UK NEQAS Pre-transfusion scheme update

Richard Haggas
Synopsis

- It’s all about satisfaction
Background

- 2016 Pre-Transfusion Testing Questionnaire
  - Would you like a formal customer satisfaction questionnaire?
    - Yes 126
    - No 121

- 2017 Participant Satisfaction Survey sent out with exercise 17R5
Background

- 2016 Pre-Transfusion Testing Questionnaire
  - Would you like a formal customer satisfaction questionnaire?
    - Yes 126
    - No 121

- 2017 Participant Satisfaction Survey sent out with exercise17R5
2017 Participant satisfaction questionnaire

- 30 questions; distributed to 722 participants
- 316 responses (178 UK or ROI)

- Of the UK and ROI respondents
  - 89 District General Hospital
  - 40 Teaching Hospital
  - 27 Private hospital or clinic
  - 12 Blood Centres providing red cell reference services
  - 10 Other
Please rate the overall service provided by UKNEQAS (BTLP) out of ten (1 = poor  10 = excellent)

<table>
<thead>
<tr>
<th>Rating</th>
<th>0%</th>
<th>0%</th>
<th>0%</th>
<th>0%</th>
<th>0%</th>
<th>1.0%</th>
<th>4.0%</th>
<th>7.8%</th>
<th>34.7%</th>
<th>36.7%</th>
<th>15.8%</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>12</td>
<td>23</td>
<td>103</td>
<td>109</td>
<td>47</td>
<td>297</td>
</tr>
</tbody>
</table>

Median response 9
Comments
Comments

- 264 comments to analyse

- Including
  - Wishing Clare M a happy retirement
  - NEQAS staff are always really friendly, helpful and approachable
  - The deputy lead for the scheme was very helpful... (presumably from pre February 2017)
Exercise instruction comments

- Layout confusing
- Deselection rules clearer
- Testing information more prominent
- Don't want patient phenotypes
- Provide donor phenotypes
- Each patient details to be given separately on request sheet and include a patient history
- Plan for a complete review of the instructions given to be done in 2018
Current data collection

- Free text section instead of UI paperwork ✓
- Print result summary before submission ✓
- Prefer numerical scores for reaction grades ✓
- Crossmatch questions clearer + confusion over would you transfuse question ✓
Data collection suggestions

- No entering of techniques multiple times
  - Currently retains details entered against new sample

- Smaller entry pages with less to enter on each
  - Not currently possible

- Different background colour
  - Subjective as to what colour is preferred

- Questionnaire to be provided as a pdf to see before entering + ability to print once completed
  - Looking into this as a possibility, but may be confusing for questions where there is logic associated with them
Reporting suggestions

- Comparison between technologies BTLP in exercise and annual reports
  - Already reported when relevant and where data has been verified with participants

- Give advice on how to correct poor performance and highlighting where centres are not following guidelines
  - Already highlight learning points related to guidelines
  - CAPA very laboratory specific – contact us for advice anytime!
Exercise format suggestions

- More R exercises (only 1 participant)
  - Not being implemented

- Reduction in E exercises to 4 (only 1 participant)
  - Not being implemented

- Separate despatch if exercises have different closing dates (DAT / R exercises)
  - Should be clearer once DAT is a full scheme and uses separate exercise numbers

- More samples
  - Greater volume of plasma samples
  - Greater volume of donor samples
  - To allow for multiple testing of machines and staff; for training purposes
  - Not possible due to amount of material available
New – Phenotyping

- Rh and K phenotyping with all R exercises using patient whole blood samples
  - Approved by Steering Committee in principle

- Extended Red Cell Phenotyping Pilot Scheme
  - Rh, K, MNSs, Fy, Jk
  - Approved by Steering Committee in principle
New – Antenatal Antibody Titration

- IgG antibody (anti-K) titration exercise sent with 17E7
  - 72 participants would like this as a pilot scheme

- Requested in participant satisfaction survey

- Plans for a Pilot scheme in 2018 – approved by Steering Committee
New ideas under consideration

- Newborn grouping
- Samples with monoclonal antibody DARA (Anti-CD38)
- Elution to be included with DAT
- IAT XM sensitivity (E exercises)
Other requests

- Paper exercise for antibody panels
  - Currently covered by TACT

- Diagnosis to be included with patient details – include special requirement selection and scenario based questions
  - Currently covered by TACT

- Trauma / major haemorrhage scenario
  - Was included in 17R8

- Transfusion reaction investigation
  - Possible future TACT development

- Batch acceptance testing
  - Doesn’t really fit into either EQA or TACT
UK NEQAS BTLP

Participant Suggestions Jan 2015 to Apr 2017

- Rejected: 33%
- Enacted: 67%
UKNEQAS BTLP

- https://www.ukneqasbtlp.org/
- Email: btlp@ukneqas.org.uk
- Tel: +44 (0)1923 217933
  - Ask for Jenny, Claire, Katy or Arnold...or Richard