

Reagents Headlines Spring 2016

Quality update

ISO13485 certification

We now have ISO13485 certification, accrediting our manufacture of reagents for transfusion testing. A copy of the certificate can be found on our [website](#).

CE marked reagents

All our reagents are CE marked and comply with the standards laid down in the Guidelines for the Blood Transfusion Services in the U.K. (current edition) and are prepared to best standards of practice. Please note our CE licensing arrangements are such that we only supply directly to the UK and the Irish Republic.

Certificates of conformance

We supply you with a certificate of conformance for all our products. You can find these on our [website](#).

Laboratory QC and QA

We provide a series of products for laboratory QC and QA purposes. These range from weak antisera to whole blood controls. Please see our [website](#) for more information.

Internal Proficiency Exercise (IPEX)

We know that your team also seeks to be the best that they can be and NHSBT can help you achieve this by supplying you with an Internal Proficiency Exercise (IPEX).

IPEX is the ideal tool to use for competency assessments or guide future staff training. This product is designed to provide an enhanced learning experience. Each exercise is accompanied by CPD question sets with relevant reference documents. The product is available six times a year and typically consists of three serum and three red cell samples. Results and answers are sent to a designated email address and can be used to guide and coach staff through the exercise.

Products

Compatibility with analysers

We have products suitable for use on both Bio-Rad and Grifols automated platforms including ABO reverse grouping and controls, 2 and 3 cell screens and 10 cell ID panels. We are continually working with leading UK platform suppliers in order to further improve products for use on their automated technology.

ID panel profiles

ID panel profiles are designed to reflect the additional requirements of RCI Reference work. They are produced to reflect a consistent batch to batch compliance with guidelines. Therefore they consistently provide users with the ability to resolve mixtures of antibodies. The ID panel profiles are placed on our [website](#) under the heading Product Inserts.

Ordering reagents

You can find the new reagents order form, including the prices for 2016/17, on our [website](#).

Customer focused activities

Capacity and developments

Using lean methodology, we are reviewing our processes to enable us to be even more responsive to customer requests and release capacity for development of new and improved products

We are in the process of improving ease of ordering, recall and billing by enhanced support systems and the future development of a Customer Relationship Management (CRM) system

NHSBT is developing our contingency plans to further ensure guaranteed continuity of supply to our customers to support our existing Speke manufacturing laboratory. Manchester is the preferred site and has capacity to support this.

Customer service

Our customer focussed reagents team will work with you to ensure we can provide services and products tailored to your needs. We welcome your comments and feedback on our reagents and use inputs to improve our products and services accordingly.

We welcome discussions regarding manufacture of current hospital laboratory in-house reagents to allow conformance with 98/79/EC

See our product range in our [leaflet](#).

We are looking forward to working with you in the coming financial year

For general information visit our website or contact our Reagents Customer Services Team:

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