

The Update September 2016

For Information

2.1 Customer Service Response Desk

2.2 Removal of red cells from a controlled temperature environment

2.3 Farewell to Teresa Allen and Elaine MacRate

For Training

3.1 Training, Education Events and Courses

For Information

2.1 Customer Service Response Desk

If you have a query related to our services and are unable to contact your local Customer Service Manager (CSM) or the relevant department, please call or email the response desk.

We have a team of CSMs who support a customer service response desk, and can provide help and advice. Your call may be answered by a CSM who is not based at your local NHSBT site.

Telephone 0208 201 3107.

Hours: 9am – 5pm Monday to Friday (except Bank Holidays).

Out of hours please leave a voicemail. You will receive a call the next working day.

Email: NHSBT.CustomerService@nhsbt.nhs.uk

Robin Coupe, Customer Service Manager

2.2 Removal of red cells from a controlled temperature environment

The Joint Professional Advisory Committee (JPAC) have recently updated the Guidelines for the Blood Transfusion Services in the UK (Red Book).

There is now a section for **Removal from and return to 2-6°C controlled storage within hospitals**. This states that for specific 'out-of-temperature' control events, an excursion can be allowed for 60 minutes;

- providing the unit can be quarantined for 6 hours to return it to storage temperature,
- providing this unit has not previously been out of temperature on more than 3 occasions.

For example, when issued to a clinical area immediately prior to transfusion.

See [Change Notification No. 33 - 2016](#) on the JPAC website.

Elaine MacRate, Blood Stocks Management Scheme Manager

2.3 Farewell to Teresa Allen and Elaine MacRate

Teresa Allen, Assistant Director Customer Service, will be known to many hospital colleagues for her long and dedicated involvement with NHSBT and transfusion. Following her participation in the Developing Health Leaders Talent Programme, Teresa has secured a 12 month secondment as Deputy Chief Executive at the Health Research Authority. We wish Teresa well in her new role.

Also known by many, again for dedicated long service, is Elaine MacRate. Elaine is currently the Blood Stocks Management Scheme manager and will be well known in the South West where she was Regional Customer Service Manager. Elaine will be retiring in October and will be a great loss to transfusion. Sue Cotton will return to her substantive role managing the Blood Stocks scheme. Farewell Elaine; welcome back Sue.

Chris Philips, Head of Hospital Customer Service

For Training

3.1 Training, Education Events and Courses

A list of [NHSBT training events](#), which are open to hospitals, is available on our website.

If you have any queries regarding the above, please contact your local Customer Service Manager or Patient Blood Management Practitioner.



Dr Kate Pendry
Clinical Director – Patients
Tel: 0161 423 4279
email: kate.pendry@nhsbt.nhs.uk