

Therapeutic Apheresis Services (TAS) Compliments, Complaints and Feedback Report January – December 2025

Overview

In 2025, TAS received 435 submissions of compliments, complaints, and feedback from our patients, donors, family, friends, and visitors. This represents a 19% increase from 2024.

The submissions are broken down as follows:

Compliments	Feedback	Complaints
331	101	3

Submissions were received via letters, thank you cards, Compliments and Complaints Slips and the online survey.

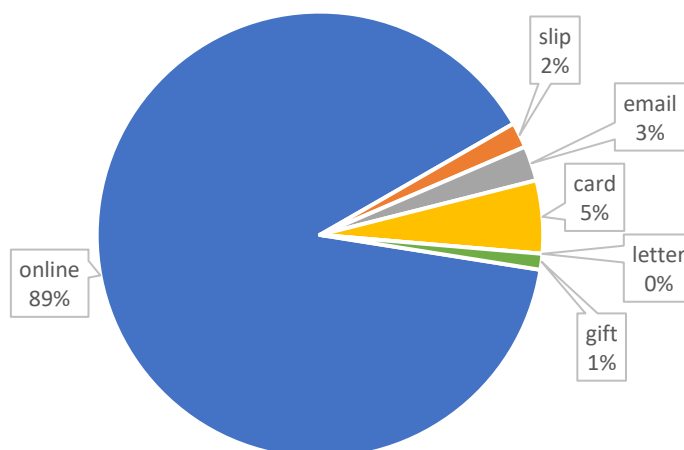


Figure 1 Chart showing submission methods for the responses

Of the patients, donors, family, friends and visitors who answered the question:

96% scored TAS 9 or 10 for overall satisfaction.

99% said they were extremely likely or likely to recommend TAS.

99% reported they were treated with dignity and care

100% of responders found staff to be friendly caring and courteous

TAS Leeds received the highest number of compliments, as shown in Figure 2.

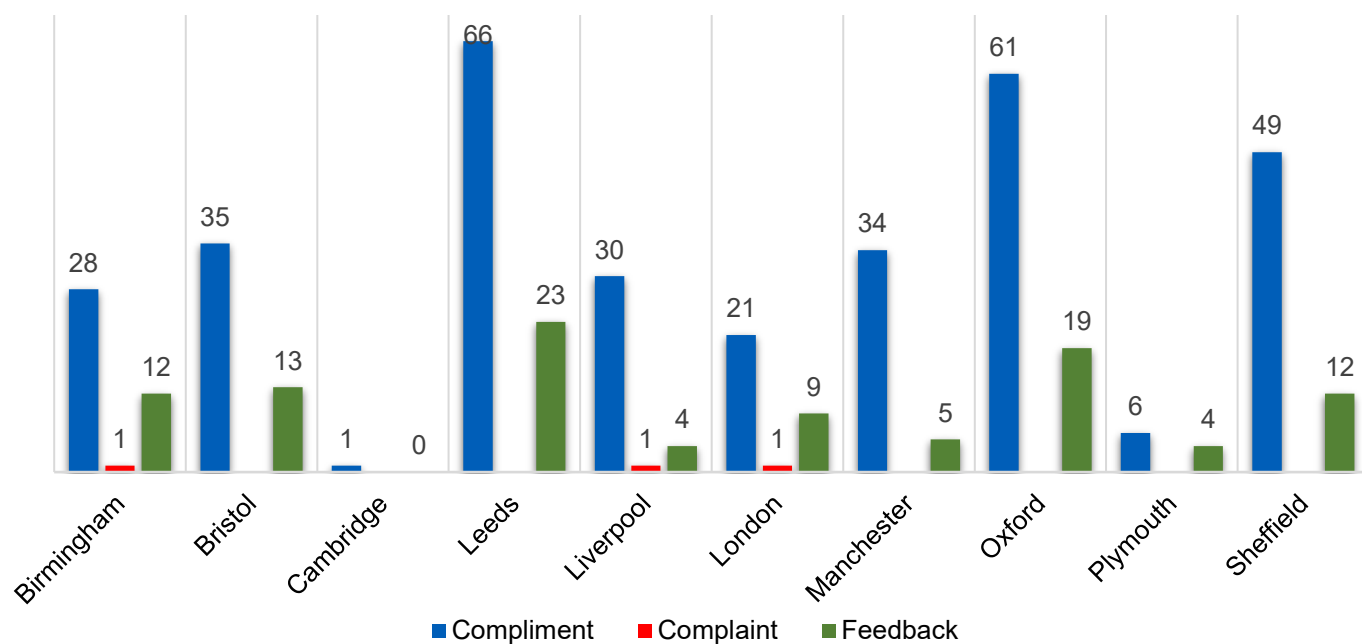


Figure 2 Responses by unit

Plymouth had the highest proportion of responses when compared to the number of patients and donors.

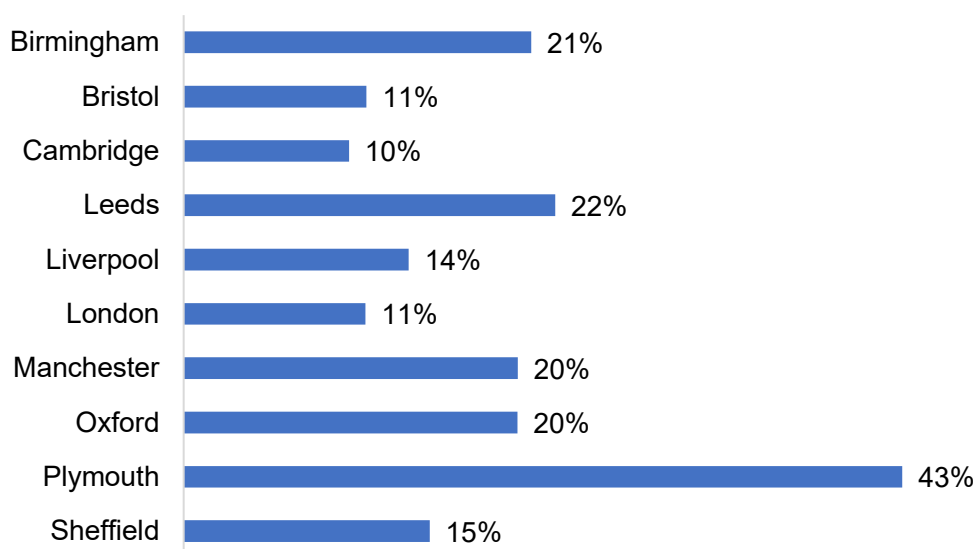


Figure 3 Percentage of submissions by unit compared to number of patients and donors in 2025.

Compliments

Some examples of the compliments received during 2025:

Birmingham

"I can't speak highly enough of the care and attention I received. Both highly professional but also very personable and approachable. They kept me informed at all times such that I felt totally at ease with the procedure and the care I was receiving."

"The nurses involved in my care were extremely professional. They were very kind and chatted to me which kept me calm. Nothing was too much trouble"

Bristol

"All the nurses on the Apheresis Unit are exceptional. I have been attending the Unit for 10 months, every week, and every time I have been treated with kindness and warmth."

"All the staff in this unit are friendly and welcoming. They always greet you and give you a feeling of confidence."

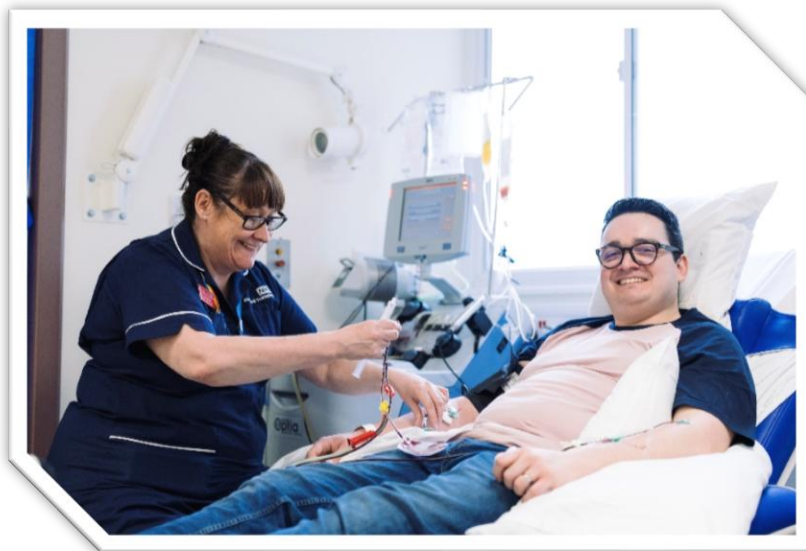
Cambridge

The nurse looked after me by himself and he did a fantastic job. My veins are huge difficult and yet he managed to do my treatment and make me feel comfortable at every step.

Leeds

"As a regular patient I find all of the staff extremely helpful and nothing is too much trouble."

"I had 7 sessions and over this period I met most of the team and they were all very friendly, approachable and made me feel comfortable."



Liverpool

"The nurses did their utmost to ensure my husband and I felt at ease. Their level of care, Understanding and support was superb! They really did make such a daunting experience much more pleasant than we had anticipated, and we can't thank them enough for making it a positive experience, not just for my husband but me too."

"You made a very stressful time for us a lot easier. Your constant reassurances, positive attitude and willingness to answer our many questions helped us no end. We also really appreciated your humour - it helped lift our mood more than you will know. We really appreciated your amazing level of care."

London

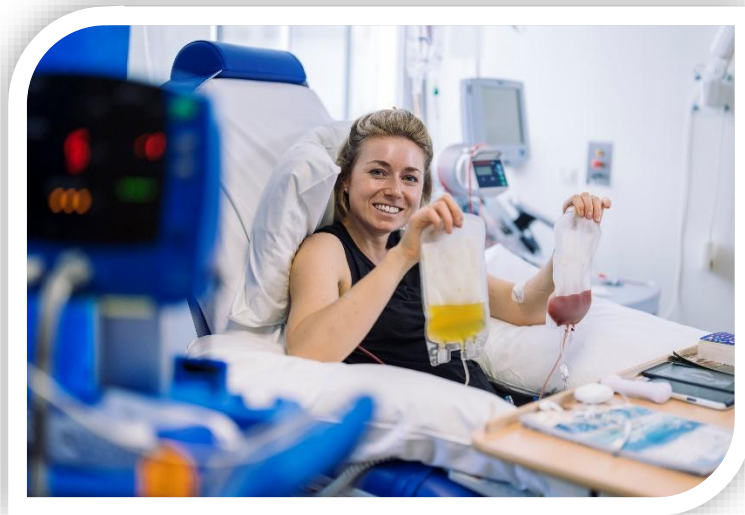
"The nurses that provided the service today were very kind and helpful."

"Our nurse was absolutely lovely she was very warm and upbeat. Explained every step of the exchange and made sure my partner was comfortable. Couldn't have asked for better treatment."

Manchester

"We received a very warm and friendly greeting when we arrived in the department. Our nurse was very professional and calm and I felt very confident in her ability, and this put me at ease straight away and the whole procedure went very smoothly. She was very caring and kind throughout, which my wife and I really appreciated. What a great team!"

"Staff are extremely informative and helpful treated with respect and dignity outstanding care and attention"



Oxford

"You have absolutely brilliant staff at the JR Apheresis unit, everybody from the nursing staff to the blood testing staff. Professional, positive, optimistic."

"All the nurses treated us with excellent care, kindness, friendliness and humour, providing information and explanation for everything they did. Their commitment to patient care is shown in everything they do."

Plymouth

"The nurses were so kind throughout my treatment and went above and beyond to support myself and my family."

Sheffield

"All members of the team who I saw were so friendly and helpful, but also obviously clearly experts at what they do! I felt in incredibly safe hands throughout and they made the experience very enjoyable."

"I would like to say a massive thank you to all of the team that looked after me over the past two days. All the staff members were very friendly and helped me through the donation."



Feedback

Our actions following feedback from patients, donors, family, friends and visitors.

You said	Our Actions
Birmingham <i>"Couch is very uncomfortable and hard to sit on."</i>	The treatment couches we use are specifically designed for apheresis procedures. They are hygienic, support arms for good venous access and can be quickly adjusted to handle a vasovagal reaction. We are currently reviewing the couches we purchase; this feedback will be taken into consideration.
Bristol <i>"Put some pictures or something on the wall. 5 hours sitting looking at a blank wall was a bit soul destroying."</i>	The space is owned by the Trust so we are limited as to what we can do with it. We suggest patients and donors bring a laptop / tablet or reading material with them for entertainment during long procedures.
Cambridge No feedback was received for our new service in Cambridge	We will continue to monitor for feedback.

You said	Our Actions
Leeds <i>"The chair was hard, and this was uncomfortable on my backside after a while."</i>	<p>The treatment couches we use are specifically designed for apheresis procedures. They are hygienic, support arms for good venous access and can be quickly adjusted to handle a vasovagal reaction.</p> <p>We are currently reviewing the couches we purchase; this feedback will be taken into consideration.</p>
Liverpool <i>"Things appeared a little cramped for staff at times. Workspace seemed a little confined. Personally, I'd have liked some distraction for what is a reasonably lengthy procedure when restricted to a chair - TV or radio maybe."</i>	<p>Due to limited space on some of our units, we are unable to provide television facilities. We suggest patients and donors bring a laptop / tablet or reading material with them for entertainment during long procedures.</p>
London <i>"Privacy. I'm not sure why the privacy curtains were not drawn? I think it would help maintain dignity and privacy. Also care, treatment discussions with the patient and care team."</i>	<p>Feedback has been given directly to the nursing team and encouraged to ask all patients their preference with the use of curtains.</p>
Manchester <i>"Train specialist nurses in ultrasound guided cannulation."</i>	<p>2 nurses in Manchester are now trained and 3 are in the process of being trained to use ultrasound. There are plans to train the remaining nurses in the near future.</p> <p>We have rolled out a national training programme for ultrasound guided cannulation across all our Units.</p>
Oxford <i>"It'd be nice to have my appointments emailed or texted to me rather than on paper."</i>	<p>We do not currently have an electronic booking system. We are in the process of transitioning to a digital referral system nationally so this may be considered for future.</p>
Plymouth <i>"The treatment was excellent but there could be more space for family or carers."</i>	<p>Space in acute hospital Trusts is limited; we work collaboratively with our NHS hospital Trusts to negotiate space where possible.</p>
Sheffield <i>"Bigger department so you can have a family member or friend to be able to sit with you as it's a very long process to be on your own."</i>	<p>Space in acute hospital Trusts is limited. Our Sheffield team have begun to explore additional space within the Trust to facilitate our service.</p>

Unit Space Feedback

During 2025 we received multiple submissions of feedback relating to unit spaces not being large enough. We are continuing to pursue resolutions to this; however, we are frequently restricted due to the spaces we work in being owned by the local hospital Trust rather than NHSBT.

We now have an estates strategy, and we are currently exploring treatment space in both Private and NHS Blood and Transplant facilities as well as in Acute Trusts.

Complaints

We received 3 complaints during 2025.

Complaint 1

Complaint received from a patient who felt they were kept waiting on arrival and then felt the procedure was rushed through and was concerned that they did not receive the correct amount of fluids but on raising these concerns did not feel heard by the nurse at the time. On investigation the patient arrived 45 mins prior to the unit opening TAS nurse were unable to let them in as it was a Trust Day clinic. On previous appointments 2 nurses were present and on this occasion there was just 1, it was later explained that our TAS specialist nurses are trained and competent to treat patients independently. The pre-treatment fluids were given via the apheresis machine while cannulating patient and then following the procedure fluid given via an infusion pump which in total was in line with the treatment plan and the procedure was safe. Apologies given that our service did not meet expectations and this experience happened.

Complaint 2

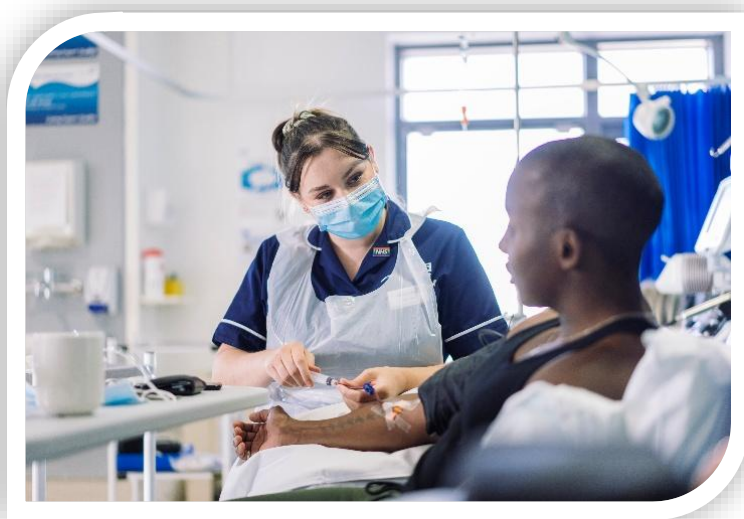
Complaint received from a patient who underwent a course of Extra Corporeal Photopheresis (ECP) treatments, their complaint raised concerns that they had developed additional clinical diagnoses/complications as a side effect of the ECP treatment. A full investigation and review of the referral and clinical notes took place and confirmed that the referral for ECP was appropriate and each aspect of the procedure and TAS clinical care was managed within our standard operating procedures, with clinical review at the appropriate times.

The investigation outcome indicated that the additional clinical diagnoses were not side effects or caused by ECP treatment.

Complaint 3

Complaint received from a patient through their local consultant in the NHS Trust, the patient experienced unprofessional and inappropriate comments regarding a specific diagnosis from an individual.

Following the individual being made aware of the complaint and being asked to provide a written statement and be part of a reflective meeting they have reflected carefully on the conversations that took place. They have acknowledged that while their comments were not intended to cause offence or be interpreted as malicious, they now recognise how this could have been misunderstood. The individual was deeply sorry that their remarks were misinterpreted. Apologies given that our service did not meet expectations, and this experience happened, it is not behaviours that we expect or tolerate from NHSBT staff.



Participation in our compliments, feedback and complaints form

We extend our heartfelt gratitude to everyone who participated in our 2025 survey. Gathering feedback is an essential part of how we care for our patients and donors, enhance our services, and support our staff. We will continue to seek feedback actively.

All feedback is diligently reviewed by our management team and shared with our teams on a monthly basis.

Closing statement from Teresa Baines, Head of TAS / Deputy Chief Nurse Clinical Services and James Griffin, Medical Director Cell, Apheresis and Gene Therapies (CAGT)

It is lovely to hear positive comments from our patients, family and friends. We do take any comments seriously because they help us to improve the service we provide. We do share all the compliments and feedback widely so all staff involved in your care can read them. It is important to share them with staff who may not come into direct contact with the patients in their line of work i.e. managers, lab staff. It reminds us why it is important to ensure that we provide safe, governed services. We are thankful to everyone who took the time to leave a comment and hope to encourage more feedback in the year ahead.