



NHS BLOOD AND TRANSPLANT (NHSBT) HELP SAVE LIVES THROUGH THE MANAGEMENT OF BLOOD DONATION SERVICES AND TRANSPLANT SERVICES. ENABLING OUR CLIENTS TO ACHIEVE THEIR STRATEGIC GOALS THROUGH PROBLEM DISCOVERY, OPPORTUNITY IDENTIFICATION AND PROVIDING RECOMMENDATIONS TO ENSURE BLOOD TESTING IN ENGLAND CONTINUES TO SAVE LIVES.

BACKGROUND

NHS Blood and Transplant help save lives through the management of blood donation services and transplant services. Multiple blood testing analyser machines were used for key donor blood sample testing processes. The Supplier contracts for these machines were due for renewal in the next 1-3 years in quick succession. Realising the criticality of the renewals, NHSBT engaged Glue Reply to complete a Discovery to identify improvement opportunities in the Blood Testing environment to enable smooth contract renewal.

APPROACH

Glue Reply engaged with the blood testing experts to understand the current landscape and users. We assessed the environment to identify inefficiencies, benchmarked the technology against industry standards and provided a roadmap to achieve NHSBT's goals.

RESULTS

Glue Reply's collaborative approach ensured that substantial insights on the current state of the architecture, dependencies and opportunities for improvement were provided. This set NHSBT up for success as the recommendations and framework were used to initiate their highest priority programme and ensure there was no disruption to the blood supply.