

Title	Barnsley User Group (BUG) – Terms of Reference		
Reference:	N/A	Version:	2
Active date:	February 2023	Pages:	Page 1 of 3
Owner	Delia Smith / Robin Coupe	Author	Michael Skill

Title	Barnsley User Group Terms of Reference
Purpose	<p>The Regional hospitals supported by the NHSBT Barnsley Centre hold regular meetings for the purpose of:</p> <ol style="list-style-type: none"> <li>1. Customer Service updates</li> <li>2. Red Cell Immunohaematology updates</li> <li>3. Feedback from National Transfusion Laboratory Managers Working Group.</li> <li>4. Provide a forum for hospitals receiving services from the Barnsley Centre to discuss items of interest and to provide networking opportunities</li> <li>5. Provide an educational forum for case studies, shared learning and professional development of biomedical scientists</li> <li>6. Provide an opportunity for hospitals receiving services from the Barnsley Centre to feed back to the regional centre areas for improvement and development</li> </ol>
Key Responsibilities	<ul style="list-style-type: none"> <li>• To provide an open and friendly forum for all stakeholders</li> <li>• To regularly review and deliver feedback from NHSBT Customer Service Managers on the service NHSBT provides, including Specialist Services, Blood Supply, and incident investigations.</li> <li>• To facilitate feedback from National Transfusion Laboratory Managers Working Group and the Regional Transfusion Committee.</li> <li>• To share efficiency, productivity schemes, concerns, issues and best practice across all areas of the region.</li> <li>• To provide a forum for education opportunities to support continuing professional development via case studies, presentations and scientific updates relating to transfusion science practice.</li> </ul>
Values	<p>Our ways of working will reflect the NHS core values of:</p> <ul style="list-style-type: none"> <li>• <b>Working together for patients.</b> Patients come first in everything we do</li> <li>• <b>Respect and dignity.</b> We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits</li> <li>• <b>Commitment to quality of care.</b> We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience right every time</li> <li>• <b>Compassion.</b> We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person's pain, distress, anxiety or need</li> <li>• <b>Improving lives.</b> We strive to improve health and wellbeing and people's experiences of the NHS</li> <li>• <b>Everyone counts.</b> We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind</li> </ul>
Reporting	Each hospital may be required to report via their quality and governance structure and to their hospital transfusion committee but it is not the purpose of this group to dictate the specific reporting process for each hospital.

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Chair (Co- Chair)	<ul style="list-style-type: none"> <li>- 2 x Co-Chairs – one to represent each region ((Midlands RTC and NE &amp; Yorkshire RTC)</li> </ul> <p>The Chairs will serve a term of 3 years. This will be renewable by election from the group's hospital membership.</p>
Membership	<p>Barnsley User Group Planning Committee:</p> <ul style="list-style-type: none"> <li>• 2 x Co-Chairs</li> <li>• 2 x NHSBT Customer Service Managers</li> <li>• 2 x Hospital Transfusion Laboratory Representatives</li> <li>• 1 x NHSBT RTC Administrator</li> </ul> <p>National Transfusion Laboratory Managers Working Group representatives; one from each region (Midlands RTC and NE &amp; Yorkshire RTC)</p> <p>Hospitals receiving services from the Barnsley Centre and part of the Barnsley User Group Meeting are:</p> <ul style="list-style-type: none"> <li>- Airedale General Hospital</li> <li>- Barnsley Hospital</li> <li>- Bassetlaw Hospital</li> <li>- Bradford Royal Infirmary</li> <li>- Calderdale Royal Hospital</li> <li>- Castle Hill Hospital</li> <li>- Chesterfield Royal Hospital</li> <li>- Dewsbury District Hospital</li> <li>- Diana, Princess of Wales Hospital</li> <li>- Doncaster Royal Infirmary</li> <li>- Glenfield Hospital</li> <li>- Grantham and District Hospital</li> <li>- Harrogate Hospital</li> <li>- Huddersfield Royal Infirmary</li> <li>- Hull Royal Infirmary</li> <li>- Kings Mill Hospital</li> <li>- Leeds General Infirmary</li> <li>- Leicester General Hospital</li> <li>- Leicester Royal Infirmary</li> <li>- Lincoln County Hospital</li> <li>- Northern General Hospital</li> <li>- Nottingham City Hospital</li> <li>- Nuffield Health Leeds Hospital</li> <li>- Pilgrim Hospital</li> <li>- Pinderfields Hospital</li> <li>- Queens Medical Centre</li> <li>- Rotherham Hospital</li> <li>- Royal Derby Hospital</li> <li>- Royal Hallamshire Hospital</li> <li>- Scarborough Hospital</li> <li>- Scunthorpe General Hospital</li> </ul>

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	<ul style="list-style-type: none"> <li>- Sheffield Childrens Hospital</li> <li>- Spire Hull and East Yorkshire Hospital</li> <li>- Spire Leeds Hospital</li> <li>- Spire Nottingham Hospital</li> <li>- St. James University Hospital</li> <li>- York Hospital</li> </ul> <p>Teleconferencing / video conferencing will be used as appropriate to avoid unnecessary travel time. This will be considered full attendance.</p> <p>Deputies are requested at meetings with prior communication to the NHSBT Customer Service Manager to ensure conferencing information is provided.</p> <p>Attendance will be recorded for audit purposes and apologies are requested so that this can be recorded for minutes.</p> <p>Attendance certificates will be sent to the confirmed attendees following each meeting.</p> <p>Additional members of staff or external speakers/commercial suppliers may be invited to the group as required</p>
Meeting Frequency	There will be an expectation to hold 3 meetings per 12 month cycle. Two will be held as virtual remote meetings primarily via Microsoft Teams and a third is planned to be a face-to-face meeting at the Barnsley NHSBT centre. If this is not available, then a virtual meeting will be held as an alternative.
Date Adopted	November 2021
Date of Last Review	To be reviewed annually. Next review due February 2024.