

Which organs can this box be used for?

This box is for the kidney, pancreas and heart retrieved for valves. The box should never be used for sending out processed heart valves.

I haven't received my new boxes – what should I do?

Contact odtcommissioning@nhsbt.nhs.uk

What do I do with the replacement hinges/screws and the long strap included in the box?

Please put these aside and they will be collected up with the old boxes. Do not throw away the replacement kits.

What is happening to the old boxes?

These will be collected from you in due course. The intention is to recycle as many boxes as possible and we are working with colleagues in tissue donation, blood donation and international organisations to explore areas where these could be used.

If you have a project and you would like to use these boxes, please contact odtcommissioning@nhsbt.nhs.uk.

Why have the boxes changed?

NHSBT previously held a contract with the supplier of the old kidney transport boxes; this contract has now expired. A tender process has taken place to identify a new supplier of organ transport boxes.

The new boxes are much more robust and are designed to last for the life of the contract. They will also avoid the excess waste associated with the previous packaging.

What do I do if a box is broken?

If a box is broken, for example, if the casing is cracked, or if the latches are broken, please notify odtcommissioning@nhsbt.nhs.uk of the bar code number and location and we will arrange for this to be collected and repaired. If you have any information about how the breakage occurred, this would be helpful to know.

What else has changed?

Document Wallets – these are now designed to be re-used. You should ensure the document wallet is inside the box and attached to the lid (with a small cable tie) before taking the box to use at a retrieval. Surplus stock of wallets and ties will be sent to all transplant centres and NORS teams, and additional stock can be ordered from odtcommissioning@nhsbt.nhs.uk.

Retrieval Packs from the Brandon Trust (Enterprise) – these are changing to reflect the new boxes. The blue numbered ties and the yellow ice bag ties will no longer be included. The ice bags are not required with the new boxes, so these have also been discontinued (ice can be placed directly into the box with no liner).

The blue numbered tags are not needed, as each box carries a bar code with a unique number (see below for more information about the box bar code). The box latches should still be sealed, and a plain cable tie can be used. The Brandon Trust will include six of these ties in their retrieval packs.

If you do not have any of the new security ties, a plain cable tie can be used.

Is ordering changing?

Yes, the process of ordering boxes and arranging collections is changing. NHSBT will monitor your stock levels remotely and will arrange for deliveries of additional stock/collection of surplus stock.

If you are concerned about your stock levels, or have surplus stock you need collecting urgently, please contact odtcommissioning@nhsbt.nhs.uk. Please DO NOT contact the individual administrators in the Midlands Admin team with queries/orders.

How will NHSBT know how many boxes I have in stock?

The new boxes each have two bar code labels adhered to the sides. These labels have a unique identifying number and a bar code. The number will be recorded by the SNODs and the Duty Office (in place of the old blue numbered tag).

Each NORS team's retrieval activity will be monitored daily. We will see how many boxes each team has exported to another transplant centre, and how many organs the team has brought back to base with them.

Any unaccompanied organ journeys carried out by Amvale will also be recorded.

It is extremely important all box movements are tracked – failure to do this will impact on a team's stock levels. Therefore please DO NOT pass boxes to another team, or allow anyone to borrow/take boxes for any reason other than for the express purpose of transporting a kidney, pancreas or heart for valves.

What if there is no bar code label on the box?

Two labels have been applied to every box, so that in the unlikely event a label is removed, we still have a record of the box number.

If there is only one label on the box, please notify odtcommissioning@nhsbt.nhs.uk of the box number and the location of the box, and we will arrange for this to be collected and re-labelled.

If the box has no bar code labels, please notify odtcommissioning@nhsbt.nhs.uk of the location of the box, and we will arrange for this to be collected and re-labelled.

Which part of the box bar code number do I record?

The very last five digits, after “AAA” are the only part of the long number that needs to be recorded:

**Why is the Duty Office telephone number on the side of the box?**

The Quality and Safety of Organs Intended for Transplantation Regulations state that organs must be traceable and it has been agreed that the Duty Office contact number will be used as a single point of contact. Do not contact the Duty Office if you have any questions about stock levels – these must be directed to odtcommissioning@nhsbt.nhs.uk.

What about living donor organs?

Living donor organs being exported to another centre will be tracked in the same way as deceased donor organs. Again, please DO NOT pass boxes to another team, or allow anyone to borrow/take boxes for any reason other than for the express purpose of exporting a kidney.

Why is there a sealed hatch in the lid?

The hatch was part of the original design of the box. The manufacture has sealed this to prevent unauthorised entry. Please do not try to force the hatch open, as this could result in damage.

I have identified a problem as a result of using the new boxes, what do I do?

If there is a patient safety issue, follow the process for reporting incidents to NHSBT (SOP3888).

If there is an operational issue, or if you are unsure on the nature of the problem, please notify odtcommissioning@nhsbt.nhs.uk.

Who is responsible for cleaning the box?

When the organ is received for transplant/research, or the heart has been received for processing the valves, the box should be cleaned inside and out with an antibacterial wipe, and thoroughly dried before re-closing.

Please refer to the Instructions for Use for detail on how to remove stains.

Do I still use melting water ice/crushed ice?

Yes, the boxes have been validated for use with melting water ice. The boxes are not suitable for use with dry ice.

How much ice do I need to use in these boxes?

You will need approximately two and a half times as much ice as used in the old kidney transport boxes. To safely pack the organ, around 6.1 kg of ice is needed.

Do I need to fill the box with ice?

The new boxes are more efficient at cooling and holding the temperature of the organ. Therefore, when the organ is packed in the box, you do not need to fill the box to the brim with ice. The box can be filled to around two inches from the brim as follows:



If you have any other questions about the new boxes, please don't hesitate to contact odtcommissioning@nhsbt.nhs.uk. Thank you for cooperation.