

UK NEQAS Pre-transfusion scheme update

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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

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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

Overall

- ▶ Please rate the overall service provided by UKNEQAS (BTLP) out of ten (1 = poor 10 = excellent)

	0	1	2	3	4	5	6	7	8	9	10	Total
Rating	0% 0	0% 0	0% 0	0% 0	0% 0	1.0% 3	4.0% 12	7.8% 23	34.7% 103	36.7% 109	15.8% 47	297

- ▶ Median response 9



Comments



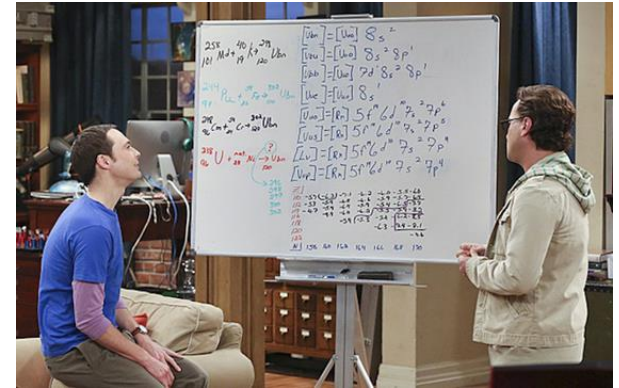
Comments

- ▶ 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 ✓

The screenshot displays the UK NEQAS Blood Transfusion Laboratory Practice web interface. The page is titled "BLOOD TRANSFUSION LABORATORY PRACTICE" and shows a patient's results for "Patient 1 - ABG Typing" and "Patient 1 - Antibody Screening".

The "ABG Typing" section includes a table with columns for "Blood group", "Rh", "Anti-D", "Anti-C", "Anti-E", "Anti-K", "Anti-L", "Anti-M", "Anti-N", "Anti-P", "Anti-S", "Anti-U", "Anti-V", "Anti-W", "Anti-X", "Anti-Y", and "Anti-Z". The "Antibody Screening" section includes a table with columns for "Antibody specificity profile", "Positive results", and "Specificities that need to be excluded".

The "Crossmatching" section includes a table with columns for "Screen 1", "Screen 2", and "Screen 3". Each screen has a table with columns for "Serological crossmatch results" and "Interpretation".

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

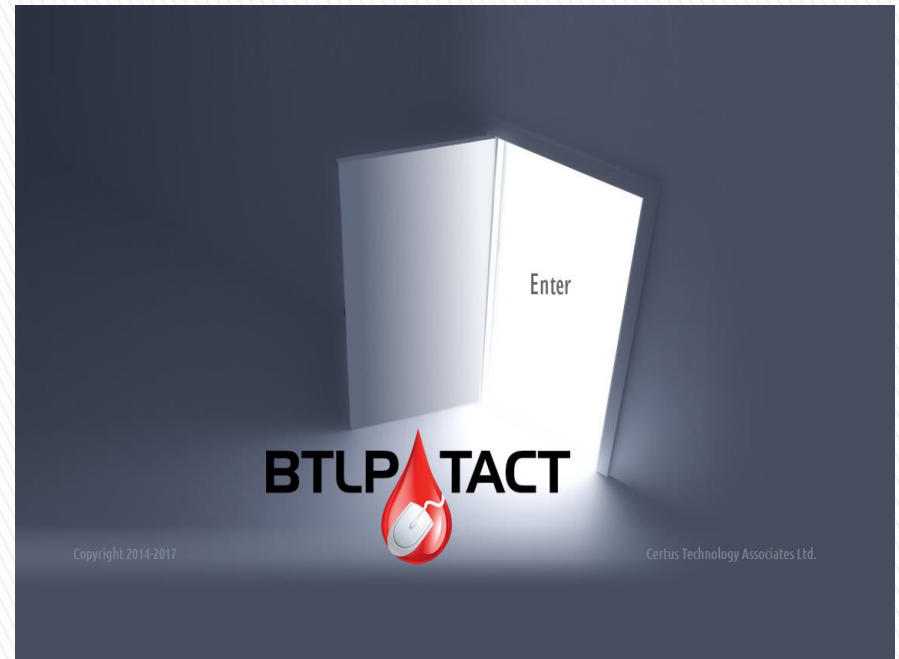


New ideas under consideration

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

Other requests

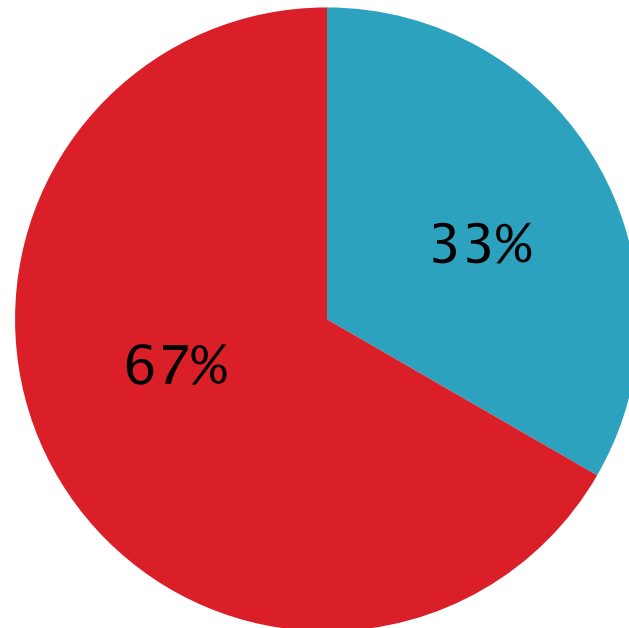
- ▶ Paper exercise for antibody panels
 - **Currently covered by TACT**
- ▶ Diagnosis to be included with patient details – include special requirement selection and scenario based questions
 - **Currently covered by TACT**
- ▶ Trauma / major haemorrhage scenario
 - **Was included in 17R8**
- ▶ Transfusion 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 ■ Enacted



UKNEQAS BTLP

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