

Project Profile

NHS Blood and Transplant

AT A GLANCE

Customer:
NHS Blood and Transplant

Industry:
Public Sector

Project:
National Blood Service –
Tooting Hospital Demand &
Logistics Work

Services provided:

- Review of blood distribution in S.E England with clear and concise recommendations for improving stock management and reducing transfer costs

The Logistics Business has worked with one of the largest regions of NHS Blood and Transplant to develop the logistics of the supply of blood and transfusion items to hospitals from the Regional Blood Centre. High standards of service were required with many hospitals receiving several regular deliveries a day as well as many urgent deliveries, which are ordered at short notice. We undertook a review of all movements within the region covering handling and storage processes with the objectives of looking at options for improving service and reducing operating costs whilst maintaining patient care. The work included a survey of hospital staff to help

understand the requirements and attitudes as well as a detailed analysis of transport operations and stock management policies. The work covered :-

- ~ A review of operating methods to improve service levels and reduce costs;
- ~ A review of "customers' perception of the services;
- ~ An analysis of the hospitals' needs;
- ~ A specification of logistics requirements;
- ~ Options for operating models to meet the requirements;
- ~ Recommendations for improving service, reducing costs and minimising waste.



Blood and Transplant

....."The recommendations that we received were clear and concise and have been widely accepted throughout NHSBT. I would have no hesitation in working with THE LOGISTICS BUSINESS again".

**Teresa Allen Assistant Director of
Public & Customer Services**



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