

We will develop a customer focused culture ensuring that you come to NHSBT out of choice. We will be your partner in delivering successful patient outcomes, striving to be one of your most cost-effective suppliers.

We have three core values at the heart of delivering this ambition.

Caring

We will care about our customers and the patients we serve.

Expertise

We will be experts in meeting our customer's needs.

Quality

We will provide quality of service, product and experience, ensuring safety underpins everything we do.

Our Customer Charter is in response to your feedback. If you think we have fallen short at any time, we want to know – you can be sure we will always listen and work to put it right.

Our Promises

- To care for our customers and patients by listening, so that we can create solutions specific to your needs.
- To deliver our expertise through investment in our services which “do the right thing” for patients and in our people so that they meet your expectations.
- To provide quality of service, product and experience, ensuring safety underpins everything we do.

Our Commitment

We will breathe life into Our Charter through the measurement of goals and feed back our performance to you through a range of channels and formats such as; the Hospital and Science website, The Update, Blood and Transplant Matters, and our Annual Report.

