

The Update August 2016

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For Action

1.1 Scientific & Clinical Courses

We are pleased to announce our dates for courses in 2017 and highlight remaining spaces for 2016. Please see our [course calendar](#) for dates and availability.

Advanced Transfusion Masterclass

Newcastle 11 January 2017

Blood Centre tours

An overview of NHSBT and the workings of Blood Centre laboratories. We offer half day tours in Filton, Newcastle, Colindale, Manchester and Sheffield.

Practical Introduction to Transfusion Science

A five day course to provide basic theory and an introduction to routine practical techniques. Spaces are available for 2016 / 17 in Filton, Sheffield, Manchester, Newcastle and Tooting.

Specialist Transfusion Science Practice

A one week course to provide theoretical and practical information relating to more complex aspects of transfusion science. The course is available in 2016 / 17 in Filton, Tooting, Sheffield, Newcastle and Manchester.

Non Medical Authorisation of Blood Components

A four day course for senior nurses and midwives who are working towards making the clinical decision to authorise transfusion. The course provides the written instruction for blood component transfusion. All courses for 2016 are fully booked, please book early for 2017.

Essential Transfusion Medicine / Intermediate Transfusion Medicine

To meet the training needs of Specialist Registrars and Clinical Scientists who are studying for Part 1 RCPATH exam.

With the option of one week Essential Transfusion Medicine or three weeks Intermediate Transfusion Medicine, or all four weeks running back to back. You may attend either the first week, the last three weeks or the full four weeks. Limited spaces are available in 2016; please book now for 2017.

RCPATH Pre Exam Revision Course

A one week course. Spaces are available in Manchester, Tooting and Filton in 2016 / 17.

Ruth Evans - OD Manager Scientific Training

1.2 IT Maintenance - OBOS and EDN Downtime

OBOS and EDN disruption to service Sunday 11 September 7.30 to 11.30pm

Due to IT maintenance work taking place there will be a disruption to service during this time.

OBOS

From 7.30pm orders will be queued in OBOS and transferred to Pulse after 11.30pm.

To request urgent orders Hospitals should use the emergency component request fax form <http://hospital.blood.co.uk/business-continuity/contingency-planning/request-for-emergency-delivery/> and then telephone Hospital Services to confirm the order has been received.

EDN

Electronic Dispatch Note data will not be transmitted during the downtime and will be available when the system is back up. Hospital staff should be aware that they will need to manually enter information to ensure they can issue components during this time.

Craig Wilkes - Regional Customer Service Manager, South West.

For Information

2.1 Core Systems Modernisation Programme

We have recently embarked on a major transformation programme which will replace a number of our core IT systems. This includes PULSE, the system that manages the supply of blood from the donor to hospital. The PULSE system has served us well over the years but the time has come to move NHSBT onto modern, flexible platforms which are more cost effective to develop and maintain. This change is not optional. It is a "must do" for NHSBT as there are elements of the PULSE system which will not be supported in 2018 and this would tie us into expensive and inflexible hosting arrangements, dependent on a single supplier and one where it would be difficult to demonstrate value for money.

This change will enable the delivery of our 2020 strategy for blood, tissues and organs in a more integrated way. One of the key themes of our Blood 2020 Strategy is to ensure that the right blood components are available for patients at the right time, including complex patients. As the demand for blood overall is reducing and science is advancing towards the provision of personalised medicine we need to ensure that we have a system which can enhance the support to these

patients. We also want to operate a fully integrated, cost efficient and best in class supply chain and service to hospitals which reflects your changing needs. We know that the current operating model does not support the hub and spoke models which are developing across the NHS. Nor does it facilitate options to work with groups of hospitals who are now operating in a different way and would like a more bespoke offer from NHSBT.

This programme represents a change in our technology but it will impact on our people, our processes, the data we manage and information used across the patient and donor care pathways for both transfusion and transplantation. We want to remove duplication, improve communication and optimise the way we work. It is the biggest programme we have undertaken and we will need our best people to make it successful.

We wanted to give you an early insight into this programme and will include regular updates as the work progresses and timelines are developed. It is important that you continue to tell us about changes that are taking place in the hospitals and to provide feedback about what we do well or where we need to improve so that we reflect your patients' needs into the design of the new platforms. We will want to co-produce some of the features with hospital stakeholder groups to make sure that we are getting this right. We recognise that you are extremely busy but your input and insights are important to us.

The Customer Services team, including the Patient Blood Management team are involved in this programme and we will be keeping the National Blood Transfusion Committee (NBTC) and the Regional Transfusion Committees updated. The scale and complexity of this programme does mean however that we need to look at our team and the geographic model that we currently operate to support hospitals to see if we can work differently. We need to be able to release people into the teams who will be designing the new tools in addition to fulfilling our obligations to hospitals so we will have to work with you to ensure that we are working on the highest priorities.

We have produced a set of FAQs <http://hospital.blood.co.uk/media/28497/csm-key-questions-published-1-july-updated-8-aug.pdf> and will shortly set up an area on the Hospitals & Science website for this programme which will include the presentation given to the NBTC executive working group by Mick Burton who is leading this work for NHSBT.

If you have any questions that are not included please send them to the following email address and we will add them to the FAQs to produce answers which are more relevant to hospital colleagues. NHSBT.customerservice@nhsbt.nhs.uk

Teresa Allen - Assistant Director, Customer Service

2.2 New Automated Red Cell Exchange Service in Birmingham

On Monday 1 August 2016, Therapeutic Apheresis Service (TAS) commenced a new automated red cell exchange service for the West Midlands region. The service enables patients from the Birmingham region to be treated locally rather than in London and ensures patients are treated with the optimal NHS Trust. It is the first automated service commissioned in the West Midlands region and will be based in City Hospital, Birmingham.

This new service will improve the quality of life for patients and will ensure that patients have access to 24 / 7 services should they require urgent treatment in the event of Sickle Cell crisis.

A recent National Institute for Health and Care Excellence (NICE) appraisal has demonstrated the marked economic benefit of automated red cell exchange for sickle cell anaemia patients. It is

hoped that this appraisal will ensure more patients receive the best treatment for their condition. This collaboration with Sandwell and West Birmingham will deliver automated treatment rather than manual exchange.

Lydia Ball - Business Support Manager

2.3 SHOT Symposium – 12 July 2017

The SHOT Symposium will take place on Wednesday 12 July 2017 at Rothamsted Centre for Research and Enterprise, Harpenden, Hertfordshire AL5 2JQ. Further details will be announced nearer the time.

Alison Watt - SHOT Operations Manager

2.4 Blood Pack Validations

NHSBT's contract with our current blood pack suppliers is coming towards an end and we are now undertaking the tender process for pack supply from May 2018.

Our tender process is a collaborative exercise run under the European Blood Alliance for any members who are interested in benefitting. Currently this includes NHSBT, IBTS, NIBTS, WBS, SNBTS, ARCBS, NZBS.

Due to the size of the project the physical validations will start in September 2016. From September hospitals may see blood packs that are not from our current supplier and these may have a slightly different appearance to those that hospital staff are used to. The specification for the blood packs is extremely tight and other than minor visual differences there will be no other changes that will affect hospital usage of the products.

All packs currently in use for blood components may be affected by these validations. Validation packs may appear at any UK hospital.

If you have any queries concerning this change please contact your local Hospital Service department or Customer Service Manager.

Jane Davies - Lead Specialist, MDT

2.5 Serving our customers: are hospitals satisfied?

We are pleased to tell you that customer satisfaction with our service to hospital transfusion laboratories continues to improve.

Each year since 2012 we have seen an increase in the number of satisfied customers and many of our services continuously provide a high level of customer satisfaction. In our latest customer satisfaction survey, Red Cell Immunohaematology (RCI) hit a new high point with 68% of their customers scoring them 9 or 10 / 10.

An ongoing challenge for us is to provide a delivery service that meets changing hospital need in the face of our financial constraints as we seek to keep the blood price flat at £120.

We are currently reviewing our operating models to see how we can best supply our customers' needs. This includes providing additional deliveries to our customers where most suitable; changing delivery times and reviewing usage of routine deliveries as well as our charges for ad hoc deliveries.

We rely on our couriers (TNT) to support a cost effective service and as with hospital trusts we expect high standards from our suppliers. We meet regularly with them to improve the service they provide and we are currently working with them to provide driver training.

To improve our service, we need your feedback. Your participation will help us give you an outstanding service that meets your needs. Please do take part in our customer satisfaction survey. The next survey will be sent to a set of hospital customers in September.

Read the latest survey <http://hospital.blood.co.uk/customer-services/voice-of-the-customer/>

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 hospitals, is available on our website at: <http://hospital.blood.co.uk/training/>

If you have any queries regarding the above, please 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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