

**CONFIRMED MINUTES OF
CUSTOMER SERVICES & RTC CHAIR'S MEETING
HELD VIA MICROSOFT TEAMS
MONDAY 10TH March 2025**

Attendees

Craig Carroll (CC)
Jo Bark (JB)
Jayne Peters (JP)

Apologies

Rukhsana Hashmat (RH)

Minutes

Jane Murphy (JM)

ACTIONS

Item no.	Original Meeting/Date	Action	Owner	Status
3	10/03/2025	Include in feedback at April RTC Meeting regional data from NCA Audit of QS138	JB	Completed
3	10/03/2025	Contact Lydia Baxter regarding April RTC agenda item Sample Errors	CC	Completed
3	10/03/2025	Contact Amanda Gould to invite to her to present at April RTC meeting. Ask for input in new in HTC report	JM	Completed
3	10/03/2025	JP to response to email from BPL rep	JP	Completed
3	10/03/2025	Create HTC Report on MS Forms and send to group for feedback	JM/JB	Completed
4	10/03/2025	CC to work on programme for November Education event and update group	CC	Completed
5	10/03/2025	Job description for the CS lead role to be created	CC	New
5	10/03/2025	Email to be sent to HTTs addressed to HTC Chair requesting CS lead name / contact	JM	Completed
7	10/03/2025	JB to contact Jen Rock for further details on number of TPs versus number of staff at Trusts in the NW	JB	New

**UNCONFIRMED MINUTES OF
CUSTOMER SERVICES & RTC CHAIR'S MEETING
HELD VIA MICROSOFT TEAMS
MONDAY 10th March 2025**

1. Welcome & Apologies

Everyone was welcomed to the MS Teams call.

CC welcomed JP back and provided a brief update of education event held in November 2024 and of the UKCSAG that CC now chairs. CC thanked Harriett Lucero for her support during JPs absence.

RH sent her apologies prior to the meeting.

2. Minutes of Customer Services & RTC Chair's Meeting, 9th September 2024

Minutes were sent out with the agenda. Any amendments, please let JM know otherwise these will be accepted as a true and accurate record.

3. NW RTC Meeting, Monday 28th April 2025

RTC Agenda

Agenda items reviewed.

3: NBTC & RTC Chair's Meeting, 24th March 2025 (CC)

CC asked what areas he should feedback on as meeting has a lot of content. Discussed and agreed key issues for North West are:

- 3/7-day sampling rule
- IBI recommendations
- Amber Alert
- Genotyping – inherited anaemias
- Tranexamic Acid
- NCA of QS138 – regional data

4: NHSBT Customer Services & PBM Updates (RH / JB)

Report for NCA Audit of QS138 is imminent. JB to request regional data and include as part of update.

Action: Include in feedback regional data from NCA Audit of QS138. (JB)

5: Sample Errors (Lydia Baxter)

Lydia to send a short survey to region and include data in presentation. JP suggested support from MFT:

- How was it done previously compared to how it is done now?

Action: Contact Lydia Baxter regarding agenda item Sample Errors. (CC)

6: Transfusion Training (CC)

This agenda item came from a rotating anaesthetist in the region. To request information via HTC Report.

7: Feedback from Hospitals (Amanda Gould)

Ask Amanda to present and for input into new MS Forms HTC Report..

Action: Contact Amanda Gould to invite to her to present at meeting. Ask for input in new HTC report. (JM)

8: AOB

Representative from BPL Group has contacted JM asking is they would be able to provide a “BPL anti-D 500iu supply update and Q&A”. Unsure if needed. Email sent to JP / CC during today’s meeting.

Action: JP to response to email from BPL rep. (JP)

HTC Report

Reviewed current template and it is felt too much information is requested from hospitals and not sure of the benefit. Agreed this would work better on MS Forms as is more user friendly, and it collates the information which will be much easier to use to present at the meeting. For this meeting, to ask hospitals on feedback on following three areas:

- TXA
- Consent
- Mandatory Training

Action: Create HTC Report on MS Forms and send to group for feedback. (JM/JB)

4. NW RTC Education Event, Friday 28th November 2025

NW RTC hosting event “Major Haemorrhage Across Different Patient Groups” on behalf of NBTC. Event to be held virtually on Friday 28th November 2025.

Agreed to have panel questions via Slido to moderate questions as this worked well at last event. Event to run for a minimum of 3 hours. Suggested 2 hours, short break, 2 hours. CC to host / chair.

Topics / Speakers

Discussed topics to be considered.

First speaker confirmed, Gemma Nickols to present on what happened in theatres, NAP7.

Action: CC to work on programme and update group. (CC)

5. NW RTC Working Groups

Anaemia Working Group

Short survey was sent out to HTTs as an initial factfinding exercise.

Unfortunately, very few hospitals completed. Survey sent out again with some support from Pharmacosmos in reaching out to their contacts. Going to look at information received and build on this.

Cell Salvage Working Group

Unfortunately, group has not had first meeting as person who was due to lead has stepped down. CC has person in mind for this role but unsure if able to consider. Request CS lead name / contact at all Hospitals / Trusts within the

region. Following this information, ask if wish to lead / become part of the working group.

Action: Job description for the CS lead role to be created. (CC)

Action: Email to be sent to HTTs addressed to HTC Chair requesting CS lead name / contact. (JM)

6. RTC Budget

2024/25

Budget partially spent. Funded:

- Slido Professional for NW RTC Event, November 2024
- Six places at SHOT Symposium, July 2024
- NW TLM Meeting, May 2024
- NW TP Meeting; March & November 2024

7. AOB

NHSBT / Trust

JP advised of interest in joint posts for Consultant Haematologist between NHSBT and Trusts in both Liverpool and Manchester regions.

T2024 / Transfusions Transformation

Raised the question regarding number of TPs per member of staff and what is happening in the NW?

Action: JB to contact Jen Rock for further details on number of TPs versus number of staff at Trusts in the NW. (JB)

8. Date of Next Meetings

- RTT Meeting ~ 14/07/2025, 1.30pm via MS Teams
- Customer Services & RTC Chair's Meeting ~ 15/09/2025, 1:30pm via MS Teams