



**UNCONFIRMED MINUTES OF
CUSTOMER SERVICES & RTC CHAIR'S MEETING
MONDAY 9TH MARCH 2026
VIA MICROSOFT TEAMS**

Attendees

Craig Carroll (CC)
Jo Bark (JB)
Rukhsana Hashmat (RH)
Jayne Peters (JP)

Minutes

Jane Murphy (JM)

ACTIONS

Item no.	Original Meeting/Date	Action	Owner	Status
3	09/03/2026	Ask Clare Quarterman / Carline Wilburn to provide an update for the working groups at NW RTC Meeting	JM	Completed
3	09/03/2026	Invite representative from NCA to present on 2025 NICE QS138 audit at NW RTC Meeting	JM	Completed
3	09/03/2026	Ask Lydia Baxter to provide update of TP Framework at NW RTC Meeting	JM	Completed
4	09/03/2026	Contact Louise Simcox and Helen McNamara requesting support in organising November 2026 RTC Event	CC	Completed
7	09/03/2026	Draft regional survey of TP staffing and responsibilities	JB	Completed
7	09/03/2026	CC to raise at NBTC regarding reduced interaction with industry representatives since face-to-face meetings reduced	CC	New

MINUTES

1. Welcome

Everyone welcomed to the MS Teams call.

2. Minutes of Customer Services & RTC Chair's Meeting, 25th September 2025

Minutes accepted as a true and accurate record.

All actions completed.

NHSBT Emergency Blood Buddying System for Major Trauma Centres

JP advised MFT has signed up to the buddying arrangement. Concerns raised regarding the practical usefulness of the scheme during genuine emergencies, given existing blood stock pressures across centres.

3. NW RTC Business Meeting, Monday 27th April 2026

RTC Agenda

Agenda items reviewed.

1: Welcome

Introduction of new RTT Members.

4: NHSBT Customer Services Update

RH to include update on implementation of PAS apheresis platelets.

5: Cell Salvage / Anaemia Working Groups

Update from leads of working groups.

ACTION: Ask Clare Quarterman / Carline Wilburn to provide an update for the working groups at NW RTC Meeting. (JM)

7: 2025 NICE QS138 Audit

NCA have offered to present a regional slideshow for the 2025 NICE QS138 audit.

ACTION: Invite representative from NCA to present on 2025 NICE QS138 audit at NW RTC Meeting. (JM)

8: TP Framework

Provide update on launch of framework.

ACTION: Ask Lydia Baxter to provide update of TP Framework at NW RTC Meeting. (JM)

4. NW RTC Education Event, Thursday 26th November 2026

NW RTC hosting event "Transfusion in Obstetrics" on behalf of NBTC. Event to be held virtually on Thursday 26th November 2026.

Potential topics:

- Haemoglobinopathies in pregnancy.
- Haemostasis disorders in pregnancy.
- Major obstetric haemorrhage.
- Cell salvage.
- Anaemia management in pregnancy.
- Anti-D and reporting issues.
- Case studies.

CC to look at drafting programme and look for support from obstetric leads Louise Simcox and Helen McNamara at Liverpool Women's Hospital in organising event.

ACTION: Contact Louise Simcox and Helen McNamara requesting support in organising November 2026 RTC Event. (CC)

5. NW RTC Working Groups

CC provided updates for the working groups.

Anaemia Working Group

- Regional leads have been identified.
- CC looking at primary care aspects.
- Business case for setting up community IV iron clinics.

Cell Salvage Working Group

Caroline Wilburn is the regional lead who is working closely with Elmarie Caines, National ICS Lead who feeds into to UKCSAG. Obtaining information from Hospitals in NW.

6. RTC Budget

2025/26

Annual budget: £8,172

Spent: £1,605

Funded:

- 5 people to attend Annual SHOT Symposium plus travel, July 2025
- NW TP Face to face Meeting, May 2025

2026/27

Budget will be confirmed shortly. Expected to be the same.

Following the discussion at the RTT Meeting, highlighted the proposed process for RTC Members to apply for educational funding. New process to be launched at forthcoming RTC Meeting.

7. AOB

Regional TP Survey (JB)

Agreed to explore a regional survey of TP staffing and responsibilities. Purpose to benchmark current provision and support future evaluation of the TP Framework.

Action: Draft regional survey of TP staffing and responsibilities. (JB)

NHSBT Registration Portfolio Students (JM)

Group discussed request of Biomedical Science Registration Portfolio students to attend RTC meetings.

Takeda (JP)

Discussion regarding reduced interaction with industry representatives since face-to-face meetings reduced. Acknowledged educational value of engagement with relevant companies and product specialists.

ACTION: CC to raise at NBTC regarding reduced interaction with industry representatives since face-to-face meetings reduced.

TLM User Group Meetings (RH)

RH raised the possibility of RTC provide support with travel expenses to encourage attendance at face-to-face TLM meetings. Once new process is launched for RTC Members to apply for educational funding, this process can be used for TLM User Group Meetings as a trial to see what the take up is.

GIRFT / Crossmatch Guidelines for Elective Hip and Knee Surgery (CC)

Discussion held regarding implementation of GIRFT recommendations removing the requirement for a second Group & Save sample in selected primary hip and knee replacement patients.

MFT confirmed no local policy change has yet been made.

Concerns raised regarding patient safety and the rationale behind removal of the second confirming sample.

Suggested doing a short survey to assess implementation across the region.

8. Date of Next Meetings

- RTT Meeting ~ 13/07/2026, 1.30pm via MS Teams
- Customer Services & RTC Chair's Meeting ~ 14/09/2026, 1:30pm via MS Teams