders are indicated by the 'SSO' column on the right-hand side of the screen and the  icon

This column can be ordered so that all Specialist Stock Orders appear at the top of the list.

# Tracking Specialist Stock Orders, 2

NHS Online Blood Ordering

Home Create order My profile Administration Search order

Delivery Information		Order Information		Patient Information	
Delivery method	<b>Del:Stock</b>	Hospital name	<b>Arrowe Park Hospital</b>	Forename	<b>UAT</b>
Required date	<b>15/01/2016</b>	Submitted by	<b>Craig Wilkes</b>	Surname	<b>Tester</b>
Required time	<b>09:25</b>	Submitted on	<b>07/01/2016</b>	D.O.B	<b>04/01/2016</b>
Request Information		Submitted at	<b>14:50</b>	NHS Number	
OBOS request	<b>83115</b>	Hospital Services Dept.	<b>NAT ACCEPT SITE 1</b>	Hospital Number	<b>1234567890</b>
Schedule reference	<b>3682</b>	Status	<b>Received from external system</b>	Recipient Code	
		Pulse number	<b>L00701882</b>		

Del:Stock Order For **15/01/2016; 09:25** PULSE ORDER: **L00701882**

 [Print Order](#)  [Preview with order for](#)

**Platelets Irradiated** **O Pos** Requested: **1** Patient:

**Platelets** Allocated: **none** Blood Char neg for: **none**

Issued: **none**

Notes:

Clicking on the SSO icon/ Pulse number will take you into a **read only** screen.

Patient information will be visible in the upper right-hand corner of the screen

# Tracking 1<sup>st</sup> time SSO

NHS Online Blood Ordering

Home Create order My profile Administration Search order

<b>Delivery Information</b> Delivery method Del:Stock Required date 01/05/2024 Required time 16:00	<b>Order Information</b> Hospital name Birmingham Children's Hospital Submitted by Ruth Harper Submitted on 29/04/2024 Submitted at 14:34 Hospital Services Dept. NAT ACCEPT SITE 1 Status  Received from external system Pulse number L02100580	<b>Patient Information</b> Forename Testing Surname Donne D.O.B 08/04/2024 NHS Number 1111111111 Hospital Number Recipient Code Sex (assigned at birth) Male Patient CMV Status Negative
---	--	--

Del:Stock Order For 01/05/2024; 16:00 PULSE ORDER: L02100580 **First Time Order** 

 Print Order  Preview with order form  
[<< Return to Search Results](#)

<b>Platelets Irradiated</b> Platelets	<b>A Pos</b>	Requested: 1 Allocated: none Issued: none	Blood Char neg for: none Rationale: Chemo Notes:	Diagnosis: Acute Leukaemia Patient:
--	--------------	---	--	--

**Cancel Order** **Amend Order**

1<sup>st</sup> time orders are identifiable by the 'First Time Order' blue wording seen on the overview screen.



# Standing orders

[Home](#)[Create order](#)[My profile](#)[Administration](#)[Search order](#)

# Standing orders, the beginning

<b>Delivery Information</b>	<b>Standing Order Delivery Schedule</b>
Delivery method * Del:Stock	Frequency * Every week
Start date * 06/05/2024	On * Mon
End date 20/05/2024	<input checked="" type="checkbox"/> Tues
If no end date is selected the standing order will continue until further notice	<input checked="" type="checkbox"/> Wed
	<input type="checkbox"/> Thur
	Time Required 11:30
	<input type="checkbox"/> Fri
	Time Required
	Please check to see if your hospital services dept. delivers on the days selected
	Delivery slots for Wednesday :
	11:30
	16:00

For Routine rounds the delivery slot matrix will appear. Ad hoc orders can be manually entered

Select a delivery method

Standing orders have a start date instead of a delivery date.

The start time option will be unavailable.

Please include an end date

Routinely review to confirm any necessary updates to requirements or delivery schedules.

## Standing Order Delivery Schedule

Frequency * Every week
Every week
Every alternate week
Every 3 weeks
Every 4 weeks
<input type="checkbox"/> Tues
<input type="checkbox"/> Wed
<input type="checkbox"/> Thur

Select the frequency of the order from the drop-down list

# Standing orders, 2

Exception dates can be added to the standing order by selecting and moving an alternative date 'Except on' box and a new date can be added into the 'Required on' box.

For example: 'Except on' a Bank Holiday Monday could be 'Require on' the following Tuesday.

Exclude dates if required.

**NHS Online Blood Ordering**

**Blood and transplant**

**Delivery Information**

Delivery method \* Del:Stock

Start date \* 06/05/2024

End date 27/05/2024

If no end date is selected the standing order will continue until further notice

**Standing Order Delivery Schedule**

Frequency \* Every week

On \*

Time Required

Mon 16:00

Tues

Wed 16:00

Thur

Please check to see if your hospital services dept. delivers on the days selected

Fri

Sat

Sun

Time Required

Except on 15/05/2024

Require on 16/05/2024~16:00



# Standing order: platelets – transfusion date

When creating platelet standing orders both standard and specialist, users can specify when after delivery the transfusion will occur to ensure adequate shelf life on the component(s).

Expand the order by selecting the Req. option then select one of the 'Transfusion will be' dropdown options shown below

Product\* ABO\* RhD\* Qty\* CMV- HT- Aph IgA HEV- Req. Remove

Platelets

Patient information

Patient name / ID

Transfusion will be (none specified)

Notes: Please select (none specified) (comment only)

Select Comment 1 day after delivery date  
2 days after delivery date

NOTES: This field is for request and delivery comments only. If you cannot see the product specification you require, please contact your local hospital services department. Do not enter clinical information.

Add Products

Specialist products Only to be used for patients approved to receive HLA/HPA selected products

Order Type\* Product\* ABO\* RhD\* Qty\* CMV- HT- Clear

HLA Platelets Irradiated

Patient Information

Forename\* Surname\* DOB\* NHS Number\* Recipient Code

Patient ABO Patient RhD

Tick here if NHS number is not available Hospital No:

Notes (max 500 characters)

Transfusion will be (none specified) (none specified) On the day of delivery 1 day after delivery date 2 days after delivery date

If no specific instruction is required, this will default to 'None Specified' and NHSBT will supply to FIFO (First In First Out)

# Standing order: preview

**Delivery Information**

Delivery method \*

Start date \*

End date

If no end date is selected the standing order will continue until further notice

**Request Information**

Schedule reference 4459

**Standing Order Delivery Schedule**

Frequency \*

Please check to see if your hospital services dept. delivers on the days selected

On *	<input checked="" type="checkbox"/> Mon	<input type="checkbox"/> Tues	<input type="checkbox"/> Wed	<input type="checkbox"/> Thur	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat	<input type="checkbox"/> Sun
	<input type="text" value="16:00"/>	<input type="text"/>	<input type="text" value="16:00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Except on

Require on

**Add Products**

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

[+Add line](#)

**Add to order**

**Cancel Order**

**Close Without Saving**

**Order Preview**

[Preview in a separate page](#)

<b>Blood order</b>	
<b>Red blood cells</b>	
Red Cells	Patient Name/ID: O Pos, 4
Max blood age - Notes -	
<b>Red Cells</b>	
Red Cells	Patient Name/ID: O Neg, 2
Max blood age - Notes -	
<b>Order notes</b>	
<b>Notes</b> Ruth Testing	

**Send order**

Components are then entered in the same way and added to the order.

Once the order is complete  
click send order to register the  
standing order.

A warning message will show if a standing order date added to the list falls on a Bank Holiday or a weekend – this is to make sure the date is acceptable.

# Standing order: confirmation

Each standing order is given a Schedule reference number.

- clicking it will allow the detail of the standing order to be viewed
- The dates/times and any except days can also be viewed.

<b>Delivery Information</b>	<b>Order Information</b>
Delivery method Del: Stock	Hospital name Birmingham Children's Hospital
Start date 06/05/2024	Submitted by Ruth Harper
Start time	Submitted on 03/05/2024
End date	Submitted at 16:35
<b>Request Information</b>	Frequency Weekly
Schedule reference <b>4459</b>	Days  Days
	Except on  Dates
	Require on  Dates

Standing order has been generated

Order information
Current order status New

<<Homepage [Amend order](#) [View order details](#)

<b>Order Information</b>
Hospital name Birmingham Children's Hospital
Submitted by Ruth Harper
Submitted on 03/05/2024
Submitted at 16:35
Frequency Weekly
Days  Days
Except on  Dates
Require on  Dates

Monday ~ 16:00  
Wednesday ~ 16:00

<b>Order Information</b>
Hospital name Birmingham Children's Hospital
Submitted by Ruth Harper
Submitted on 03/05/2024
Submitted at 16:35
Frequency Weekly
Days  Days
Except on  Dates
Require on  Dates

15/05/2024

<b>Order Information</b>
Hospital name Birmingham Children's Hospital
Submitted by Ruth Harper
Submitted on 03/05/2024
Submitted at 16:35
Frequency Weekly
Days  Days
Except on  Dates
Require on  Dates

16/05/2024 ~ 16:00

# Standing Order Tab – track / view orders

Order Summary							Last Updated at 4:38 PM <a href="#">Refresh to update again</a>		
Current Orders		Draft Orders (0)		Standing Orders 		Queued Orders (1)	Active Orders 		
Schedule ref			Patient name/ID		Required time	Start date 	End date	Delivery type	SSO
4459	<a href="#">Amend schedule or ordered product</a>					06-May-2024	27-May-2024	Del:Stock	
Next deliveries									
1. 06-May-2024	4. 16-May-2024	7. 27-May-2024							
2. 08-May-2024	5. 20-May-2024								
3. 13-May-2024	6. 22-May-2024								

Orders that are due in the next 5 weeks will be displayed here.

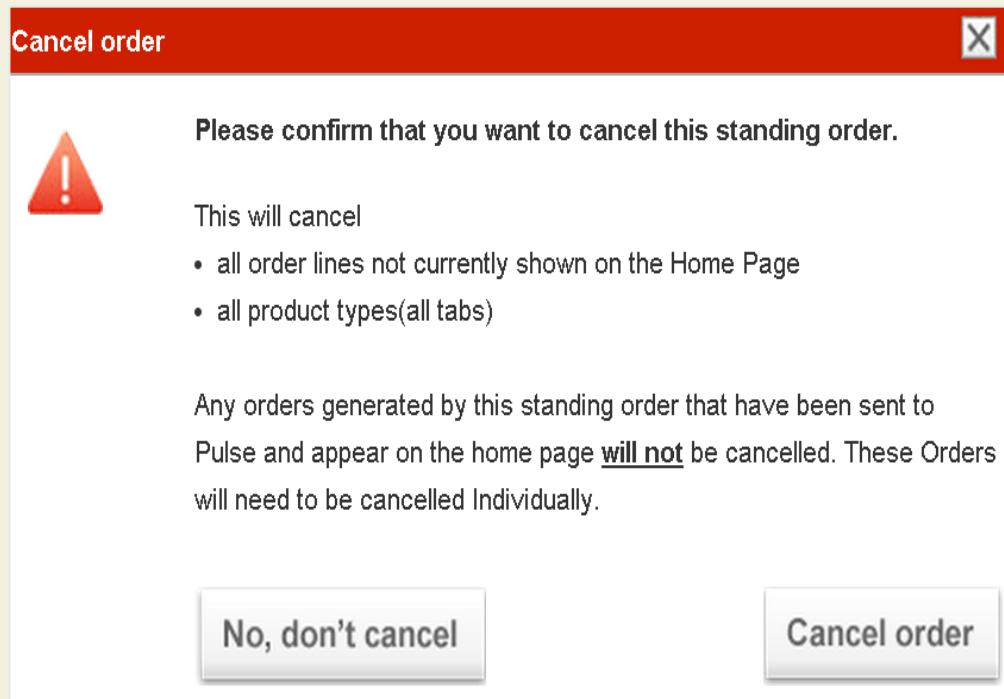
Requests will move from this tab to the home page eight days before they are due for delivery – these orders will be transferred to NHSBT pulse.

Standing orders get both a PULSE and individual OBOS number when they move.

The original standing order reference can be seen by hovering over the icon on the home page.

	L02100692	03-May-2024	16:40	Ruth Harper	08-May-2024, 16:00	Del:Stock	 Received from external system	
	Standing Reference Number 4459		16:40	Ruth Harper	06-May-2024, 16:00	Del:Stock	 Received from external system	

# Cancelling or amending standing orders



Standing order schedules must be managed independently of individual instances of standing orders already on the home page.

# Monitoring standing orders

Order Summary					
Current Orders		Draft Orders (2)		Standing Orders 	Queued Orders (0)
Pulse No.	Date Ordered	Time Ordered	Ordered By	Requ	
 L02158925	26-Apr-2019	10:49	Hospital Admin	26-Apr	

Order Summary					
Current Orders		Draft Orders (2)		Standing Orders 	Queued Orders (0)
Pulse No.	Date Ordered	Pulse No.	Date Ordered	Standing Orders	Queued Orders
 L02158925	26-Apr-2019	 L02158929	26-Apr-2019	 L02158920	26-Apr-2019
				10:44	Hospital User

When a standing order is approaching its end date a bell icon will be displayed on the standing order tab on the home page.

Hovering over the icon will show an advisory message.

Users can view the details of the order by selecting the 'Amend schedule or ordered product' link

# Monitoring standing orders, 2

The expiry details of each order can be seen by hovering over the icon.



4085 Amend schedule or ordered product 26-Apr-2019 28-Apr-2019

Next deliveries

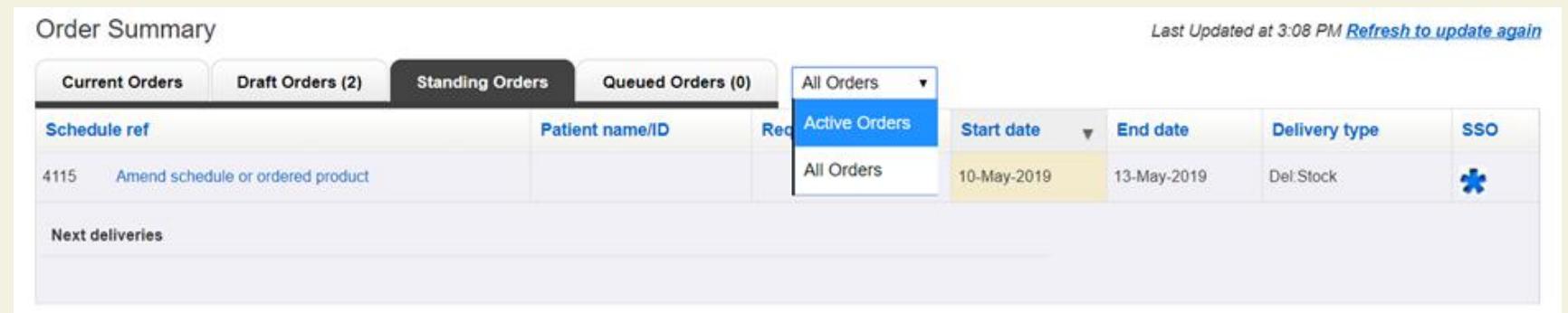
4090 Amend schedule or ordered product 26-Apr-2019 29-Apr-2019

Next deliveries

Prev ◀ 1 2 3 4 ▶ Next

The standing order will expire in 2 days. Please review.

It is recommended that standing orders that have not future delivery dates are removed as part of good housekeeping. If you are required to keep all standing orders the page can be filtered to only show active orders as shown below.



Order Summary Last Updated at 3:08 PM [Refresh to update again](#)

Current Orders Draft Orders (2) Standing Orders Queued Orders (0)

All Orders ▾ Active Orders

Schedule ref Patient name/ID Recipient

4115 Amend schedule or ordered product 10-May-2019 13-May-2019 Del Stock

Next deliveries

# Specialist stock standing orders

 The maximum end date that can be selected for SSO orders is one month from the start date

<b>Delivery Information</b>		<b>Standing Order Delivery Schedule</b>	
Delivery method *	Del:Stock	Frequency *	Every week
Start date *	10/05/2019	On *	Time Required
End date *	24/07/2019	<input checked="" type="checkbox"/> Mon	11:30
		<input type="checkbox"/> Tues	
		<input type="checkbox"/> Wed	

The maximum end date that can be selected is one month from the start date

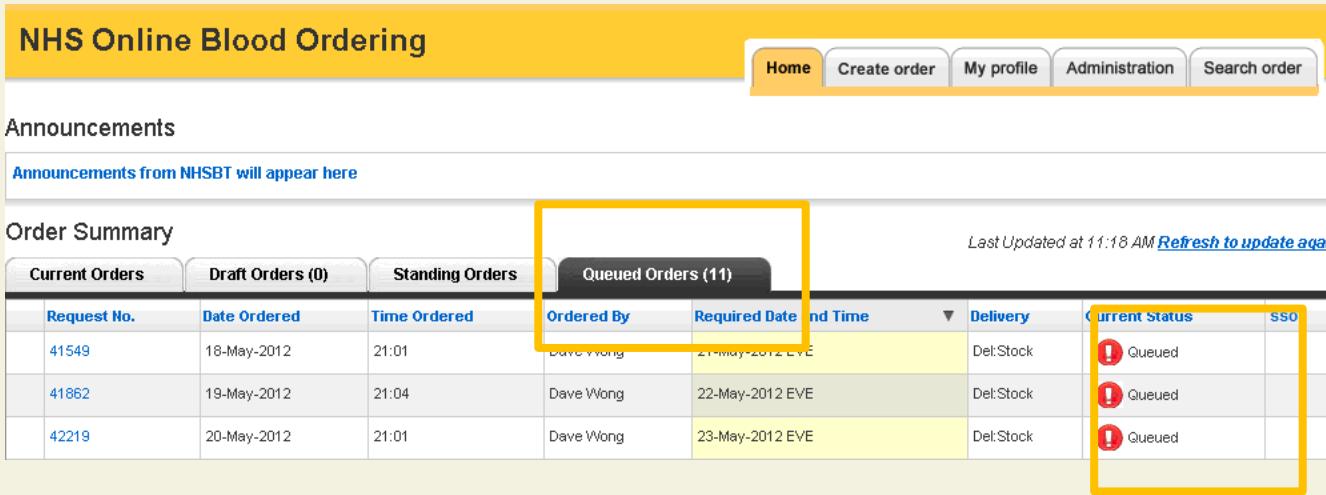
The only difference with SSO standing orders is:

The additional patient information will be requested as in a normal specialist stock order described above.

Due to the need to review all patients and treatment effectiveness the end date for specialist stock standing orders **cannot** be more than one month from the start date.

Contingency – when Pulse or  
OBOS are unavailable

# Using OBOS when Pulse is unavailable



The screenshot shows the 'NHS Online Blood Ordering' interface. At the top, there is a yellow header bar with the title 'NHS Online Blood Ordering' and a navigation menu with tabs: Home, Create order, My profile, Administration, and Search order. The 'Home' tab is highlighted. Below the header, there is a section for 'Announcements' with the sub-instruction 'Announcements from NHSBT will appear here'. The main content area is titled 'Order Summary' and shows a table of orders. The table has columns: Request No., Date Ordered, Time Ordered, Ordered By, Required Date and Time, Delivery, Current Status, and SSO. The 'Ordered By' column shows 'Dave Wong' for all three rows. The 'Required Date and Time' column shows '21-May-2012 EVE', '22-May-2012 EVE', and '23-May-2012 EVE' respectively. The 'Delivery' column shows 'Del:Stock' for all. The 'Current Status' column is highlighted with a yellow box and shows three entries: 'Queued' with an exclamation mark icon. The table has a total count of 'Queued Orders (11)' at the top right. A timestamp 'Last Updated at 11:18 AM' and a link 'Refresh to update again' are also present.

Current Orders	Draft Orders (0)	Standing Orders	Queued Orders (11)				Last Updated at 11:18 AM <a href="#">Refresh to update again</a>
Request No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
41549	18-May-2012	21:01	Dave Wong	21-May-2012 EVE	Del:Stock	<span>!</span> Queued	
41862	19-May-2012	21:04	Dave Wong	22-May-2012 EVE	Del:Stock	<span>!</span> Queued	
42219	20-May-2012	21:01	Dave Wong	23-May-2012 EVE	Del:Stock	<span>!</span> Queued	

If an order cannot be sent to PULSE, then it will appear in the queued orders screen accessed via the home page as shown below.

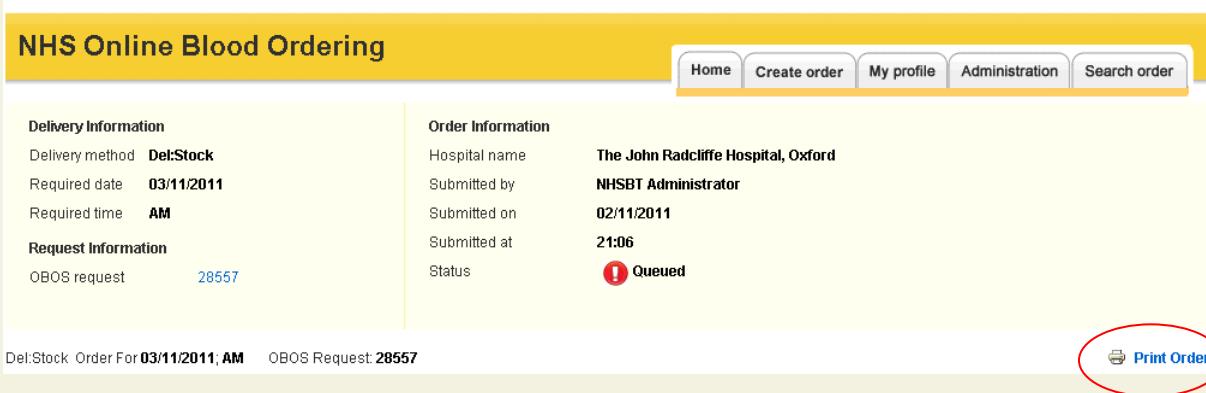
On this tab the request number is the OBOS number as no PULSE request number will be allocated whilst the link between Pulse and OBOS is down.

Status will be shown as queued.

# Using OBOS when Pulse is unavailable, 2

OBOS will continue to try to send queued orders to pulse every few minutes until successful.

If a queued request needs to be placed urgently then by clicking on the OBOS request number, the OBOS request screen can be accessed as shown below.



The screenshot shows the 'NHS Online Blood Ordering' interface. At the top, there is a yellow header bar with the title 'NHS Online Blood Ordering' and a navigation menu with links for 'Home', 'Create order', 'My profile', 'Administration', and 'Search order'. The main content area is divided into two columns: 'Delivery Information' and 'Order Information'. In the 'Delivery Information' column, the 'Delivery method' is listed as 'Del:Stock', 'Required date' as '03/11/2011', and 'Required time' as 'AM'. In the 'Request Information' section, the 'OBOS request' number is '28557'. In the 'Order Information' column, the 'Hospital name' is 'The John Radcliffe Hospital, Oxford', 'Submitted by' is 'NHSBT Administrator', 'Submitted on' is '02/11/2011', 'Submitted at' is '21:06', and the 'Status' is 'Queued' (indicated by a red exclamation mark icon). At the bottom of the screen, there is a footer message 'Del:Stock Order For 03/11/2011; AM OBOS Request: 28557' and a 'Print Order' button, which is highlighted with a red oval.

The 'print order' option can be found on the right-hand side of this screen, and the printed order can be faxed/mailed to Hospital Services to be processed urgently.

Faxed/mailed orders must be accompanied by a telephone call to ensure hospital services staff has received them.

# If OBOS is not functioning

If you cannot place an order using OBOS please use the contingency order forms for all standard/non-standard forms/. Emergency component request forms.

The forms can be found on the [Order forms - Hospitals and Science - NHSBT \(blood.co.uk\)](#) which should be fax/mailed to your local Hospital services department.

**Note:** Emergency orders should be followed up by a phone call to ensure receipt.

## Component order forms

When OBOS is not available please email (as an attachment) or fax your order to Hospital Services:

- For components with no specific phenotype - [standard component request \(Word 37KB\)](#) 
- For components with specific phenotypes (for example: K-, c- and E-) - [non-standard component request \(Word 21KB\)](#) 
- For emergency orders - these should be followed up by a phone call to Hospital Services to ensure they have received your order - [emergency orders](#)

## Thawed / washed red cells

Please [contact Red Cell Immunohaematology \(RCI\)](#) to request thawed / washed red cells from the National Frozen Blood Bank.

# If OBOS is not functioning: SSO

## **HLA selected Products:**

Complete FRM559 Request for HLA Selected Products – Second and subsequent orders

FRM558 for first time requests

## **HPA blood components**

Telephone H&I Filton (0117 912 5728) to request an order form (FRM609). After returning the form, follow up with a confirmation telephone call, during core hour

More Information can be found on the H&I website [Histocompatibility and Immunogenetics - Hospitals and Science - NHSBT \(blood.co.uk\)](https://www.blood.co.uk/Products-and-Tests/Histocompatibility-and-Immunogenetics)

# Order status

(Order summary screen)

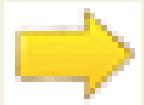
# Order status: homepage

Progress of all orders can be tracked via the Current status tab on the home page.

	Pulse No.	Date Ordered	▲	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
	L02101279	20-May-2024		13:27	Ashley Lawley	20-May-2024, 15:42	Ad Hoc	 Received from external system	
	L02101277	20-May-2024		13:07	Ashley Lawley	20-May-2024, 15:21	Ad Hoc	 Received from external system	
	L02101267	20-May-2024		10:07	Ashley Lawley	20-May-2024, 12:22	Ad Hoc	 Waiting for Issue	
	L02101064	17-May-2024		15:36	Ashley Lawley	17-May-2024, 17:50	Ad Hoc	 Awaiting assignment (SSO)	
	L02101061	17-May-2024		15:11	Ashley Lawley	17-May-2024, 17:22	Ad Hoc	 Awaiting patient link (SSO)	
	L02101060	16-May-2024		12:05	Hospital User	16-May-2024, 14:20	Ad Hoc	 Received from external system	
	L02101059	16-May-2024		12:05	Hospital User	16-May-2024, 14:19	Ad Hoc	 Received from external system	
	L02101058	15-May-2024		15:27		15-May-2024, 17:42	Ad Hoc	 Dispatched, notification outstanding	

The order status are explained in more detail on the next couple of slides

# Order status, 2



## Received from external source

indicates that NHSBT have received the order and a Pulse order number had been allocated.



## Awaiting allocation

indicates that staff at NHSBT have viewed the order but have not yet allocated specific donations to fulfil the order.



## Waiting for issue

indicates that units have been allocated to the order, but the order has not yet been prepared.



## Partially issued

indicates that some components have been issued but the order is not yet complete.



## Locked by another user

indicates that staff at NHSBT are currently viewing the order.



## Preparation in progress

indicates that staff at NHSBT are currently issuing components to the order.

# Order status, 3



## Prepared awaiting dispatch

indicates that the order is complete but had not yet left NHSBT



## Notif. Outstanding dispatched

indicates that the order has been dispatched from NHSBT but the paperwork confirming receipt at the hospital has not been received.



## Notification received

indicates that the paperwork has been received by NHSBT and the process is complete.



## Unfulfilled

no component is available of the type requested and the order has not been completed.



## Awaiting patient link (SSO)

indicates H&I staff have viewed the Specialist stock order but have not yet linked the order to the NHSBT patient record.

# Order status, 4



## Awaiting assignment (SSO)

indicates H&I staff have not yet allocated specific donations to fulfil the order.



## Awaiting authorisation (SSO)

indicates H&I staff have not yet submitted the order to be issued.



## To be updated by the hospital

indicates the specialist stock order received from OBOS can not be processed. H&I staff have returned the order for it to be amended or cancelled by the hospital.

# Order status, 5

Current Orders		
Pulse No.	Di	
L00001698	1	
 L00001696	1	
L00001756	1	
L00001745	1	
 L00001728	1	
L00001697	1	
L00001700	1	

Pulse numbers are listed to the left-hand side of the screen.

There may also be an icon in the left-hand column an icon which indicates that the OBOS request:

Has been split by NHSBT into multiple Pulse orders. 

Originated from a standing order



# Split orders

Split orders are usually done to facilitate order preparation, either by separating products into different types or by separating products that will not be available until later.

The two orders on this screen have been split by NHSBT into two PULSE orders as indicated in the far-left hand column by the  icon

	Pulse No.	Date Ordered	Time Ordered
	P01680824	12-Mar-2025	11:57
	P01680823	12-Mar-2025	11:56



By clicking on the pulse number, the original order can be viewed

By clicking on the **blue** (active) link you can go to that part of the split order. The inactive link is the current order

# Split orders,2

Split order numbers can also be viewed from the order confirmation screen.

On this example P01680823 is the original request number and the red cells will be issued on this.

Pulse number **P01680823**

Del Stock Order For 12/03/2025; 17:45 PULSE ORDER: **P01680823**

Print Order Preview with order form

<b>Neonatal Red Cells</b> <i>Red blood cells</i>	<b>O Neg</b>	Requested: Allocated: Issued:	<b>8</b> <b>none</b> <b>none</b>	HbS- neg for: K, Rh C, Rh E	Patient:
<b>Fresh Frozen Plasma, LD</b> <i>Frozen products</i>	<b>A Pos</b>	Requested: Allocated: Issued:	<b>8</b> <b>none</b> <b>none</b>	Blood Char neg for: <b>none</b>	<b>Split &amp; Reassigned:</b>
<b>Cryo Pooled, LD</b> <i>Frozen products</i>	<b>O Pos</b>	Requested: Allocated: Issued:	<b>4</b> <b>none</b> <b>none</b>	Blood Char neg for: <b>none</b>	<b>Split &amp; Reassigned:</b>

**P01680823**

P01680823  
P01680824

**P01680824**

Del Stock Order For 12/03/2025; 17:45 PULSE ORDER: **P01680824**

Print Order

<b>Fresh Frozen Plasma, LD</b> <i>Frozen products</i>	<b>A Pos</b>	Requested: Allocated: Issued:	<b>8</b> <b>none</b> <b>none</b>	HT- Blood Char neg for: <b>none</b>	Patient:
<b>Cryo Pooled, LD</b> <i>Frozen products</i>	<b>O Pos</b>	Requested: Allocated: Issued:	<b>4</b> <b>4</b> <b>4</b>	Blood Char neg for: <b>none</b>	Patient:

**P01680824** is the split order numbers for the frozen products

Pulse number **P01680824**

Del Stock Order For 12/03/2025; 17:45 PULSE ORDER: **P01680824**

Print Order

<b>Fresh Frozen Plasma, LD</b> <i>Frozen products</i>	<b>A Pos</b>	Requested: Allocated: Issued:	<b>8</b> <b>none</b> <b>none</b>	HT- Blood Char neg for: <b>none</b>	Patient:
<b>Cryo Pooled, LD</b> <i>Frozen products</i>	<b>O Pos</b>	Requested: Allocated: Issued:	<b>4</b> <b>4</b> <b>4</b>	Blood Char neg for: <b>none</b>	Patient:

# Order substitutions

 Red Cells <i>Red blood cells</i>	B Pos	Requested: <b>2</b>	HbS-,	
		Allocated: <b>none</b>	Blood Char neg for: <b>K, Rh C, Rh E</b> ,	Patient: <b>60428244</b>
		Issued: <b>none</b>	Max blood age:	
<b>Notes:</b>				
 Red Cells <i>Red blood cells</i>	B Neg	Requested: <b>0</b>	HbS-,	
		Allocated: <b>2</b>	Blood Char neg for: <b>K, Rh C, Rh E</b> ,	Patient: <b>60428244</b>
		Issued: <b>2</b>	Max blood age:	
<b>Notes:</b>				

If NHSBT has to substitute one product /group for another this will be agreed by phone as it is now.

Substituted lines are indicated by the  icon as shown here where a B neg red cell has been substituted for the B pos originally requested.

# Searching OBOS

[Home](#)[Create order](#)[My profile](#)[Administration](#)[Search order](#)

# Searching OBOS

There are several ways to search on OBOS:

The PULSE number if you have it

- Delivery Type  
- Orders containing specific products  
- Status of request: e.g. Dispatched

Patients with SSO

Search Order

Pulse number (eg: P123456789)

(OR)

Request number

(OR)

Delivery Type --select--  
Containing --select--  
Status --select--

Order Date  Date ordered on  Required delivery date

Dates from \* to \*

The OBOS number (request number)

Date ordered on or Required delivery date must be added to each of these requests in this greyed section

SSO Patient Search (Only orders directly created by hospitals will be shown)

Forename  DOB   
Surname  NHS Number

Standing order search (Only orders directly created by hospitals will be shown)

Standing Order Number \*  Dates from  to   
Frequency  All

Standing orders, if reference number is known

# Searching SSO

**SSO Patient Search** (Only orders directly created by hospitals will be shown) [Clear / start again](#)

Forename	<input type="text" value="Granny"/>	DOB	<input type="text"/> 
Surname	<input type="text"/>	NHS Number	<input type="text"/>

**Search**

Search results for forename **Granny**

OBOS no.	Pulse no.	Date Ordered	Time Ordered	Ordered By	Requested Date	Requested Time	Delivery	Current Status	SSO
83951	L00703331	10-Jun-2016	16:43	Craig Wilkes	13-Jun-2016	09:00	OBOS Late	Received from system	
83952	L00703332	10-Jun-2016	16:43	Craig Wilkes	14-Jun-2016	09:00	OBOS Late	Received from system	
83953	L00703333	10-Jun-2016	16:43	Craig Wilkes	15-Jun-2016	09:00	OBOS Late	Received from system	
83954	L00703334	10-Jun-2016	16:43	Craig Wilkes	16-Jun-2016	09:00	OBOS Late	Received from system	
83955	L00703335	10-Jun-2016	16:43	Craig Wilkes	17-Jun-2016	10:00	OBOS Late	Received from system	

SSO orders that have transferred across to NHTSB having been assigned a Pulse number can be searched using any individual criteria or combination of the following:

- Forename
- Surname
- DOB
- NHS Number

# Searching standing orders

Using the standing order number/reference you can search for all orders or only future orders to be generated from that standing order using 'Future Only'

Standing order search (Only orders directly created by hospitals will be shown) [Clear / start again](#)

Standing Order Number \*

Frequency

Dates from   to

**Search**

This will generate orders as shown below. Using the date range will narrow the search if required. Users can then click on the order to view and duplicate individual orders or cancel, amend future orders.

Standing order search (Only orders directly created by hospitals will be shown) [Clear / start again](#)

Standing Order Number \*

Frequency

Dates from   to

**Search**

OBOS no.	Pulse no.	Date Ordered	Time Ordered	Ordered By	Requested Date	Requested Time	Delivery	Current Status
87670	L02159012	26-Apr-2019	12:30	Craig Wilkes	26-Apr-2019	11:30	OBOS Late	Received from system
87671	L02159013	26-Apr-2019	12:30	Craig Wilkes	27-Apr-2019	13:45	Del Stock	Received from system
87672	L02159014	26-Apr-2019	12:30	Craig Wilkes	28-Apr-2019	13:45	OBOS Late	Received from system
87673	L02159015	26-Apr-2019	12:30	Craig Wilkes	29-Apr-2019	11:30	Del Stock	Received from system
87674	L02159016	26-Apr-2019	12:30	Craig Wilkes	30-Apr-2019	11:30	Del Stock	Received from system

# Reconciling an order

# Confirming receipt of an order

From the home page or search order function, locate the Pulse number of the order you wish to confirm.

Click the pulse number to see the order details.

Click the 'Confirm delivery of request'

This will produce a pop-up box for you to complete and click 'Confirm'

Submitted on	17/08/2017
Submitted at	00:01
Hospital Services Dept.	NAT ACCEPT SITE 1
Status	 Dispatched, notification outstanding
<b>Confirm delivery of request</b>	
Pulse number	L02153509

**Confirmation of receipt** x

To confirm receipt of this order please enter the date and time that the order was received and click on the confirm button.

Date \*   

Time \*   

Please use time in 24 hr

User confirming receipt : **Hospital User**

Confirm Cancel

# Correct time and date

An error message will appear if a date prior to the order being submitted or beyond the current date is entered.

The date must be between when the order was submitted and the current date.

After receipt the status will appear as “Notification Received”

Please aim to reconcile orders  
within 7 days of delivery.

Submitted at	<b>00:01</b>
Hospital Services Dept.	<b>NAT ACCEPT SITE 1</b>
Status	 <b>Notification received</b>
Pulse number	<b>L02153509</b>

**Confirmation of receipt**

To confirm receipt of this order please enter the date and time that the order was received and click on the confirm button.

Date \*  

Time \*   **02:00**

*Please use time in 24 hr*

*Date entered must be in between Order Date and Current Date*

User confirming receipt : **Hospital User**

**Confirm** 

# Administration

Home

Create order

My profile

Administration

Search order

# Adjust the homepage

## Order Summary

Last Updated at 1:21 PM [Refresh to update again](#)

Current Orders		Draft Orders (0)		Standing Orders		Queued Orders (0)			
	Pulse No.	Date Ordered	▲ Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO	
	L00146481	06-May-2014	13:19	Admin Admin	07-May-2014, 15:00	Del: Stock	Received from external system		
	L00146482	06-May-2014	13:19	Admin Admin	08-May-2014, 15:00	Del: Stock	Received from external system		
	L00146483	06-May-2014	13:19	Admin Admin	09-May-2014, 15:00	Del: Stock	Received from external system		
	L00146480	06-May-2014	13:18	Admin Admin	06-May-2014, 15:00	Del: Stock	Received from external system		
	L00146479	06-May-2014	11:56		07-May-2014, 16:00	Del: Stock	Waiting for Issue		
	L00146478	06-May-2014	09:35	Alex Smith	06-May-2014, 22:00	Del: Stock	Notification outstanding		
	L00146477	06-May-2014	00:01	a banerjee	09-May-2014, 21:21	Collect	Received from external system		
	L00146476	05-May-2014	00:05	a banerjee	08-May-2014, 21:21	Collect	Received from external system		
	L00146475	05-May-2014	00:04	a banerjee	08-May-2014, 01:10	Ad Hoc	Received from external system		

NHS Online Blood Ordering

Home Create

Current Orders display range

Days Before\*

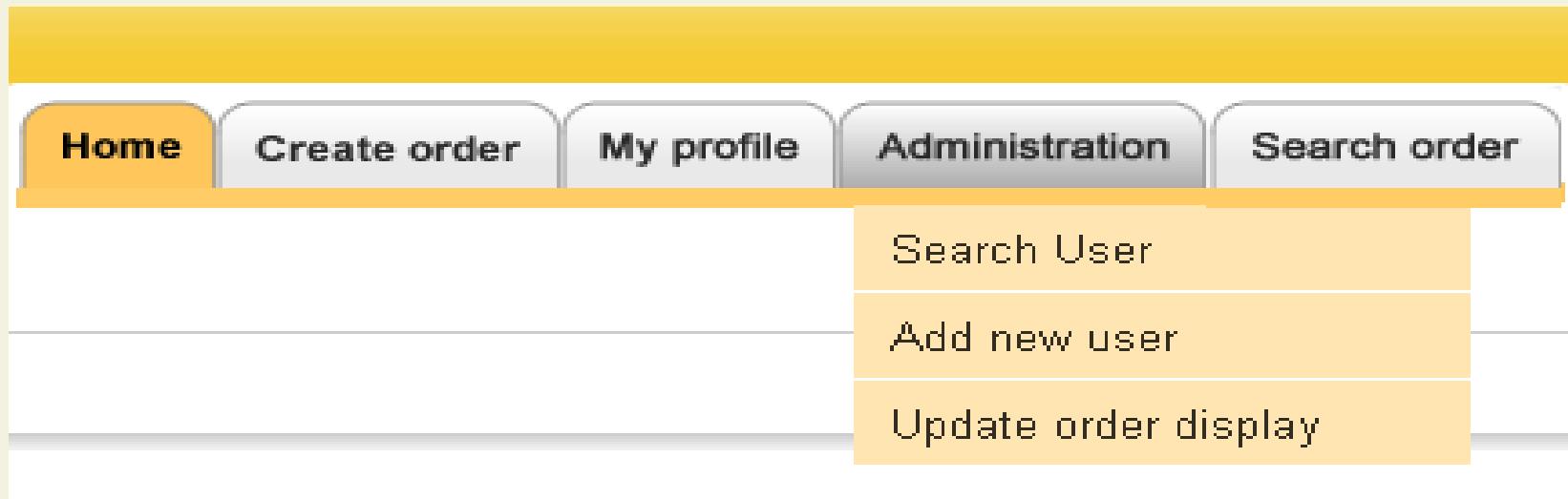
Days After\*

Note: Display Range will be changed for the selected hospital on clicking 'Save'.



Locally configurable to display a 15-day period from required date (max 14 days in advance)

# Adding a new user



From the administration tab select 'Add new user'

# Hospital administrators: adding new users

NHS Online Blood Ordering

Home Create order My profile Administration

New / update user

User information

Username \*

Firstname \*

Surname \*

Contact information

Email address \*   
Please do not use a personal or generic email address

Role and training

Hospital job title \*

OBOS training date  

Assign this role \*  Hospital user  
 Hospital administrator  
 NHSBT administrator  
 NHSBT user  
 NHSBT announcement user  
 Reconciliation user

Hospital mapping and permissions

All Hospital

Aberdeen BTC  
Addenbrooke's Hospital  
Airedale General Hospital  
Alder Hey Children's Hospital

Add to user  Make default \*  Remove from user 

Hospitals assigned to this user  
(select one as default hospital)

Enter the information into the boxes provided.

Email addresses can only be associated with one username.

If a user moves hospitals outside of the Trust, please ensure the account is deactivated.

Personal or generic email addresses should not be used

# Adding new users / updating accounts

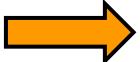
 Email address must be organisational domains such as nhs.net or username@hospitalname.nhs.uk. Please refer to the OBOS User Guide for additional information.

New / update user

**User information**

Username *	Admin1
Firstname *	Test
Surname *	Admin

**Contact information**

 Email address \*   
Please do not use a personal or generic email address

**Role and training**

Hospital job title *	BMS
OBOS training date	<input type="text"/> 
Assign this role *	<input checked="" type="radio"/> Hospital user <input type="radio"/> Hospital administrator

When setting up new users or amending existing accounts, the email address associated with the account **MUST** be an organisational email for security reasons.

An error will appear if a non-organisational email such as Hotmail, Yahoo or Gmail is used.

# Three types of hospital accounts

NHS Online Blood Ordering

New / update user

User information

Username \*

Firstname \*

Surname \*

Contact information

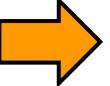
Email address \*   
Please do not use a personal or generic email address

Role and training

Hospital job title \*

OBOS training date  

Assign this role \*  Hospital user  
 Hospital administrator  
 NHSBT administrator  
 NHSBT user  
 NHSBT announcement user  
 Reconciliation user



## Hospital user

- Can place orders and standing orders
- Can amend or delete orders and standing orders
- Can update own profile
- Can search for orders

## Hospital administrator

- Can create accounts, activate users and reset passwords in addition to the functionality of a hospital user

## Reconciliation user

- Can reconcile orders only
- Can **NOT** create/cancel/amend orders

NHSBT options not available.

# Adding new users

Select the required hospitals from the list and click 'add to user' if required.

Select a default hospital by highlighting the required hospital and click on 'Make default'

When details are correct click 'Save' and a username and temporary password will be emailed to the email address provided

Hospital mapping and permissions

All Hospital

- Darent Valley Hospital
- Basildon Hospital
- Charing Cross Hospital
- The John Radcliffe Hospital, Oxford

Add to user  Make default  Remove from user 

Hospitals assigned to this user  
(select one as default hospital)

- Freeman Hospital, Newcastle
- Royal Brompton Hospital
- Stoke Mandeville Hospital

 Plea



# Searching users

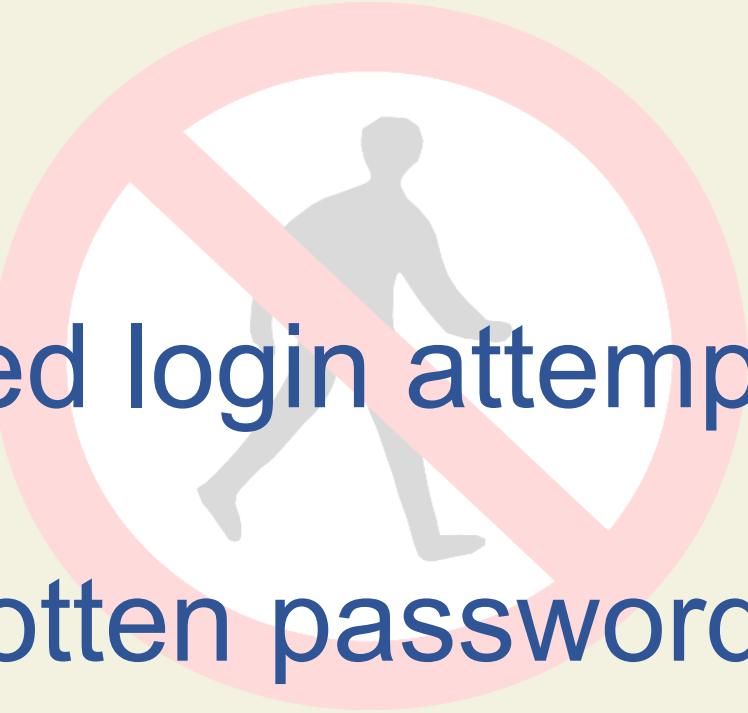
The screenshot shows the NHS Online Blood Ordering interface. At the top, there is a yellow header bar with the text "NHS Online Blood Ordering". Below the header, there is a navigation bar with five buttons: "Home", "Create order", "My profile", "Administration", and "Search order". The "Administration" button is highlighted with a yellow arrow pointing to it from the top right. Below the navigation bar, there is a section titled "User Search" with a yellow arrow pointing to the "Username" input field. The "Username" field contains the text "HOSPUSER99". The "User Search" section also includes fields for "Firstname", "Surname" (with a placeholder "Enter 3 letters to get all surnames starting with those letters."), "Email address", and a "Include these roles" checkbox group with three checked options: "Hospital user", "Hospital administrator", and "NHSBT administrator". At the bottom of the "User Search" section are two buttons: "Clear" and "Search". To the right of the "User Search" section is a search results table. The table has columns: "Username", "Firstname", "Surname", "Role", and "Status". The first row of the table is highlighted with a yellow arrow pointing to the "Username" cell, which contains "HOSPUSER99". The table data is as follows:

Username	Firstname	Surname	Role	Status
HOSPUSER99	Hospital	User	Hospital User	Active

**Access user search via the administration tab.**

**Enter search details and select search (part details may be used)**

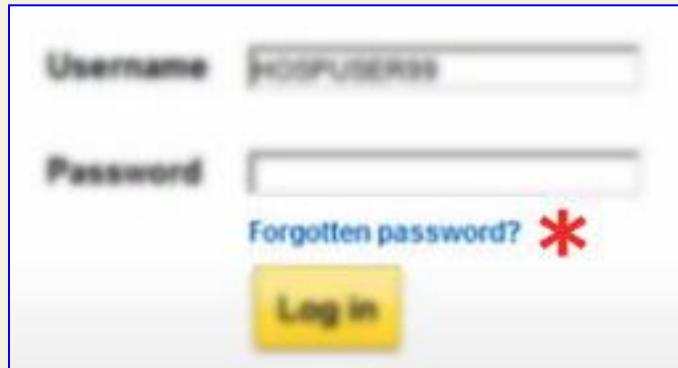
**To view or edit a user click on the username in blue on the search results**



Failed login attempts  
and  
forgotten passwords

# Forgotten passwords

If you forget your password it is possible to reset your password by clicking on the forgotten password link on the front page.



The new password will be emailed to the email address you gave when the account was first set up.

If you can't get into this email account, you'll need to talk to your local administrator.

# Forgotten passwords, 2

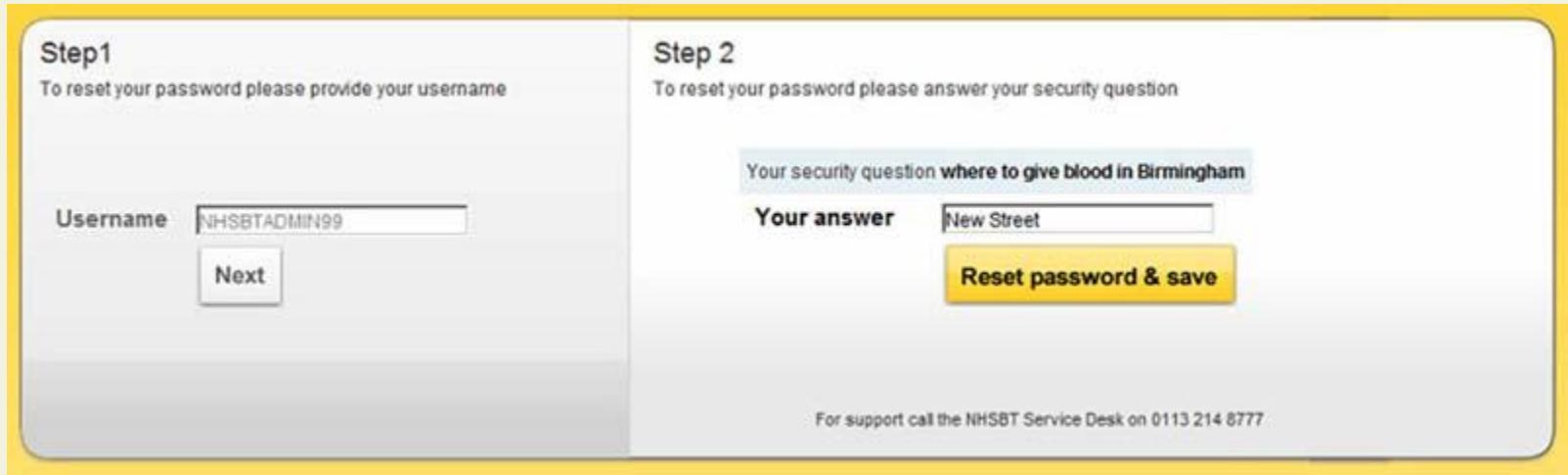


The image shows a screenshot of a web-based password reset process. The title 'Step1' is at the top left, followed by the instruction 'To reset your password please provide your username'. Below this is a 'Username' label next to a text input field. A yellow 'Next' button is positioned below the input field. At the bottom of the form, a note reads 'For support call the NHSBT Service Desk on 0113 214 8777'.

Note: the system sends out complex passwords so it is useful to be able to open your email address on the same PC as OBOS so it can be copy and pasted in.

Forgotten usernames will need to be referred to your local administrator which will be a senior member of transfusion laboratory staff.

# Forgotten passwords, 3



The image shows a screenshot of a password reset interface. It is divided into two main sections: 'Step 1' on the left and 'Step 2' on the right. Both sections have a light gray header bar with a yellow border. 'Step 1' header text: 'Step 1' and 'To reset your password please provide your username'. Below this is a 'Username' field containing 'NHSBTADMIN99' and a 'Next' button. 'Step 2' header text: 'Step 2' and 'To reset your password please answer your security question'. Below this is a 'Your security question' field containing 'where to give blood in Birmingham', a 'Your answer' field containing 'New Street', and a 'Reset password & save' button. At the bottom of the interface, a small note reads: 'For support call the NHSBT Service Desk on 0113 214 8777'.

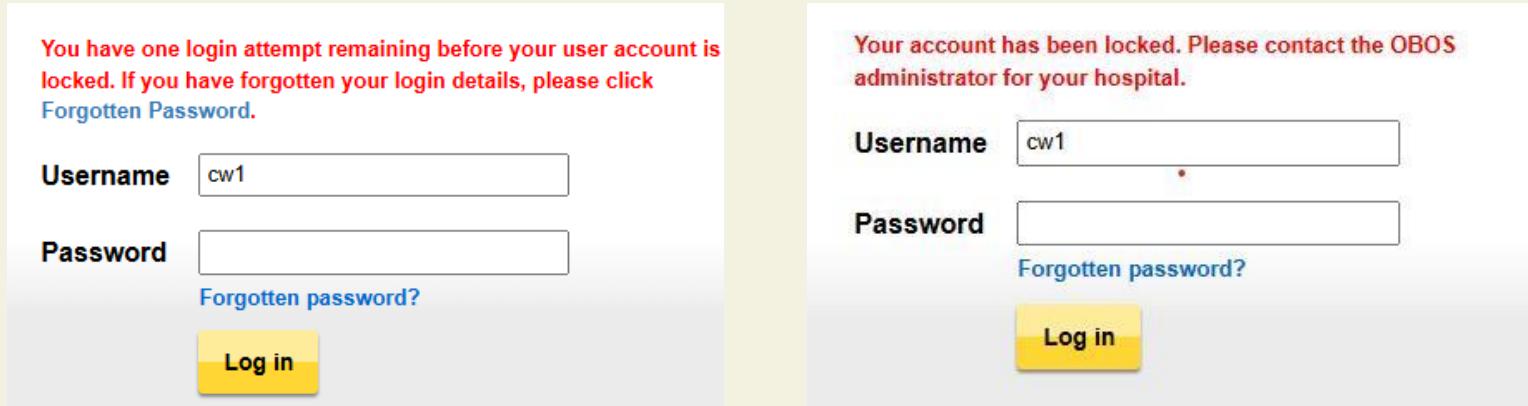
You will be asked for a security question when you first set up your account.

→ This question will need to be answered to reset your password.

IF you can't remember the answer to the security question the local administrator will need to reset your account.

# Failed login attempts

After several unsuccessful attempts, you'll receive a warning indicating that your account will be locked if the details are incorrect again. Following this your account will be locked, therefore please click on forgotten password to avoid this.



The image displays two side-by-side login forms. The left form shows a warning message: "You have one login attempt remaining before your user account is locked. If you have forgotten your login details, please click [Forgotten Password](#)." It has fields for "Username" (cw1) and "Password", and buttons for "Forgotten password?" and "Log in". The right form shows a warning message: "Your account has been locked. Please contact the OBOS administrator for your hospital." It has fields for "Username" (cw1) and "Password", and buttons for "Forgotten password?" and "Log in".

Form State	Username	Password	Forgotten Password?	Log in
Before Lock (Left)	cw1		<a href="#">Forgotten password?</a>	<b>Log in</b>
Locked (Right)	cw1		<a href="#">Forgotten password?</a>	<b>Log in</b>

Your account can be unlocked by your hospital administrator account holder(s).

# Activating / inactivating and re-setting passwords

Under the administration tab – Search of user account.

Scroll to the bottom of the page for the following options:

- Activate/ inactivate users.
- Reset passwords
- Unlock users

User status

Change status  Inactivate user  Activate user

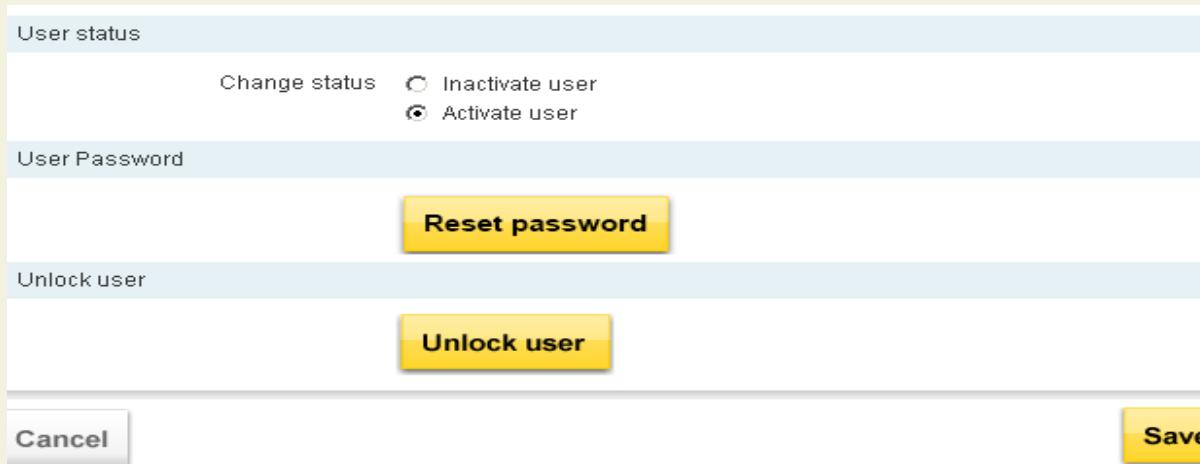
User Password

**Reset password**

Unlock user

**Unlock user**

**Cancel** **Save**



# Deactivation of accounts

You should deactivate any user accounts when the user leaves a hospital/Trust they no longer need to order components for. This will remove the possibility of accessing the wrong account and placing orders for the wrong location.

If an account has not been **accessed for a prolonged period**, it will automatically be deactivated.

These accounts can be reactivated by any user with administrator level access.

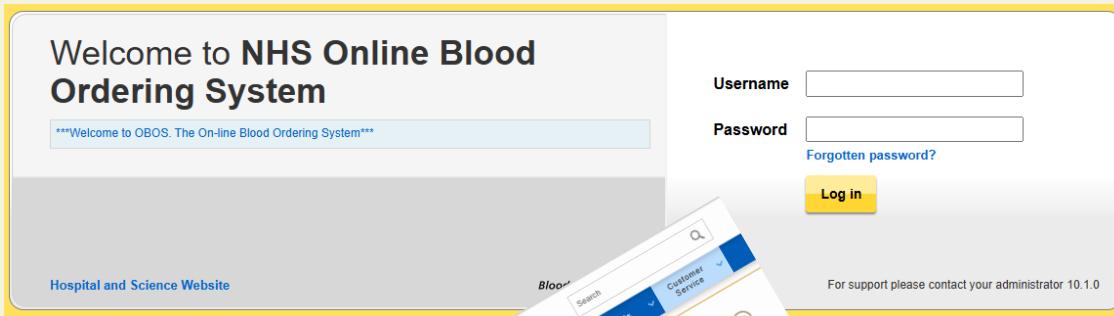
# Training / live system emails

Two separate emails one confirming the chosen Username and one containing the system generated password

**From:** no-reply@nhsbt.nhs.uk [<mailto:no-reply@nhsbt.nhs.uk>]

**Subject:** OBOS Credentials

# OBOS training site



Hospital and Science Website

This page is for hospital staff who use OBOS. It gives information for using the system, details about the latest improvements, and provides training materials for new users.

**OBOS**  
Online Blood Ordering System (OBOS) is a web-based system for hospitals to use to order blood and blood components for clinical use from NHS Blood and Transplant.

**Instructions for using OBOS**

**Support for OBOS users and administrators**

**Ordering when OBOS is not available**

**Log on**

- Log in to the site.
- Log in to the training site.

**Contact**

Email the team at [obos@nhsbsa.uk](mailto:obos@nhsbsa.uk) or speak with your Customer Service Manager. We welcome your suggestions to improve OBOS

Page last reviewed: 19 June 2025

## OBOS training system

Practice orders, user guide and this presentation are on the H&S website

# The end

Any comments or feedback on the system or this user guide are welcomed as they allow us to continually develop to meet user needs and can be sent to

[OBOS@nhsbt.nhs.uk](mailto:OBOS@nhsbt.nhs.uk)