

**CONFIRMED MINUTES OF
CUSTOMER SERVICES & RTC CHAIR'S MEETING
HELD VIA MICROSOFT TEAMS
MONDAY 9TH September 2024**

Attendees

Craig Carroll (CC)
Jo Bark (JB)
Rukhsana Hashmat (RH)

Minutes

Jane Murphy (JM)

ACTIONS

Item no.	Original Meeting/Date	Action	Owner	Status
2	09/09/2024	JM to send HTC report to HTT's for completion by 2 nd October 2024	JM	Completed
2	09/09/2024	Ask RH to include expired blood for education in update at NW RTC Meeting in November	JM	Completed
2	09/09/2024	Ask Luke Dowey / Jane Iatrou what sessions they will be feeding back on at NW RTC Meeting	JM	Completed
3	09/09/2024	CC to contact speakers to present at November event	CC	Completed
3	09/09/2024	JM to update flyer / programme for November event and sent to group for feedback	JM	Completed
6	09/09/2024	CC to send posters to JM for uploading onto NW RTC website	CC	Completed
6	09/09/2024	JM to arrange for NW RTC Working Groups to be included in working groups section of the website	JM	Completed

**UNCONFIRMED MINUTES OF
CUSTOMER SERVICES & RTC CHAIR'S MEETING
HELD VIA MICROSOFT TEAMS
MONDAY 9th September 2024**

1. Welcome

Everyone was welcomed to the MS Teams call.

Missed Jayne Peter's in the region. CC to raise at meeting with Cheng Hok / Andy Charlton on 12th September 2024.

2. NW RTC Meeting, 14th October 2024

HTC Report

Reviewed. To add following onto report:

- Name of Hospitals within Trust
- Which hospital is person submitting report from?

Action: JM to send HTC report to HTT's for completion by 2nd October 2024. (JM)

RTC Agenda

Reviewed draft agenda. Update on agenda items:

4) NHSBT Customer Services & PBM Updates

Action: Ask RH to include expired blood for education in update. (JM)

5) Feedback from 2024 Annual SHOT Symposium

Action: Ask Luke Dowey / Jane Iatrou what sessions they will be feeding back on. (JM)

3. NW RTC Education Event, 15th November 2024

NW RTC hosting event "Consent, Refusal and Alternatives!" on behalf of NBTC.

Plan to have a discussion / debate of a case study with 2 speakers and then presentations on Pre-op Anaemia and Transfusion Triggers. Suggested speakers:

- Consultant Anaesthetist in ICU, Salford Royal Hospital (discussion / debate)
- Barrister specialising in mental capacity, mental health and healthcare ethics (discussion / debate)
- Speaker from event CC attend (Pre-op Anaemia)
- Consultant Anaesthetist, Papworth Hospital (Transfusion Triggers)

Action: CC to contact speakers to present at November event. (CC)

Action: JM to update flyer / programme and sent to group for feedback. (JM)

4. Product Alerts

Amber Alert

Discussed current amber alert for Group O Red Cells and pre-amber for Group A negative platelets. Further communications due to be sent out this week.

SWIFT

Ongoing, not yet completed.

5. NW RTC Working Groups

Anaemia Working Group

First meeting held. Clare Quarterman is chair of the group. Questionnaire has been created to send out to all hospitals in the region as an initial factfinding exercise.

Cell Salvage Working Group

Daniel Holmes is chair of the group. Aim to have regional leads feed into UKCSAG. Awaiting first meeting.

Once groups are established, feedback will be provided at the NW RTC Business Meetings.

6. NBTC Website

JB highlighted / reviewed website.

Following posters to be uploaded to NW RTC section of the website:

- When Haemoglobinopathy Meets Neurosurgery: Learning points for the clinical team.
- Perioperative implications of Sickle Cell Disease in neurosurgery and the use of automated red cell exchange as a tool to facilitate time sensitive surgery. Won poster prize at BBTS Annual Symposium 2023

Action: CC to send posters to JM for uploading onto NW RTC website. (CC)

NW RTC Working Groups to be included in working groups section of the website.

Action: JM to arrange for NW RTC Working Groups to be included in working groups section of the website. (JM)

7. NW RTC Objectives

CC suggested objectives should be set by NHSE / NBTC for all regions with each region having a workplan.

8. RTC Budget

2024/25

Budget partially spent. Funded:

- 6 places at SHOT Symposium, July 2024
- NW TLM Meeting, May 2024
- NW TP Meeting, March 2024

To fund 5 places at the Annual Joint Meeting of UK NEQAS BTLP and the BBTS Blood Bank Technology SIG on Tuesday 26th November 2024 at Old Trafford Football Stadium, Manchester.

9. AOB

None raised.

10. Date of Next Meetings

Monday 10th March 2025, 1:30pm via Microsoft Teams