

The Update for August 2026

The autumn 2026 Hospital Customer Satisfaction survey is launching 7 September

We send a survey twice a year (spring and autumn) to hospital blood transfusion laboratories which receive direct services from NHS Blood and Transplant to find out how satisfied they are with the services. The survey is primarily completed by transfusion laboratory managers.

The survey provides an opportunity for us to gather feedback which we can act on and means we can target improvement initiatives where they are needed most, focusing in the right areas to best meet hospitals' requirements.

We are launching the next survey on 7 September.

To see a summary infographic of the results of the spring 2026 survey, along with the report, please [visit our webpage](#)

We welcome any questions you may have on the survey or improvement initiatives; please email the team at NHSBTcustomerservice@nhsbt.nhs.uk

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

Blood component and delivery service pricing for 2026 to 2027

The price list is now available

We are pleased to confirm that the blood component price list is now available on our [website](#)

Trust Finance Directors will be sent the price list, individual trust impact statements and estimated annual volumes.

We apologise for the inconvenience this delay in being able to confirm pricing has presented and thank you for your ongoing patience whilst prices were agreed with the Department of Health and Social Care.

Chris Philips - Head of Hospital Customer Service

Places available on the Advanced Transfusion Masterclass, 4 September 2026

'Pan-reactivity in Transfusion Investigations'

This one-day online course, focusing on pan-reactivity in transfusion investigations, is aimed at specialist and advanced biomedical scientists. The programme will explore techniques used in specialist laboratories to investigate pan-reactive antibodies, investigating pan-reactivity in blood grouping, and approaches to managing complex cases from both laboratory and clinical perspectives.

Delivered through interactive case study sessions, this course provides an opportunity to develop knowledge, explore practical approaches and share insights from specialist practice.

Further sessions covering the same programme will also be available on 4 December 2026 and 23 February 2027.

A number of [NHS England fully funded places](#) will be available for eligible participants working within the NHS.

Find course details, dates, and booking information on the [Transfusion Science Academy](#)

[Poster for the 'Pan-reactivity in Transfusion Investigations' masterclass \(PDF 132KB\)](#)

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

Referring samples to RCI

To avoid unnecessary delays and to ensure the correct tests are performed, it is essential that all the relevant boxes on the RCI request form are completed fully and the required sample volumes are provided. Sample requirements are listed on the reverse of the request form.

Please conduct a thorough check of sample details against the request form prior to sending to the appropriate RCI laboratory. Handwritten forms are often difficult to interpret and can result in incorrect patient details on crossmatch labels and reports, it is important that they are legible and signed and dated. Addressograph labels are accepted on request forms but not on samples, unless an approved user of demand printed labels.

Please use the current version of the request form, it can be printed from the [Hospitals and Science website](#) or hard copies can be requested from your local RCI laboratory.

Wisdom Musabaike - Assistant Director of RCI

25 years of the National Comparative Audit

The National Comparative Audit (NCA) of Blood Transfusion programme is funded by NHS Blood and Transplant which offers 2 or 3 audits every year to NHS and independent hospitals in the United Kingdom, and sometimes to other countries.

Clinical audit is about assessing practice to check that healthcare is being delivered in the way we would wish it to be delivered, and the programme has 2 main objectives – to save and improve patients' lives, and to protect the blood supply.

The programme content is steered by representatives of the UKs' medical royal colleges, as well as medical societies and associations. The blood services in Northern Ireland, Scotland and Wales also have input to it.

Today's audits focus more on Patient Blood Management by different clinical specialities, and the challenge for audit is hospital practices vary because of the way they are funded, and individual clinical practice also varies because of local guidelines, and clinical freedom.

How the NCA programme makes a difference:

- it contributes to guidelines
- means we can present arguments for change at national and international conferences and by publishing in high impact journals
- we can influence the training of doctors, nurses, and scientists

What we have achieved:

- created the largest clinical audit of blood transfusion
- conducted 41 audits
- performed the first ever national audit of clinical audit – the AFFINITIE programme
- invented QuickAudit – a tool to allow real-time audit feedback
- provided evidence to the UK Infected Blood Inquiry
- conducted and published a global survey on the response to the COVID-19 outbreak

[Read more about NCA and access audits](#)

John Grant-Casey - Programme Manager, National Comparative Audit of Blood Transfusion

Serious Hazards of Transfusion (SHOT) newsletter for August 2026 is now available

The highlights in this newsletter include:

- Video of highlights from the 2026 Annual SHOT Symposium is now available on our website

- 2025 Annual SHOT report and associated resources are now available
- NHSBT and UK Health Security Agency's (UKHSA) Epidemiology Unit have launched the (transfusion-transmitted infection) TTI dashboard on the UKHSA data dashboard
- Spotlight on the Major Haemorrhage (MH) Simulation Toolkit which helps healthcare teams improve safety and readiness when managing major haemorrhage
- Save the date: SHOT Human Factors and Ergonomics course dates released
- SHOT Bite 16 - Errors with Prothrombin Complex Concentrate (PCC) has been updated to include the latest year's data

[Read the SHOT newsletter](#)

[Sign up](#) to receive the newsletter every month.

The SHOT team

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

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