National Transfusion Laboratory Managers Advisory Group

National Blood Transfusion Committee

Minutes of the
National Transfusion Laboratory Managers (NTLM)
Advisory Group Meeting

Thursday 18th November 2025
11:00hrs – 12:30hrs
MS Teams

Present (18)		
Julie Staves	JS	Chair and South East region
Kerry Dowling	KD	Deputy Chair, TLM, Southampton
Deborah Booth	DB	Administrator
Pete Baker	PB	North West Region
Anna Capps-Jenner	ACJ	London Region (private labs)
Sam Kershaw	SK	North East and Yorkshire Region
Alison Muir	AM	North East and Yorkshire Region
Katherine Philpott	KP	East of England Region
Michelle Scott	MS	North East and Yorkshire Region
Zoe Sammut	ZS	South East Region
Anna Smith	AD	Midlands (West) Region
Jey Visuvanathan	JV	London Region
Tim Wreford-Bush	TWB	South West Region
Ruth Evans	RE	Scientific and Clinical Training Organisation and Workforce Development, NHSBT
Matt Hazel	MH	Consultant Clinical Scientist, RCI, NHSBT
Chris Philips	CP	Head of Hospital Customer Service, NHSBT
Nikki Swarbrick	NS	Laboratory Incident Specialist, SHOT
Vicky Tuckley	VT	Laboratory Incident Specialist, SHOT

Apologies (3)		
Jane Murphy	JM	Administrator
Wisdom Musabaike	WM	Assistant Director, RCI, NHSBT
Chris Robbie	CR	Senior Haemovigilance Specialist, MHRA

Minutes		
40.25	**Welcome & Apologies**	**Actions**
	JS welcomed all to the last meeting of 2025 and thanked everyone for joining the meeting. All gave brief introductions. Apologies were given from those listed above prior to the meeting.	
41.25	**Minutes from last meeting, 11th September 2025**	
	Minutes reviewed briefly. If anyone has any amendments, please advise JM / JS / KD. If no one has any amendments, these will be accepted as a true and accurate record. JS thanked JM for the minutes as this was a long meeting with it being face to face. Action log reviewed / updated. <u>NBTC Co-chair</u> JS advised there is now a co-chair of the NBTC, a patient representative, Elizabeth Buggins. Unfortunately, she was unable to make this meeting, but JS will invite to a future meeting.	
42.25	**Regional Feedback**	
	JS advised that rather than go round every region, if anyone had anything to raise / feedback from their region. <u>South East Region</u> JS highlighted how they are struggling to get attendance at the user group meetings. However, had a meeting 2/3 weeks ago and attendance was slightly better but still relatively quite poor along with engagement. Seems to vary throughout the different regions. Suggested having a webinar in early 2026 around this explaining the benefits of attending these meetings. CP really interested in supporting this and anything NHSBT Hospital Customer Services can do to get more involvement and engagement, please advise.	
43.25	**IBI**	
	Progress across the various workstreams continues to be slow. However, there have been some positive signs linked to the IBI work as Dame Sue Hill recently mentioned transfusion within her NHS plans, highlighting data sharing. A large Diagnostics Digital Capability Programme bid has been released, and transfusion features as a dedicated workstream. This represents activity and recognition that we have not previously seen within the discipline. Despite these broader developments, progress within the individual groups remains limited. Aside from the SHOT safety standards, which are now complete, and the Model Hospital work, most areas are still moving slowly. 7a – Benchmarking (JS) A meeting was held 17th November 2025. This is the project that has been partially allocated funding, although the exact amount is still to be confirmed. The discussion was very positive, and there is progress being made. Some new elements are expected to be incorporated into the Model Hospital framework. However, the timeline when some for data would be available is early 2027. The intention is to draw on data that has already been submit. Conversations have already taken place with Matt Bend in Blood Stocks Management. Overall, the	

	benchmarking work is moving forward, and it has the potential to be valuable once the data becomes available. The Scottish dashboard was demonstrated which is an impressive system. There are long-term aspirations to develop something similar, but it is unlikely to be achievable at a national level in England due to the scale and complexity involved. A more realistic outcome may be a regional approach. The Scottish dashboard provides visibility of every hospital, including blood usage, transfusion activity, and the number of units used per patient. It is a highly sophisticated and effective tool. 7b – T2024 No individual update for this workstream. 7c – Workforce Planning (KD) Meeting being held this afternoon. Currently not a lot of output. 7d – Training No individual update for this workstream. 7e – SHOT (NS) As mentioned above SHOT safety standards now complete. 7f – IT, digital, data and outcomes No individual update for this workstream.	
43.25	**Webinars**	
	Discussed webinar topics for 2026. Agreed the following proposal however are subject to change: <u>January</u> Importance of User Group Meetings and Structure of NBTC. KS to lead with support from TWB / CP. Look at third week in January. <u>February</u> MH Simulation Toolkit – Jo McCullagh (SHOT) / AM **Action: JS to email Jo McCullagh and AM to ask about presenting MH Simulation Webinar in February 2026.** <u>March</u> Repeat BCR webinar. JS to lead with support from CR / MD from MHRA. <u>April</u> How to investigate a laboratory incident? SHOT Team to lead along with PB. <u>May</u> Business Continuity – JS to lead. <u>June</u> Unqualified Staff – what can they do? TWB / ACJ to lead. <u>July</u> Order Comms – JS to lead. <u>August</u> No webinar to be held.	**JS**

	September IT SCRIPT Survey – SHOT Team to lead. October Concessions – best method to handle / record. Session and lead person to be confirmed. November Management / level of training – KD / PB to lead. December Paeds and the new BSCH Guidelines – MS to lead. Other topics Temp monitoring & cold chain requirements Simplify competency training.	
44.25	**Education and Training**	
	Ruth Evans provided an update. • Cross Match Virtual reality won a gold award at the Learning Technology Awards in London. A few final adjustments are required before the resource becomes available for use. Hoping to provide pre-loaded headsets that can be hired, removing the need to purchase headsets. This would allow teams to use the headsets for training purposes as needed. • NHSE Funded Courses; still places on courses, in particular the Advanced Masterclass on Neonates and Paediatrics in Transfusion which has been very well received. Should receive funding for 2026 but unsure what will happen when NHSE disappears. • Masters: No additional update	
45.25	**MHRA**	
	No update	
46.25	**SHOT**	
	Update provided by NS / VT. IT Survey has gone out. It is complexed with multi-layers as we are trying to capture lots of information all in one place. Thanks to PB and James from NTPN who have supported NS with questions. Most are multiple choice. Only one consolidated response is required per haemovigilance reporting organisation. It will take a lot of time to analyse but are hoping to have some regional and national information by February. Even if this is just initially a basic overview. Please encourage teams to complete. If you have any questions, please do contact the SHOT Team. MH Simulation and Concession Release toolkits should be released soon. Decision algorithm for whether something is SHOT reportable or not is currently in development. At the beginning stages and this will be released during 2026. E-learning modules for IT due to be released. An introductory module to start with about IT transfusion, followed by more complexed modules.	
47.25	**NHSBT**	
	Customer Services Update Chris Phillips provided the following update:	

Customer Satisfaction Survey

- Thanks for completing the survey. There was a 66% response rate, which is phenomenal and gives a good opportunity for improvements and to advise staff they are doing a good job.

Ordering

- Continue to promote that you order what you need and not order what you think you might need particularly in relation to RO. This helps to gauge true demand.

BSMS

- Work is underway with BSMS to explore partnership opportunities with hospitals to support best practice in stock and inventory management. Engagement is also taking place with independent hospitals. The team is hoping to secure an additional staff member to help support this work.

National Blood Group Genotyping Programme

- Please encourage submission of patient samples – free of charge until end of March 2026.

Credits

- New electronic form is up and running and working well. Will not accept credit requests using the old form.

RCI Update

Matt Hazel provided an update on behalf of Wisdom Musabaike.

Customer Satisfaction Survey

- RCI performed well. Thank you for positive feedback received.

Staffing

- Under capacity in some areas. Trying to manage workloads effectively. Recruiting more staff. If there are any concerned about samples, please contact your local RCI laboratory.

UKAS

- Assessment period starting in March 2026.

Voice Recording

- Piloting in Colindale from 27th November 2025. Hopefully improve communication between RCI Colindale and some of the hospitals they deal with. Look to roll out in the last quarter of the financial year.

Reagents Price List

- Working on getting the list out as early as last year to allow laboratories to raise standing orders for next year.

Colindale Refurbishment

- Progressing according to plan. RCI will move into the newly refurbished laboratory in April / May 2026.

RCI Assist

- A tool that is available to all hospitals. You can utilise to assess the requirement to send a sample to RCI. Please encourage teams to use and feedback any comments on use of the tool.

48.25	**Engagement with Other Bodies**	
	Guidance on the Transfusion of Non-binary Patients • No update. **Action: Remove "Guidance on the Transfusion of Non-binary Patients" from future agendas.**	**JM**
49.25	**AOB**	
	NTLM Logo Following the recent survey, JS confirmed the logo below which will be used from 2026. Albumin Usage Karen Bell from East Central Medicines Unit is very keen if anyone has a predicted albumin usage for 2026/27. Please contact Karen. Use of 5-day FFP for anything other than trauma Discussion held as this is becoming more popular. It does reduce wastage of FFP. EPIC Users TWB had a query from his region looking for EPIC users. TWB to follow this up with an email to the group. Julie Staves JS advised she will be out of the office from 10th December and is expecting to be off for a minimum of 8 weeks. KD has agreed to cover the group for this period of time.	
50.25	**Date of Next Meeting**	
	Tuesday 27th January 2026, 11am – 12:30pm via MS Teams.	