

Reporting a Potential Blood Product Quality Issue

In order to fully investigate any potential quality issues with our products please

1. Quarantine blood product in appropriate temp storage
2. Call Pet Blood Bank to inform us of your concern within 24hrs of identifying an issue
3. If requested return the product to PBB using an overnight delivery service
4. If requested take photos of the blood product showing the issues / concerns
5. Complete in FRM/QUA/41- Potential Blood Product Quality Issue Form and either email to Info@petbloodbankuk.org or send with the blood product you are returning:

In order to undertake a thorough investigation please also provide:

- Full temperature storage log showing your monitoring of the blood product while stored within your practice.
- Acceptance information (i.e. how it was delivered and handled between courier and storage) and preparation information (i.e. was it reheated in a zip lock bag? in a water bath? What temperature?) for the blood product
- Blood product unit ID No
- If advised to send the blood product back
 - seal and place in a plastic zip lock bag, if breached send with administration set attached
 - return in controlled temperature packaging. We advise you use the packaging and coolant that we use to deliver blood to you to obtain the most representative results from our analysis.

Please return to: Laboratory Supervisor
 Pet Blood Bank Services Limited
 Unit 21 & 22
 Loughborough Technology Centre
 Epinal Way
 Loughborough
 Leicestershire
 LE11 3GE

Potential Blood Quality Issue Form



pet blood bank^{uk}
A charity supported by Vets Now

If there is concern over the quality of a blood product - **please call** Pet Blood Bank (PBB - 01509 232222) within **24 hours** of finding the fault, you may be requested to return the product and / or send photos of the product. After notifying PBB please then complete this form using a black ballpoint pen and if requested return the product to PBB for investigation.

Please note If Blood Product is to be returned, please use the original packaging (including coolant if possible) and package in the same manner as received i.e. in a plastic zip lock bag to prevent leakage. Please use an overnight guaranteed delivery service to ensure the blood is received as soon as possible to minimise any further changes in blood quality.

Account Name:	
Account Number:	
Address:	
Postcode:	
Tel No:	
Email:	
Contact Name:	
Position:	
Product Name:	Donor ID Number or Batch/Serial Number:
Date Ordered:	Date Received:
Date Issue identified :	
Date notified PBB and PBB contact name	
Brief Description of issue: – <i>(include storage information and copy of temperature monitoring records and if possible photos of issue)</i>	
Photos included with form	Yes / No
If requested to return product – Date sent: _____	
<i>For Blood Products - please use a Pet Blood Bank box and package blood products in the same manner as received i.e. in a plastic zip lock bag to prevent leakage</i>	
Signed:	
Print Name:	