

Title	Newcastle Blood Centre User Group (NBCUG) – Terms of Reference		
Reference:	N/A	Version:	2
Active date:	February 2023	Pages:	Page 1 of 2
Owner	Karen Ward	Author	Robin Coupe

Title	Newcastle Blood Centre User Group Terms of Reference
Purpose	<p>The hospitals served by the NHSBT Newcastle Centre hold regular meetings for the purpose of:</p> <ol style="list-style-type: none"> 1. NHSBT Customer Service and other departmental updates 2. Feedback from and to the National Transfusion Laboratory Managers Working Group. 3. Provide a forum for group members to discuss items of interest and to provide networking opportunities. 4. Provide an educational forum for case studies, shared learning and professional development of biomedical scientists. 5. Provide an opportunity for hospitals receiving services from the Newcastle Centre to feed back to NHSBT on areas for improvement and development.
Key Responsibilities	<ul style="list-style-type: none"> • To maintain an open and friendly forum for all stakeholders • To regularly review and deliver feedback from NHSBT Customer Service Managers on the service NHSBT provides, including Specialist Services, Blood Supply, and incident investigations. • To facilitate feedback to and from the National Transfusion Laboratory Managers Working Group and the Regional Transfusion Committee. • To share efficiency, productivity schemes, concerns, issues and best practice across all areas of the region. • To provide a forum for education opportunities to support continuing professional development via case studies, presentations and scientific updates relating to transfusion science practice.
Values	<p>Our ways of working will reflect the NHS core values of:</p> <ul style="list-style-type: none"> • Working together for patients. Patients come first in everything we do • Respect and dignity. We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits • Commitment to quality of care. We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience right every time • Compassion. We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person’s pain, distress, anxiety or need • Improving lives. We strive to improve health and wellbeing and people’s experiences of the NHS • Everyone counts. We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind
Reporting	Each hospital may be required to report via their quality and governance structure and to their hospital transfusion committee but it is not the purpose of this group to dictate the specific reporting process for each hospital.
Chairperson	<p>Chair – Karen Ward – Transfusion Laboratory Manager, Northumbria Healthcare NHS Foundation Trust.</p> <p>Deputy Chair – Robin Coupe – Customer Service Manager, NHSBT</p>

Title	Newcastle Blood Centre User Group (NBCUG) – Terms of Reference		
Reference:	N/A	Version:	2
Active date:	February 2023	Pages:	Page 2 of 2
Owner	Karen Ward	Author	Robin Coupe

	<p>The Chair and Deputy will serve a term of 3 years renewable by election from the group's hospital membership.</p>
Membership	<p>Newcastle User Group Planning Committee:</p> <ul style="list-style-type: none"> • Karen Ward – NUG Chair • Robin Coupe – NHSBT Customer Service Manager • Janice Robertson – North East & Yorkshire RTC Administrator <p>National Transfusion Laboratory Managers Working Group representative:</p> <ul style="list-style-type: none"> • Karen Ward – Transfusion Laboratory Manager, Northumbria Healthcare NHS Foundation Trust <p>Hospital directly receiving services from the Newcastle Centre and part of the Newcastle User Group Meeting are:</p> <ul style="list-style-type: none"> - Cumberland Infirmary - Darlington Memorial Hospital - Freeman Hospital - James Cook University Hospital - Northumbria Specialist Emergency Care Hospital - Nuffield Health Newcastle upon Tyne Hospital - Queen Elizabeth Hospital - Royal Victoria Infirmary - South Tyneside District Hospital - Sunderland Royal Hospital - University Hospital of North Durham - University Hospital of North Tees - West Cumberland Hospital <p>Deputies are requested at meetings with prior communication to the NHSBT Customer Service Manager to ensure conferencing information is provided.</p> <p>Attendance will be recorded for audit purposes and apologies are requested so that this can be recorded for minutes.</p> <p>Additional members of staff or external speakers/commercial suppliers may be invited to the group as required</p>
Meeting Frequency	<p>There will be an expectation to hold 3 meetings per calendar year. Meetings will be held face-to-face at the NHSBT Newcastle Centre or as virtual remote meetings primarily via Microsoft Teams.</p>
Date Adopted	<p>09 February 2022</p>
Review	<p>To be every 3 years. Next review due February 2026.</p>