

To: Transfusion Laboratory Managers, Transfusion Practitioners

22 April 2026

OBOS Downtime – Thursday 30 April 2026 09:00 to 11:00

Dear Colleagues

Due to essential maintenance the Online Blood Ordering System (OBOS) will be unavailable for up to 2 hours between 09:00 and 11:00 on 30 April 2026.

Hospital Action:

- Place orders ahead of the downtime.
- Only place **urgent** orders during the downtime.
- Routine orders, where possible, should be placed when the system returns.
- Ensure you have access to manual contingency order forms on the Hospitals & Science website.
- Telephone Hospital Service (or H&I for HLA/HPA orders) to confirm receipt of any orders placed during the downtime.

All order forms and contact details can be found at:

- [Standard and Non-Standard request forms](#)
- [HLA Selected components](#)
- [HPA Selected components](#)
- [Hospital Service contact numbers](#)
- [H&I \(HLA\) contact details](#)
- [H&I \(HPA\) contact details](#)

If you have any queries, please contact your local Customer Service Manager or alternatively please email NHSBTCustomerService@nhsbt.nhs.uk or call our response desk on 02082013107.

Yours sincerely

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