

London Regional Transfusion Committee**Business Meeting****11th October 2012****Robens Suite Guy's Hospital****CONFIRMED MINUTES****Present:**

Lynn	ABBOTT	Transfusion Practitioner	Croydon University Hospital
Magda	AL-OBAIDI	Consultant Haematologist	West Middx University NHS Trust
Heather	ALPIN	CSM Projects	NHSBT
Janet	BIRCHALL	Consultant Haematologist	NHSBT Bristol
Judy	BOYLE	Pathology Manager	Holly House Hospital
Carol	CANTWELL	Transfusion Laboratory Manager	St Mary's/Imperial College NHS Trust
Ana	CAPPS-JENNER	Transfusion Laboratory Manager	TDL Ealing
Emily	CARPENTER	Associate Transfusion Practitioner	Eastbourne District General Hospital
Elaine	CARTER-LEAY	Transfusion Practitioner	Queens Hospital Romford
Sandra	CATON	Blood Transfusion/Quality Controller	Newham University Hospital
Gavin	CHO	Consultant Haematologist	Northwick and Central Middx Hospitals
Sue	COLE	Transfusion Practitioner	Princess Royal University Hospital
James	DALTON	Transfusion Laboratory Manager	Whittington Hospital
Candice	DAVISON	RCI Tooting	NHSBT
Indika	DE ALWIS	Visiting Clinical Fellow	St Mary's Hospital
Leslie	DELIEU	Transfusion Practitioner	Darent Valley Dartford
Clare	DENISON	Transfusion Liaison Practitioner	NHSBT
Lata	DESAI	Senior BMS	Royal Marsden Hospital
Ladan	DIRIE	Transfusion Practitioner	Royal Free Hospital
Ravinder	DOSANJH	Lead Nurse Blood Transfusion	Newham University Hospital
Susan	EALES	Staff Nurse - Recovery	Mount Vernon Treatment Centre
Evodian	FONYONGA	CNS Haematology	Homerton University Hospital
Diana	GABRIEL	Senior BMS	Newham University Hospital
Kathryn	GARNETT	SpR	St Mary's Hospital
Georgia	GENTLEMAN	Transfusion Practitioner	Queens Hospital
Laura	GREEN	Consultant Haematologist	NHSBT/Barts Health NHS
Jacqueline	GUNAWAN	BMS	Cromwell Hospital
Adrienne	HARPER	BMS	St Mary's Hospital
Jen	HEYES	Transfusion Liaison Nurse	NHSBT
Esther	HILL	Transfusion Practitioner/SN	St Anthony's Hospital
Kim	HILL	BMS 2	St Thomas's Hospital
Mandy	HOBSON	Transfusion Practitioner	Barnet & Chase Farm NHS Trust
Megan	HOLT	Transfusion Practitioner	The London Clinic
Sapna	HUNJAL	Senior BMS	Cromwell Hospital
Alastair	HUNTER	Process Improvement Manager	NHSBT
Amanda	JOSEPH	Transfusion Practitioner	The Hillingdon Hospital
Dorothy	KASIBANTE	Transfusion Practitioner	HCA Healthcare
Melanie	KYTE	Lead Transfusion Practitioner	BHRUT Queens/King George Hospital
Megan	LAWN	Transfusion Practitioner	King's College Hospital

Mabel	LONGLA	BMS 2	Royal Brompton Hospital
Tim	MAGGS	Blood Bank Manager	St Thomas's Hospital
Sue	MALLETT	Consultant Anaesthetist	Royal Free London Hospital
Maureen	MCBREARTY	Transfusion Practitioner	UCLH
Richelle	MENESES	BMS 1	St George's Healthcare Trust
Vince	MICHAEL	Blood Transfusion Manager	Kingston Hospital
David	MOLD	Transfusion Practitioner	Chelsea & Westminster Hospital
Patsy	MORRIS	BTSN	Kings College Hospital
Rachel	MOSS	Transfusion Practitioner	St Mary's Hospital
Rosa	NAIDOO	Transfusion Practitioner	Central Middx Hospital
Eva	NKANSAH		Homerton Hospital
Lloyd	NOBLE	Lead BMS BT	Charing Cross Hospital
Helen	NULTY	BT Laboratory Manager	Great Ormond Street Hospital
Emily	OKUKENU	Lead Nurse Blood Transfusion	Royal London Hospital
Abi	OMAJOLA	BMS	Hillingdon Hospital
Rebecca	PATEL	Transfusion Practitioner	Northwick Park/Central Middx Hospitals
Chris	PHILIPS	Head of Customer Service	NHSBT
Nita	PRASANNAN	SpR	Guys & St Thomas' Hospitals
Linda	PRICE	Senior BMS	Prince Royal Farnborough
Brian	ROBERTSON	Transfusion Practitioner	Guy's and St Thomas' Hospital
Sue	RUDD	BT Laboratory Manager	St Helier Hospital
Denis	SELLU	Transfusion Practitioner	Ealing Hospital NHS Trust
Margaret	SEMPLE	Consultant Haematologist	Parkside Hospital
Sally	SHARP	Haematology/Blood Transfusion Mgr	Harefield Hospital
Jagjit	SINGH	BMS1	Royal Marsden Hospital
Emma	SMALL	Transfusion Practitioner	Maidstone & Tunbridge Well NHS Trust
Graham	SMITH	Transfusion Services Manager	Barnet and Chase Farm Hospital Trust
Caroline	SUBRAMANIAM	Blood Transfusion Manager	Central Middlesex Hospital
Eugene	SUGUI	BMS	Barnet General Hospital
Carmina	SUGUI	BMS	Barnet General Hospital
Zainab	TELADIA		Homerton Hospital
Louise	TILLYER	Consultant Haematologist	Royal Brompton Hospital
Tracey	TOMLINSON	Laboratory Manager	Chelsea & Westminster Hospital
James	UPRICHARD	Consultant Haematologist	St Georges Healthcare NHS Trust
David	VENIARD	Senior BMS	Princess Royal University Hospital
Paul	WADHAM	Transfusion Laboratory Manager	Royal Marsden Hospital
Sue	WOOD	RTC ADMINISTRATOR	NHSBT
Richard	WHITMORE	Customer Service Manager	NHSBT
Shaline	WICKRAMASINGE	Regional Customer Service Manager	NHSBT
Steve	WILTSHIRE	Transfusion Laboratory Manager	St Georges NHS Trust
Veronica	ZAPITER	BMS 2	St George's Healthcare Trust
Eke	ZUOTEMI	Senior BMS	Croydon University Hospital

Apologies had been received from Clare Harrison, Megan Rowley, Shubha Allard, Sylvia Hennem, Elizabeth Salgado, Sue Rudd and Aman Dhesi.

Welcome and Introductions

GC told the meeting about the health and safety requirements for the building.

Gavin Cho (GC) welcomed everyone to the meeting in his role as the incoming Chair of the London RTC. He thanked Claire Harrison, who unfortunately could not be present, for all her hard work and support to the London RTC during her years as Chair. Claire will remain as a member of the London RTT.

Minutes of the Last Meeting

The minutes from the meeting held on 17th May 2012 were accepted by those present as an accurate record. If there were any amendments could they please be sent to Sue Wood (SaW) for incorporation.

Action: Any amendments to the minutes to be emailed to Sue Wood and Minutes to be put on RTC Website – SW

NBTC & RTC Chairs Feedback

GC talked through the feedback from the NBTC including the NBTC Education Working Group chaired by Shubha Allard which had hit a set back because of the lack of a coordinated approach to transfusion education. Out of 100 surveys sent to Nursing, Midwifery and ODP institutions there had been only 7 replies and out of the 77.4% of medical schools that responded - 75% of them had dedicated transfusion sessions. Phase 1 is to understand and explore and then provide a comprehensive review of transfusion training and education in England with emphasis on curriculum content.

The NBTC Patient Involvement Working Group is aiming to develop one website which will include all patient information leaflets and 'raise awareness of positive patient identification in the blood transfusion process with both healthcare professionals and patients'. The 2012 Patient Awareness Campaign 'Do you know who I am?' was launched on 8th October 2012 and copies of the poster and information were available at the meeting.

GC gave the updates on CMV guidance, SaBTO guidance on Patient Consent audits and Learn Blood Transfusion together with details of the National Audits – Patient Information and Consent, Patients with Haemoglobinopathies and Blood Components in Neurocritical Care – in 2013.

The subject of users of laboratories seeking haematology services from various providers using different electronic reporting systems was discussed and concern was raised that the primary test results may not be available to the receiving clinical teams/hospitals.

By 31st March 2013 units for reporting FBC (Full Blood Count) should be standardised including the Haemoglobin level and MCHC as g/L.

GC informed the meeting of the All-Wales Blood service – at present NHSBT service North Wales and the Welsh Blood Service serves mid and South Wales. Wales will be taking over blood collection and supply in North Wales from NHSBT.

The Transfusion 2012 conference was being held on Thursday 29 and Friday 30 November at the Royal College of Pathologists.

There was a call for Clinical Research Proposals from NHSBT to inform best practice regarding the optimal use of blood components and their alternatives.

Funds were available with a deadline of 30th November 2012 for applications. Further information was available on the website www.nhsbt.nhs.uk/nrdc and Lorna Williamson (contact Sue Wood for details).

Regional Transfusion Committee

The RTC Chairs meeting had been presented with two platelet audits which had similar outcomes. There was also discussions on the the modernisation of Pathology with the possibility of Laboratories being centralised.

Staffing

With regard to staffing of the London RTC, Clare Denison (CD) was about to go on maternity leave and the meeting wished her well. Jennifer Heyes is on secondment and will cover Clare's post as Transfusion Liaison Practitioner, until February.

Budget

GC and CD talked through the London RTC budget for 2012-13. The spreadsheet showed that the sum of £5,865 was available at the beginning of the year and it was projected having financed the RTC business and education programme with sponsor contributions that a negative balance of £1.08 would be the outcome.

RTC Work Plan

The Trauma network had 2 abstracts accepted for BBTS on 24th September 2012.

The Jehovah's Witness policy and Share Care document had been uploaded and were available on the RTC website. Discussion was being held on the possible revamping of the NHSBT website and Rachel Moss (RM) was the RTT member involved with this project.

The Education group was a sub-group of the RTT and in the process of being revitalised. One of its core functions was to provide education events and target groups to provide relevant training and change behaviour with the specified frames of reference.

London Haematology and Trauma Network Update.

Megan Lawn is now chairing this group and informed the meeting of the group's activities. A poster written by Shubha Allard outlining the aims and work done by the Group over the last year had been submitted to the BBTS competition in September 2012. A summary of the audit of Major Haemorrhage Protocols was presented by Dr Nicola Curry and this will be brought to the next RTC.

The Blood on Board (BOB) service had now been in place for 7 months and used in 50 cases – half of which went to the Royal London. There had been problems reported in other receiving MTCs relating to documentation left by HEMS with ED and not passed on to the Blood Transfusion Laboratories and this was under investigation.

Anne Weaver was leading a working group to produce a pack of template documents detailing how to set up Blood on Board and blood issue to remote sites. This will be presented at the London Trauma Conference.

The group were also looking at the Paediatric Code Red protocols with regard to Tranexamic Acid, pre-generated hospital numbers for trauma patients, more LTO visits and how BCSH guidelines on pre-transfusion could affect Code Red together with possible audits.

ACTION: Dr Nicola Curry present at next RTC – ML/SW

London Platelet Action Group Update.

The LoPAG updates at every London RTT and RTC meeting, has been involved in the BSMS road show, the National TP Day in Birmingham, the Scottish Clinical Transfusion Advisory Committee Annual meeting in Glasgow and at the SBK Costing, Comparing and Saving for Blood Stock Management in Birmingham.

Rachel Moss (RM) talked the meeting through a series of slides showing the moving annual total of Platelets issued to hospitals from NHSBT to July 2012 and RTC usage and issues by categories. Usage is rising particularly in London and the question is why?

During the last 12 months the Group had set up a Platelets Champions Group after conducting a survey in which question had room for free text and yes/no responses. 23 hospitals responded and RM talked through some of the questions and answers.

A Platelet Champions Day had been organised at Guy's Hospital on 13th November 2012 and the topics to be covered would be - Back to basics – what does a platelet actually do?, Platelets and RCI, TEG & platelet mapping, Review of Survey, platelet training packs and Indication Codes. Haemonetics had agreed to sponsor the day.

RM also talked about NBTC indication codes, why not used and the need for standardisation as it varies from hospital to hospital, the processes in Manchester used by Kate Pendry, the new Platelet smart phone application and RM asked that if any hospitals would like to appoint a Platelet Champion please contact her.

ACTION: RM report back to RTC on Platelet Champions Day and LoPAG - RM

Patient Blood Management – RTC Action Plan

GC talked to the meeting about the global reactions to Patient Blood Management (PBM) including the US approach of limiting loss of blood and optimising haemoglobin levels before surgery, Australia and Austria are looking at pre-optimisation in order to improve the tolerance procedure and the World Health Organisation's approach to Transfusion for Safety and Indicators for Transfusion guidelines.

The NHSBT NBTC had launched a PBM road show on 18th June 2012 and the London/SE Coast RTCs had held a joint regional rollout education day on PBM at Regent's Park College on 13th September 2012. The presentations from this day can be found on the Transfusion Guidelines website.

Discussion was had on increase in platelet and blood usage, how the economic climate can affect the situation and the fact that often blood is not high on the agenda in hospitals, the usage of TEG and Kate Pendry's pilot and data. It was agreed that focus should be directed to all areas to work to get usage down including IT hurdles, data formats, point of care and pre-op optimisation to improve outcomes, involve senior management and encourage wider audience awareness.

**ACTION: London RTC look at Education and possible Audit – GC/RTT
PBM on Agenda for RTT/RTC - SaW**

Shared Care Working Group Update - Brian Robertson

Brian Robertson talked to the meeting about the progress made within the Group and advised the meeting that the appropriate document launched by the RTC was included in their delegate packs. BR told the meeting that tri-regionally there had been poor usage of the uploaded document which gave the hospital the opportunity to alter non-mandatory areas to suit their own needs.

Discussion was held on the barriers experienced, disparity in information provided, hospital compliance, the sharing of information between hospitals especially within certain groups such as Sickle Cell patients and whether, in future it could be used together with the SP-ICE database and the approval/involvement of the Caldicott Guardians and SaBTO.

It was agreed to keep this as an on-going RTT and RTC agenda item and to carry out an audit in the future to see if the situation and outcomes had improved.

GC thanked the group for the work they had carried out and BR for facilitating a good discussion.

**ACTION: On going RTT/RTC Agenda item – AD/SaW
AUDIT- in future by Shared Group working group AD/BR**

NHSBT UPDATE - CHRIS PHILLIPS -Head of Customer Services

Chris Philips (CP) said he had joined NHSBT in May 2012 and gave a brief description of his role as the Head of Hospital Customer Service with responsibility for all of the UK and North Wales. He explained his aim to rebuild the team with focus on NHSBT customers' operational needs, products, communication, process, commissioning and contracting. He had not put together a formal presentation but would like to conduct this as a question and answer session.

CP wanted to give regions the opportunity to become more engaged and to feedback concerns and ideas to NHSBT through customer service representatives attending RTC meetings, Trust visits, surveys and improved communications on how to improve services and activities.

Discussion was had on what had gone wrong, how changes affect customers, the need for communication to improve, operational reality, thinking ahead, OBOS, consistency and not storm troop tactics, the age of stock platelets, RCI availability and SP-ICE. Also the aim is to have a national directive on transport and deliveries to hospitals which best suit out customer needs.

The flooding incident at Filton was raised and discussion was held on the contingency arrangements put in place, reconsolidation re provisioning and the lessons learnt that will influence best practice.

There was a heated discussion on the Platelet communication issues that occurred this week (9/10th October) and the serious problems that were caused i.e. surgery being cancelled by the bad communications received from NHSBT. Heather Alpin (HA) from NHSBT apologised to those present for the problems caused by the Hospital Services miscommunication with relation to stocks dipping with the platelet 5-7 days production change and explained the background. This should not have happened and will be investigated internally so that wrong messages are not sent out in future. Hospitals that were adversely impacted voiced their concerns to allow feedback to the NHSBT.

Discussion was held on other problems experienced with OBOS plus email and fax communication problems on website with regard to contact number on email and the fact that the central response number closes at 4 pm.

CP reiterated his message that the Customer Services team would endeavour to delivery on time and in full.

Post Olympics De-Brief – NHSBT Process Improvement – Alastair Hunter

Al Hunter (AH) explained his role as Process Improvement Manager and his connections with Chris Philips in Customer Services.

The de-brief from the Olympics was being carried out and an initial draft should be available within approximately 2 weeks. Lessons had been learned and a wish list had been developed from all the feedback and discussions held. There had been challenges with regard to communication and these would be addressed.

This had been one of the largest peace time organisational events and NHSBT had planned business as usual and to maintain support with proposals for reactive situations, planned ordering notifications, routine delivery reductions and changes in timings.

Discussion was held on Platelets on Van being asked for and not delivered, support for Laboratory Managers higher up the supply chain, how to prioritise and change people's approach from wish to action/normal trading practice to common agreement and NHSBT assistance in these matters.

AH told meeting that Ad Hoc deliveries were down by 51% and thanked everyone for meeting the challenges, thinking out of the box to achieve a successful outcome without, hopefully, too much disruption to the service provision. The legacy would be to look at routine working hours for deliveries, stock holding requirements, improved communications and best practice from the lessons learnt so that hospitals receive the best service possible from NHSBT.

ACTION: AH to pass on final copy of lessons learnt during the Olympics to be shared with RTC members.

AOB

GC asked the meeting if there was any other business to be discussed.

GC informed the meeting that he had written to Lynda Hamlyn on behalf of the London RTC to say thank you for the support received during the Olympic period with regard to the successful delivery/provision of blood and related products.

Al Hunter raised the issue of NHSBT network down time and discussion was held on the impact caused to the OBOS ordering system and the fact that the email notification was not received by the hospitals.

GC thanked all the speakers involved the day together with CD and SaW for all their hard work.

The next RTC Business and Education day will be held in May 2013 – date and venue to be confirmed

The meeting closed at 12.10 pm