



Onsite  
Insights

Best Practice  
Visits

2025

## VISIT INFORMATION PACK



# Blood and Transplant



## General Information

**Visit to:** NHS Blood & Transplant

**Contact:** Mike Fallon  
Continuous Improvement  
Business Partner

**Location:** NHSBT Manchester  
Plymouth Grove  
Manchester

**Postcode:** M13 9LL

**Train:** Manchester Piccadilly

**Website:** [www.nhsbt.nhs.uk](http://www.nhsbt.nhs.uk)

**Email:** [info@onsiteinsights.co.uk](mailto:info@onsiteinsights.co.uk)

**Tel:** 07771 853 610

### Accommodation

- Travelodge – Upper Brook Street  
08719 984 6487
- Hyatt Regency Manchester  
01613 595 550
- Premier Inn - Piccadilly  
03333 219 286

## Agenda

10.00 Arrival and Signing In

10.15 Welcome & Introductions

10.40 NHSBT Manchester – our Lean Journey

11.10 Virtual Reality – Vein to Vein

11:40 Tour of Donor Centre

12.30 Networking Lunch

13.15 Tour of Manufacturing

14:00 Tour of Hospital Services

14.45 Q & A

15:15 Feedback session

15:30 Close

More info...

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### About NHS Blood & Transplant

NHS Blood & Transplant employs over 5,000 people in over 200 locations across the UK. This remarkable organisation provides a blood and transplantation service to the NHS, looking after blood donation services in England and transplant services across the UK. This includes managing the donation, storage and transplantation of blood, organs, tissues, bone marrow and stem cells, and researching new treatments and processes.

Manufacturing operations have been transformed in recent years and manufacturing and testing sites have been consolidated. A new, integrated supply chain approach has helped balance supply and demand.

This visit is being hosted at the manufacturing and processing centre in Plymouth Grove, Manchester and it will provide an insight into how this incredible organisation has developed and applied a programme of continuous improvement within a diverse and highly complex organisation. NHS Blood & Transplant has a unique role within the wider NHS of saving and improving lives through relationships and services delivered to both volunteer donors and hospitals.

### HIGHLIGHTS OF THE VISIT

- Understand the NHS Blood & Transplant Continuous Improvement journey that has been supported by lean principles.
- See first-hand how processes have been improved in different settings of manufacturing, laboratory and support functions using continuous improvement principles.
- Understand how continuous improvement functions are responding to business needs and cultural challenges.
- Understand how the organisation's external partnerships and exchange forums contribute to the continuation and development of best practice.



# Onsite Insights

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### Who should attend?

- Directors, Board Members
- Senior and Operational Management
- Production & Team Leaders
- Lean, Six Sigma & CI Managers

### Why attend a Best Practice Visit?

- Inspiration – seeing best practice first hand.
- Exposure to new ideas and opportunities
- Benchmarking
- Networking
- Highly motivational
- Practical & unbiased information – no theory, no consultants, no text books – just what works and why

### Costs & To Book

- Delegate Fees: £395 plus VAT per person
- 10% Discounts for Group Bookings (5 or more)
- Maximum Number of attendees: 16

#### To Book

Email: [info@onsites.co.uk](mailto:info@onsites.co.uk)

Tel: 07771 853 610

Website: [www.onsiteinsights.co.uk](http://www.onsiteinsights.co.uk)

Company Registration Number: 5256018 - Established: 2004



Best Practice Visit Programme

Supporting organisations improve through a series of one day visits to organisations. No theory, no text books, just what works & why.

More than...

# 62,000 visitors



Established in 1983 by the Department of Trade & Industry in the UK. Became Onsite Insights in 2004



Net Promoter Score across all visits Based on feedback from visitors

#### Why it works:

- + Visitors see first hand what has worked & why
- + Networking with like-minded people
- + Benchmarking drives improvement
- + New ideas & solutions
- + Accelerates Innovation

[www.onsiteinsights.org](http://www.onsiteinsights.org)

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