

NHS BLOOD AND TRANSPLANT
National Organ Donation Committee
SPECIALIST REQUESTER MONITORING
1 OCTOBER 2016 –28 FEBRUARY 2017

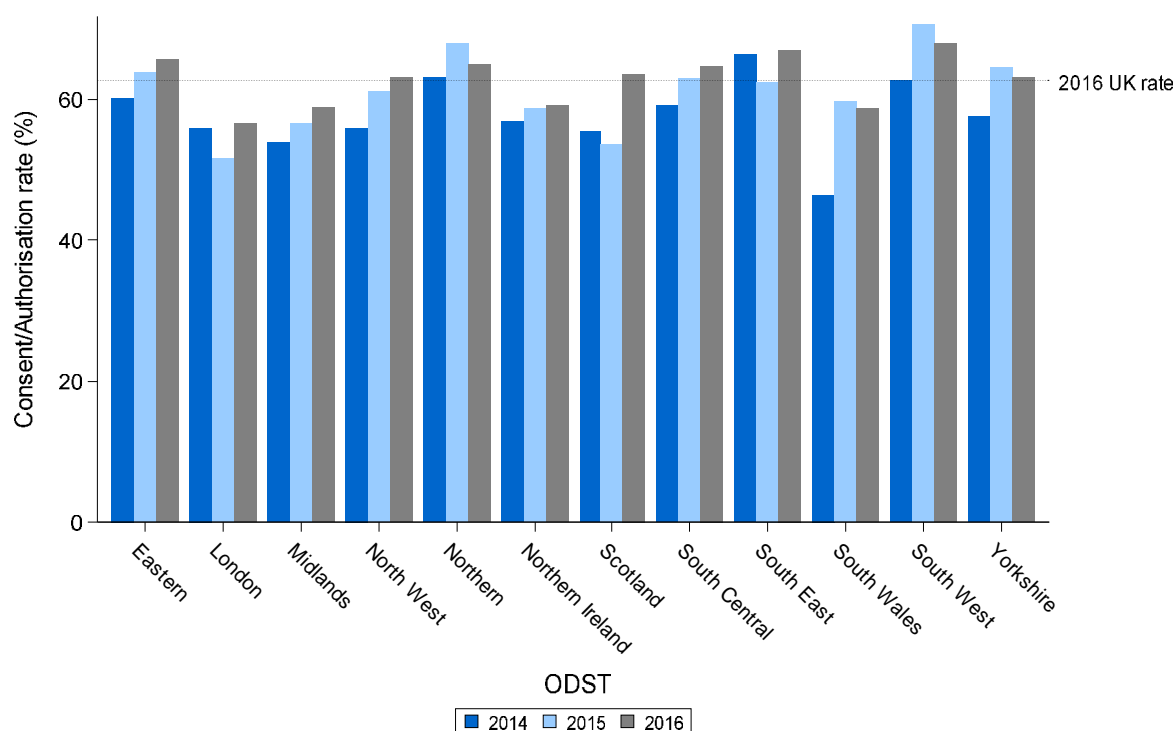
Background

1. The Specialist Requester (SR) role was introduced in four Organ Donation Services Teams (ODST) throughout Autumn of 2016 as an output of the Workforce Design Project. The aim of the new role was to deliver an improved donor and family experience of the donation pathway, increase consent / authorisation rates and positively impact on 24 hour working.
2. The four teams to incorporate the SR roles were:
 1. North West – 19 September 2016
 2. London – 3 October 2016
 3. Midlands – 17 October 2016
 4. Yorkshire – 5 December 2016
3. In order to capture SR activity it was necessary to introduce a temporary workaround for the Referral Record. Where a SR is involved in the formal approach, 'SR' needs to be entered in the free text as well as the SR's username. Validation reports are sent to all SR teams on a monthly basis to ensure all SR activity has been recorded correctly.
4. Data on overall consent rates for all ODST teams from 1 January 2014 to 28 February 2017 have been obtained from the Potential Donor Audit (PDA), as at 7 April 2017. Additionally, data on SR activity between 1 October 2016 and 28 February 2017 has been reported alongside comparative SNOD activity, for the same period.
5. SNOD activity and consent/authorisation rates, reported in this paper, exclude any approaches involving a SR, as these are reported separately.

Trends in consent rates

6. Overall consent/authorisation rates, for the last three calendar years, are presented in **Figure 1**, by ODST. Generally, consent rates have increased in most teams since 2014 and the UK consent rate has increased from 58.0% in 2014 to 62.7% in 2016. However, consent/authorisation rates still vary amongst the different regions ranging from 56.7% in London to 67.9% in the South West team in 2016.

Figure 1: Consent/Authorisation rates in the UK by ODST and year, 1 January 2014 – 31 December 2016



Specialist Requester consent/authorisation rates

- Specialist Requester activity in the four teams is presented in **Table 1**. Note that there is some considerable variation in the number of approaches involving an SR. This is largely due to the different start dates of the SR role in the four teams.
- North West and London, which were the first teams to introduce the SR role, have made most approaches, 102 and 69, respectively. Yorkshire, which only introduced the SR role in December have made 23 SR approaches.

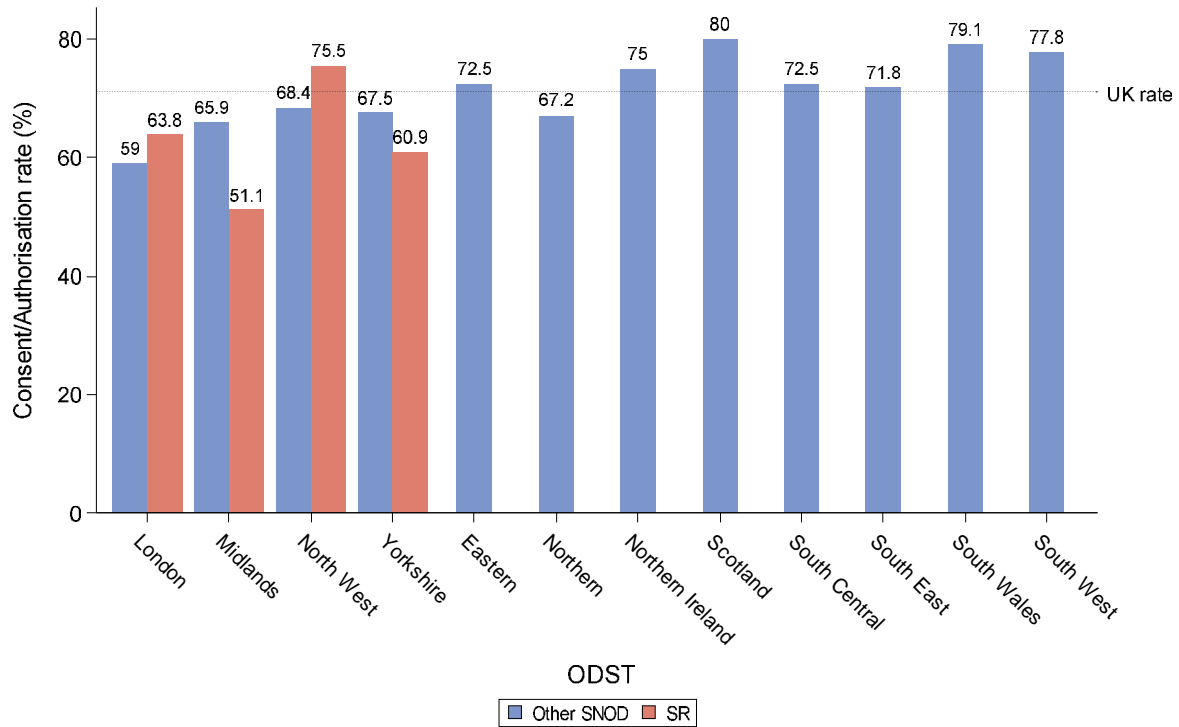
ODST	All approaches where SNOD/SR involved	Approaches where SR involved	Consents where SR involved	Consent rate where SR involved (%)
London	152	69	44	63.8
Midlands	138	47	24	51.1
North West	178	102	77	75.5
Yorkshire	106	23	14	60.9
Total	574	241	159	66.0

* SR start dates vary: North West (19/09/16), London (3/10/16), Midlands (17/10/16), Yorkshire (5/12/16)

- Consent/authorisation rates for SRs and SNODs are presented in **Figure 2** for 1 October 2016 to 28 February 2017. SR consent rates are higher than SNOD consent rates in two of the four teams which have introduced the SR role.

Scotland and South Wales have the highest consent/authorisation rates, for the time period considered, 80.0% and 79.1%, respectively.

Figure 2: Specialist Requester and SNOD consent/authorisation rates in the UK by ODST, 1 October 2016 - 28 February 2017

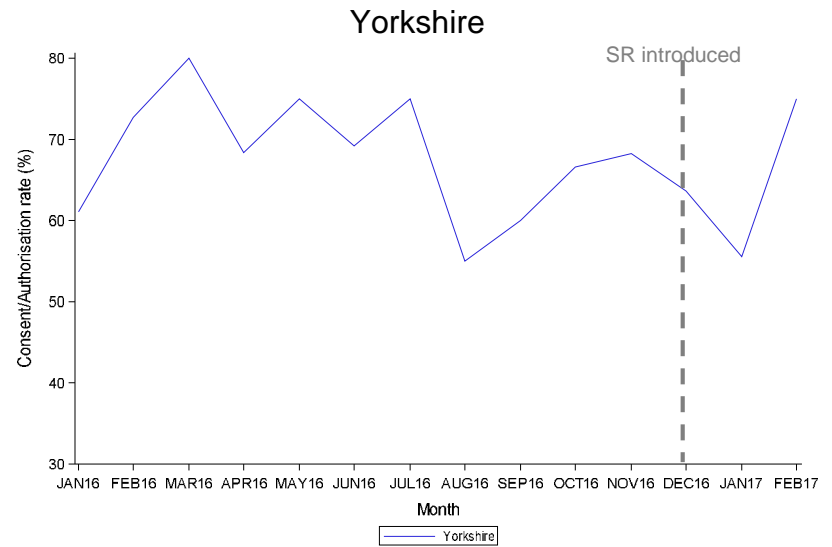
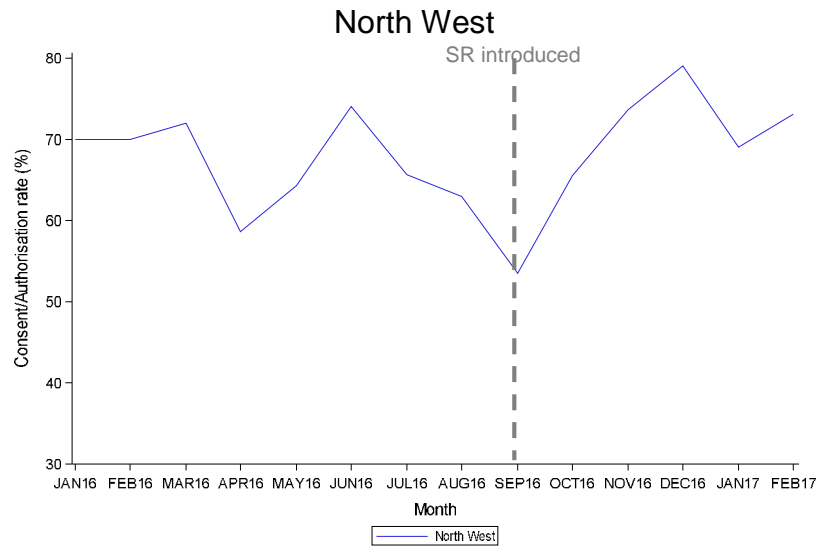
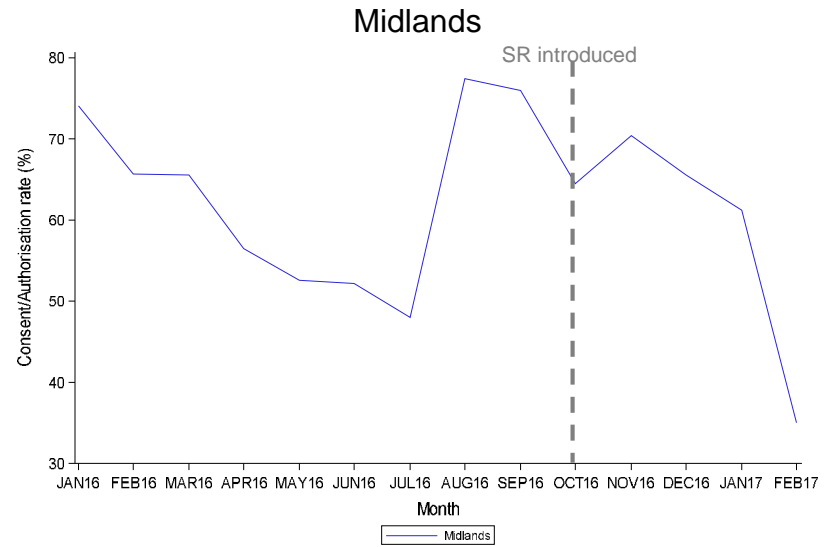
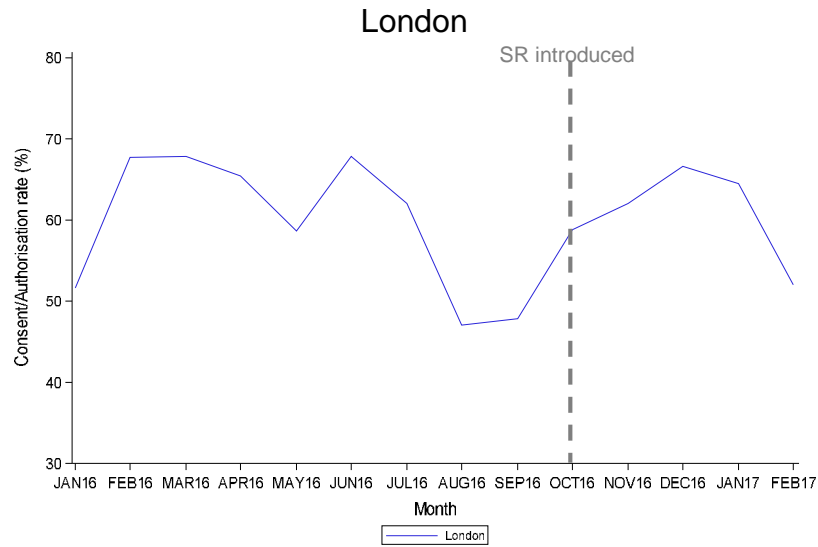


10. The SR consent rate for all teams, between 1 October 2016 and 28 February 2017, is 66.0% compared to a national SNOD consent/authorisation rate of 74.1%.

11. Monthly consent rates for the four SR teams are presented in **Figure 3**. Monthly consent rates in the North West team have been consistently good, since the introduction of the SR role in September 2016. It is notable that the North West team was the first team to introduce the SR role.

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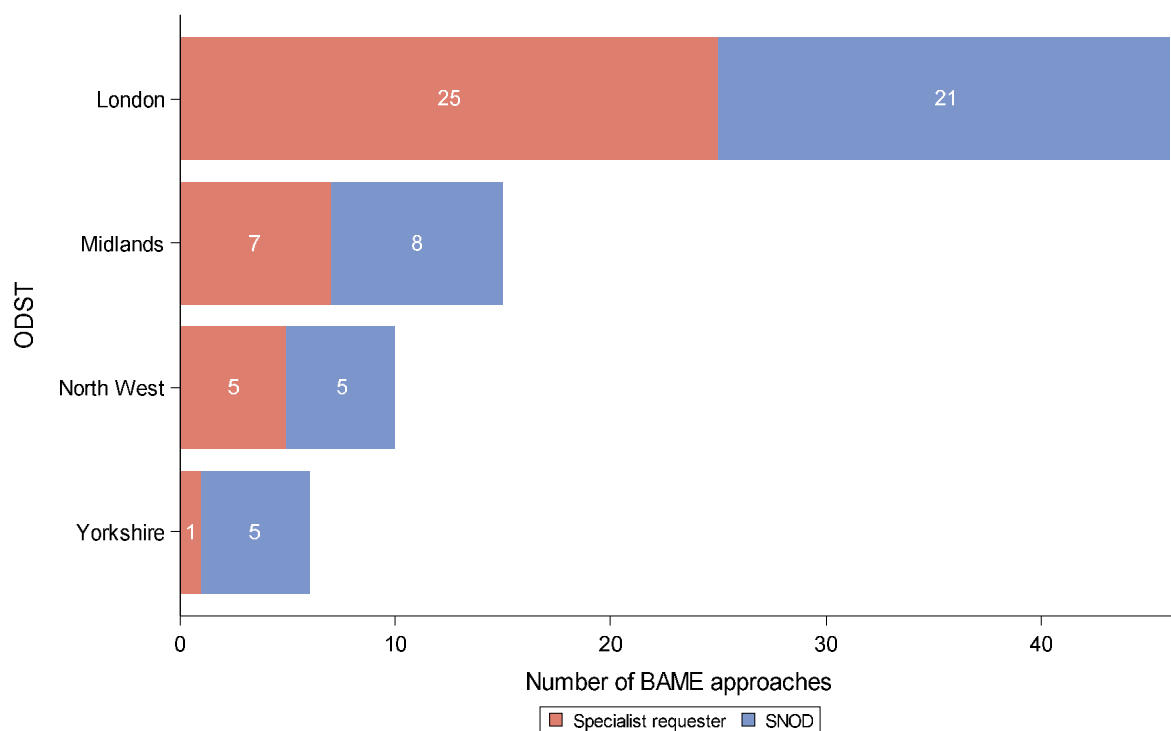
Figure 3: Monthly consent rates for the four Specialist Requester teams, 1 January 2016 - 28 February 2017



SR approaches by patient demographics

12. **Figure 4** presents the number of BAME approaches made by SRs compared to SNODs in the four SR teams. SRs and SNODs have made a similar number of BAME approaches in the Midlands and the North West teams. In Yorkshire, the SRs have made only one BAME approach, however the SR role was only introduced in December 2016. In the London team, the SRs have approached 25 of the 46 BAME families (54%), with 44.0% of those families consenting to donation. This compares with a SNOD BAME consent rate of 33.3% in the London team, for the same period.

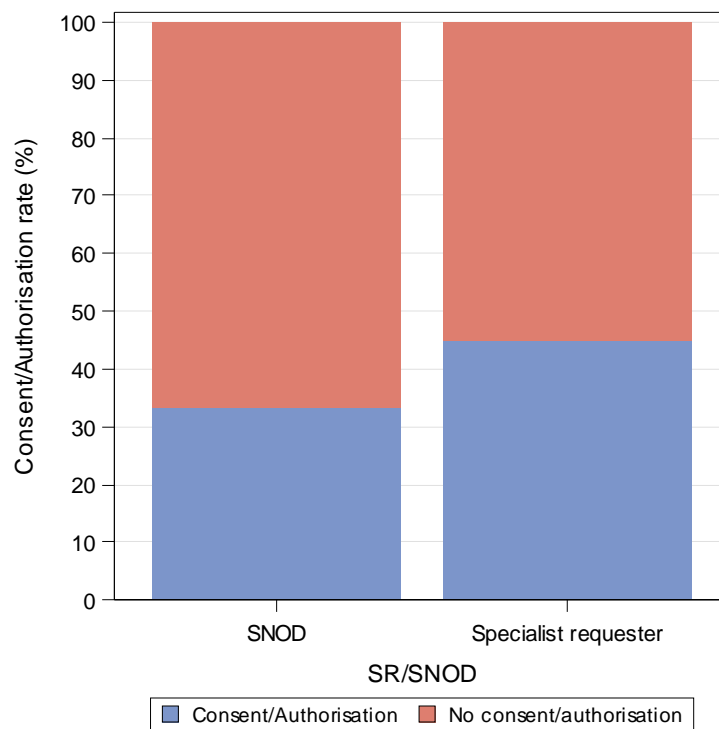
Figure 4: Number of BAME approaches made by Specialist Requesters and SNODs, 1 October 2016 - 28 February 2017



* SR start dates vary: North West (19/09/16), London (3/10/16), Midlands (17/10/16), Yorkshire (5/12/16)

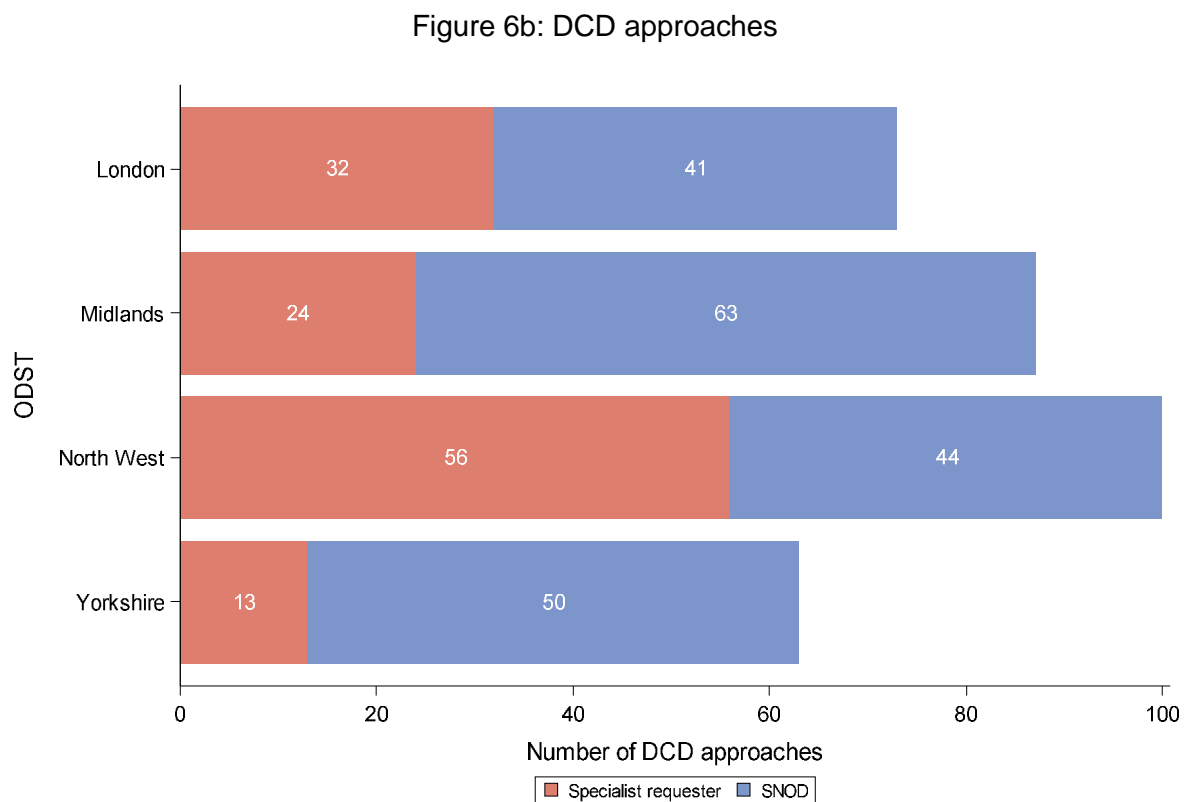
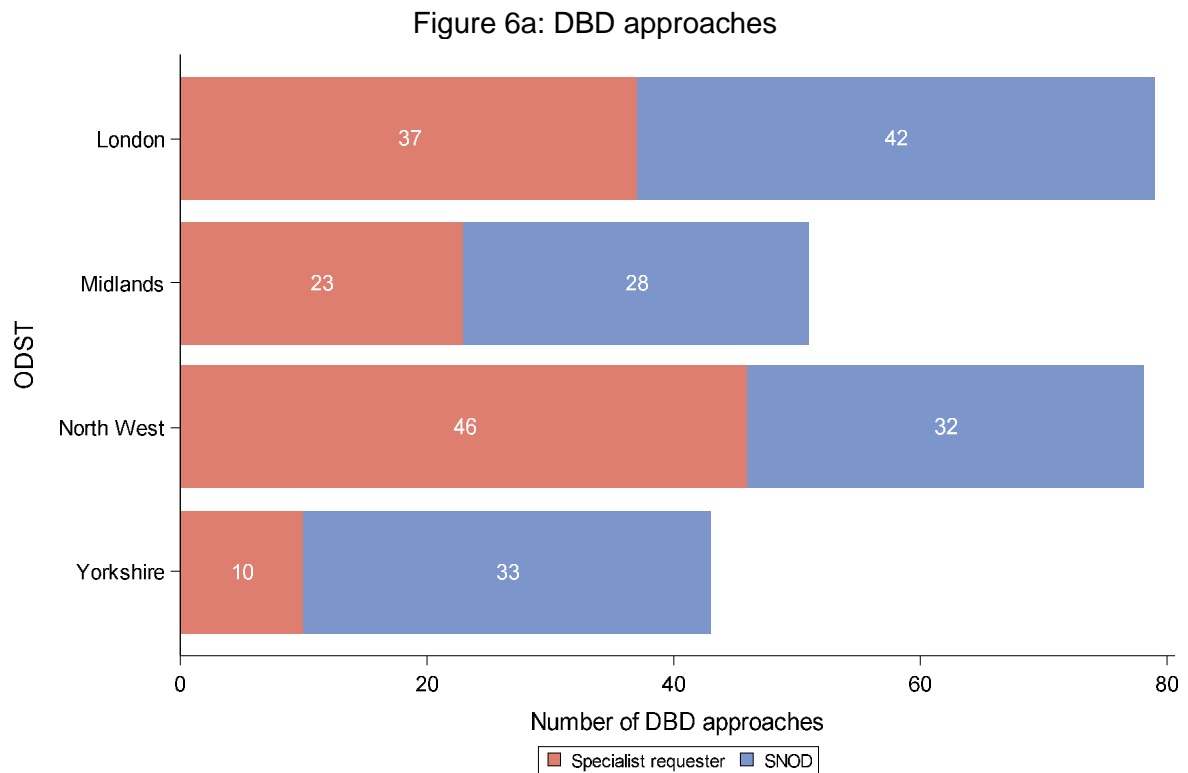
13. For all four SR teams, the BAME consent rate is 44.7% for the SRs compared with a SNOD consent rate of 33.3%, as presented in **Figure 5**, although the difference is not statistically significant (Chi-sq p-value=0.305).

Figure 5: BAME consent rates for all four Specialist Requesters teams, 1 October 2016 - 28 February 2017



14. There were no differences in SR and SNOD consent rates where the patient's ODR status was unknown at the time of approach, 55.9% and 54.4%, respectively.
15. The number of SR and SNOD approaches by donor type are presented in **Figure 6**. SR and SNOD consent rates across the four teams, are similar for DBD (68.1% vs 71.9%) and DCD patients (64.0% and 60.6%).

Figure 6: Number of approaches made by Specialist Requesters and SNODs, by donor type, 1 October 2016 - 28 February 2017



* SR start dates vary: North West (19/09/16), London (3/10/16), Midlands (17/10/16), Yorkshire (5/12/16)

Summary

16. The SR role has been introduced in the North West, London, Midlands and Yorkshire teams since September 2016. Between 1 October 2016 and 28 February, the overall SR consent rate was 66.0% compared to the national SNOD consent/authorisation rate of 74.1%.
17. Comparing activity between SRs and SNODs within the four SR teams: SR consent rates are higher than SNOD consent rates in the London and North West teams, but lower in the Midlands and Yorkshire teams. SR and SNOD consent rates are similar for DBD donors, DCD donors and patients where the ODR status was not known at the time of approach, but SR consent rates were higher for BAME patients although the difference is not significant.
18. At present, there is insufficient evidence to determine whether the SR role has improved consent rates in the four teams where the role has been introduced.

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