

To: Transfusion Laboratory Managers, Transfusion Practitioners, Chair of HTC, Chair of RTC, Consultant Haematologist with responsibility for Blood Transfusion, England EPRR, Chief Nurses

22 September 2026

System Upgrade – Impact on Red Cell Immunohaematology (RCI) Services

Dear Colleague

As part of our ongoing programme to modernise NHSBT services, the Laboratory Information Management System (Hematos) will be migrated to Oracle Cloud Infrastructure (OCI).

To support the migration, Hematos will be unavailable from 17.00 on Friday 25 September 2026 until the morning of Monday 28 September 2026, after which we expect a return to a usual service. During this period, RCI will operate under Business Continuity arrangements (further details below).

RCI Services:

To help minimize delays during the downtime period:

- Please defer routine and non-urgent referrals until normal service resumes, where clinically appropriate.
- Manual contingency processes will be in place and may increase turnaround times for urgent cases. Please provide sufficient clinical information to support appropriate triage.
- Information will not be transmitted from Hematos to Sp-ICE during the downtime.
- Phenotype information will continue to accompany all issued units.
- Documentation for crossmatched units may differ from the usual format, and some information may be completed manually.
- For new cases only, a brief summary of antibody investigations will be provided.

If you have any questions regarding urgent referrals during this period, please contact your usual RCI laboratory.

Thank you for your continued support and cooperation during this planned downtime. We recognise that these temporary arrangements may require additional effort from hospital teams and are grateful for your assistance in helping us maintain safe and effective patient care throughout the migration period.

If you have any questions in advance of the downtime, please contact your Customer Service Manager. Alternatively phone our Response Desk on 0208 201 3107, 9am to 5pm Monday to Friday; we'll be pleased to help.

Please cascade to laboratory and clinical staff as appropriate.

Kind regards

Laura Hontoria del Hoyo
Director of Pathology
NHS Blood and Transplant

