

Monday, 23 March 2015

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For Action

1.1 NHSBT Histocompatibility & Immunogenetics (H&I) User Guide and Sample Labelling requirements update

The revised H&I Services user guide (INF136/3.1) is available to download from the NHSBT Hospital & Science website: <http://hospital.blood.co.uk/diagnostic-services/hi/>

We have also reviewed and simplified our sample labelling document (MPD1108). This document outlines labelling and test request completion requirements in line with all relevant guidelines and regulations.

Available to download from the NHSBT Hospital & Science website:

<http://hospital.blood.co.uk/diagnostic-services/hi/hi-test-request-forms/>

Please check if you are using the correct editions and withdraw **ALL** previous versions

Dr Andrea Harmer, National Head of NHSBT H&I Services

1.2 New Credit Request Process

As a result of your feedback we have recently performed a review of the Hospital Credit Request process.

Following a successful pilot we are implementing a new process which will go live on 1st April 2015. Any paper request forms received after 1st May 2015 will be returned unprocessed.

Benefits include:

- The ability to scan component details directly into an Excel spreadsheet
- A reduction in transcription errors resulting in improved efficiency for both Customers and NHSBT
- Removal of the paper-based system
 - spreadsheet to be sent by email to bloodcredits@nhsbt.nhs.uk each month
- Manual entry option available if required

The new form and the user guide are available on the Hospitals and Science website:

- User Guide <http://hospital.blood.co.uk/customer-services/request-for-credit/>
- Customer Credit Request Form <http://hospital.blood.co.uk/customer-services/request-for-credit/>

To allow some time for you to become familiar with the new form we will continue to accept paper copies of the old form until the end of April. If you have any questions do not hesitate to contact your local Customer Service Manager or nhsbtcustomerservice@nhsbt.nhs.uk

Chris Gallagher, Customer Service Manager (North West)

1.3 Sending Samples in to NHSBT

There has been an increase in diagnostic samples arriving at NHSBT laboratories in incorrectly or poorly labelled packages. This introduces the possibility of samples being incorrectly stored or forwarded to the wrong department, increasing the risk of delayed results and/or provision of appropriate components.

In order to reduce this risk, we have produced printable address labels for you to send your diagnostic samples to the appropriate Red Cell Immunohaematology (RCI) or Histocompatibility and Immunogenetics (H&I) laboratory.

The labels for each referral centre you use can be found on the Hospitals & Science website following this links:

- RCI Labels

<http://hospital.blood.co.uk/diagnostic-services/red-cell-immunohaematology/labels-for-sample-boxes/>

- H&I Labels

<http://hospital.blood.co.uk/diagnostic-services/hi/labels-for-sample-boxes/>

If you have any queries please contact your local Customer Service Manager.

Rhian Edwards, Customer Service Manager- Bristol/Plymouth

For Information

2.1 New Electronic Invoices

In response to your feedback for an electronic invoice, we have revised the format of NHSBT invoices and their associated backing data.

The new formats will go-live from 1st April 2015 after which these will only be sent electronically.

The new service looks like this:

- The codes and descriptions will now be consistent across the invoice and the price list
- Removal of the paper-based system
 - Invoices and backing data will be sent electronically to Finance Departments in the same way as they currently are.
- Backing documentation will be in an Excel format to facilitate searches and manipulation of the data provided.
- Invoices will remain in PDF format.
- Credit notifications will be included in the backing documentation. This will include rejected requests that are duplicate requests. Any other requests that are rejected will be provided to your NHSBT Customer Service Manager who will contact you to resolve and re-submit.
- Contract monitoring information will still be provided but only a quarterly basis. The new Excel format will facilitate local manipulation of the data provided, allowing users to design bespoke monitoring reports. The report received at the beginning of April 2015 will be the final monthly report. The next contract monitoring report is intended to be distributed in July for Quarter 1 2015-16.

If you require any further details on the new backing format or an example of the new report please contact your local Customer Service Manager.

Craig Wilkes-Regional Customer Service Manager, South West

2.2 Service Development Manager

Following some internal changes Tracey Scholes has taken up the post of Service Development Manager within the Service Delivery team. Alongside a portfolio of service development objectives Tracey takes leadership of the Hospital & Science website and JPAC website. We are currently recruiting a new Website Manager to replace Sheena Cameron who has moved to a role outside of NHSBT. In the interim we are ensuring that both sites have appropriate updates and once recruited the new website manager will work with stakeholders to improve the content on each site.

Tracey moves from her previous role as NHSBT Regional Customer Service Manager (North). I'm sure you'll join me in welcoming Tracey to her new role.

Tracey can be contacted on tracey.scholes@nhsbt.nhs.uk and on 0161 423 1223.

Chris Philips, Head of Hospital Customer Service

For Training

3.1 Training & Education Events and Courses

A full list of NHSBT training events, which are open to hospital personnel, is available on the our website at <http://hospital.blood.co.uk/training/index.asp>

If you have any queries regarding the above, please do not hesitate to contact your local Customer Service Manager, Patient Blood Management Practitioner or either of us using the details below.

For further information please visit the NHS Blood and Transplant hospitals website on:

<http://hospital.blood.co.uk/>



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