

**Appendix 3: Transcript of telephone conversation between  
1) Recipient Coordinator, University Hospital of Wales, Cardiff (UHW) and  
2) Duty Officer, NHS Blood and Transplant (NHSBT)**

Transcript from phone call ID - [REDACTED]

Date 30-11-2013

Time 02:08:48

Duration 00:02:23

Inbound from [REDACTED]

**\*\*Conversation commences\*\***

UHW says: Hi [REDACTED] it's [REDACTED] in Cardiff

NHSBT replies: [REDACTED], you umm, expect, expressed an interest in our fast tracked kidneys earlier on

UHW replies: That's right, yeah

NHSBT replies: 105726

UHW replies: Huhumm

NHSBT replies: So you think you might like those kidneys now

UHW replies: Yes yep

NHSBT replies: Do you? Because Leeds were going to have one and then they expressed an interest in the second one

UHW replies: Yeah

NHSBT replies: When we fast tracked out but they've now pulled out of the fast track and also of their original kidney that they had

UHW replies: Oh right, why was that?

NHSBT replies: Umm why did they pull out?

(back ground talking)

NHSBT replies: Oh, because of the cause of death

UHW replies: Ok, it makes me wonder what am I missing (laughs)

NHSBT replies: Umm I think it's cause of, it's meningitis

UHW replies: Meningitis yeah

NHSBT replies: Viral meningitis the cause of death

UHW replies: Yeah, yeah, that's fine, no yeah we are interested

NHSBT replies: Alright, you want to say yes or do you want to have a look?

UHW replies: Yes, no no no

NHSBT replies: You'll say yes?

UHW replies: We'll say yes

NHSBT replies: Do you want one or two?

UHW replies: Ummm, are we the only person? If there's 2 going we'll have 2

NHSBT replies: Yeah you are the only person

UHW replies: Yeah yeah yeah, no we'll have 2

NHSBT replies: You want 2?

UHW replies: Yeah

NHSBT replies: Alright, you can have 2 then

UHW replies: Alright then, so what time are they planning on theatre?

NHSBT replies: Umm let me nick the thing off [REDACTED] he's umm I think he's quite upset that you're not even asking after him [REDACTED]

UHW replies: Well do you know if I'd known he was there I would have been on the phone earlier

NHSBT replies: You would have phoned him earlier would you?

UHW replies: Oh most definitely

NHSBT replies: Aww he's well cheered up now

UHW replies: Yeah

NHSBT replies: He's well happy now

UHW replies: I'd, I'd done a little drive by in my new car

NHSBT replies: Ahh even drove over to have a, have a meet and a coffee with him

UHW replies – Laughs

NHSBT replies: How sweet you are (laughs) umm well we are due to collect at 02:30 so there almost ready to come out really those kidneys

UHW replies: Ahh

NHSBT replies: So you want us to.. oh [REDACTED] saying they've just cross-clamped so maybe about an hours or yep so before we get any anatomy

UHW replies: Ok, if you can umm fax the TT results through to us?

NHSBT replies: Yep, so tissue typing sent to the lab now, ok

UHW replies: Yep

NHSBT replies: And you want us to do some transport for you?

UHW replies: Yes please, that would be lovely

NHSBT replies: Where do you want them to come first for you?

UHW replies: May as well drop the kidneys to the ward and then cross-match materials to

NHSBT replies: Ward and then to tissue typing

UHW replies: Tissue typing, yeah

NHSBT replies: Brilliant job ok we'll get all that, ahh we'll get onto that for you now

UHW replies: Great

NHSBT replies: Alright, thanks ever so much then thanks

UHW replies: Cheers [REDACTED]

NHSBT replies: Bye

UHW replies: Bye

*\*\*Conversation terminates\*\**