



Healthwatch Telford and Wrekin Phlebotomy Survey Report 2013/14



Phlebotomy Survey Report

Version 1.1

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Part One: Summary

One of the most common diagnostic procedures carried out by the NHS, blood tests are a simple tool used by clinicians to understand matters such as kidney and liver functions as well as a number of other issues.

They are easy to carry out and can generally be performed by a properly trained health worker within a general practice, or even at home. In some cases, however, it may be necessary for the test to be undertaken at a hospital. Currently, it is preferred that all steps are taken to ensure that clinical procedures are undertaken as close to home as possible, and to minimise the need for patients to visit hospitals unless absolutely necessary.

Phlebotomy (blood testing) services in Telford and Wrekin are contracted from Shrewsbury and Telford Hospitals (SaTH) by Telford and Wrekin Clinical Commissioning Group (CCG).

Some GP surgeries benefit from half-day sessions provided by SaTH phlebotomists, and all provide some level of in-house phlebotomy services. Samples are collected by courier. In addition, a drop-in service is provided at Princess Royal Hospital (PRH).

Part Two: Recommendations

Based on the analysis of the results, the following could potentially improve the phlebotomy services offered to the public:

1. Review and re-organise phlebotomy collections so that the larger surgeries have a later pick-up time than the smaller ones. This would allow phlebotomy services at the busier surgeries to continue running later in the day, thus serving more patients (please see *Appendix F*).
2. The provision of multiple, localised community phlebotomy clinics around the Telford and Wrekin area. These clinics would purely be for phlebotomy services, and available to both adults and children. There would be no parking charges to incur, minimal waiting times, and each clinic could potentially cover a large catchment area. This, in turn, would reduce the pressure on - and utilisation of - the PRH phlebotomy clinic. Such a measure would reduce transportation requirements for patients by keeping services more local, and would also be less intimidating for children (compared to going to a hospital, at least).
3. Provide and/or improve phlebotomy training to staff at GP surgeries in order for patients to get a faster and better-quality phlebotomy appointment. For example, if the receptionist was trained in taking blood samples, then this would remove excessive waiting times, and reduce pressure on doctors and nurses at the surgeries.
4. Improve communication with patients. Ensure that they are aware of the full extent of the services available to them, what their options are (e.g. referral to PRH), and how long they will likely need to wait before they can obtain their results. Make sure that this information is delivered in a clear, consistent, and accurate manner, and that it is fully understood by patients.
5. If possible, increase the font size on blood test request forms (please see *Appendix G*), as it has been noted that the font is rather small and can be quite difficult for patients with any vision impairments to read.
6. Regularly check the quality of services, with particular focus on the service user experience.

Part Three: Introduction

In September 2013 Healthwatch Telford and Wrekin received a number of concerns in relation to how and where blood tests were carried out.

These concerns included the availability of blood tests at GP practices, and the long waiting times experienced when patients attended the clinic at PRH. The issues were raised initially during a local meeting of Diabetes UK, where all 12 people present reported having experienced some problems in relation to routine blood tests.

On 20th September 2013, in response to these concerns, Healthwatch Telford and Wrekin conducted a pilot survey at the PRH phlebotomy clinic. Sixteen people were approached. Of these:

- Six reported that they had been unable to get appointments at their own surgery within the forthcoming two weeks.
- Four had not been offered an appointment at their own surgery but had been told to attend the PRH.
- Three said that, although they were aware that waiting times were shorter in the afternoon, they had chosen to attend in the morning on this occasion.
- Five said they would have preferred to have attended their own surgery.

It was noted that patients who had taken the wrong colour ticket were sent to get the correct colour ticket and then had to rejoin the back of the queue.

Following this, a further concern was received from a patient who had been sent to PRH by her GP for an urgent blood test “on a Tuesday lunchtime”; this patient had to wait for three hours for the test to be carried out.

The disconcerting results of the pilot provided the impetus for us to create a more comprehensive survey of the delivery of phlebotomy services in the Telford and Wrekin area, involving both patients and all 22 of the GP surgeries in the region.

Undertaken between December 2013 and February 2014, the phlebotomy survey sought to ascertain the level of the phlebotomy service available within the Telford and Wrekin, and to what extent this met patient needs.

Part Four: Methodology

Designed and produced by Healthwatch Telford and Wrekin, the phlebotomy survey was made available to the public through our website and at our engagement events.

We also provided copies of the survey to patient participation groups (PPGs) and other patient groups, GP surgeries, consultation events throughout the period between December 2013 to February 2014, and during visits to the phlebotomy clinic at PRH.

The survey was publicised using social media for the entirety of the three month consultation period, which generated 40 completed online surveys.

A press release was issued in December 2013, resulting in an article being published in the Shropshire Star. Dag Saunders, the former chair of Healthwatch Telford and Wrekin, was also invited to discuss the survey in an interview on BBC Radio Shropshire. Consequently, we received a phone call from a gentleman who had been to PRH three times in two weeks, who said he had been “in and out in less than 30 minutes”.

A total of 132 surveys were received and the results of these have been analysed to support the recommendations in this report.

It should be noted that we received a total of 16 surveys completed by patients from the following practices:

- Shifnal and Priorslee Medical Practice.
- Much Wenlock and Cressage Medical Practice.
- Claremont Bank Surgery.
- Albrighton Medical Practice.
- Broseley Medical Centre.

While these practices are not covered by Telford and Wrekin CCG, their patients do use PRH for blood tests and identify strongly with the Telford and Wrekin area.

Alongside the patient survey we also surveyed the GP practices in Telford and Wrekin, and we would like to thank the practice managers for their help with gathering up-to-date information about the services available.

Part Five: Results

Section One: Patient Surveys

Patients were asked a variety of questions intended to establish such things as where they had their blood tests conducted, how long it took them both to get an appointment and to receive the results, whether they were referred to PRH, and what they thought of the service they received. It was hoped that this broad line of questioning would give us a good overview of the entire phlebotomy experience.

Please see *Appendix A* for a copy of the survey that patients were given, and *Appendix C* for supporting results charts.

When asked if they knew **whether or not their GP practice performed phlebotomy services**, a large majority of people said yes, while only 17.6% said no. Although at first glance this would suggest decent service coverage with some gaps, it actually highlights a potential communication issue between patients and surgeries as, according to the GP surgery surveys, *all* of the practices surveyed offer some level of phlebotomy services.

On the subject of **how long, on average, it took for a patient to get an appointment for a blood test**, the results were mixed. The majority were able to obtain one within a week - of those, 13.9% said that they could get an appointment on the same day, with a further 27.7% saying they could get one within three days. However, 33.4% of respondents said that they couldn't get one within one week, and 13.9% said that they had to wait longer than two weeks. This highlights some issues with appointment booking, and the length of time people have to wait to have their tests.

Contrariwise, the **average time it took for patients to receive their results** was slightly better. Roughly half of respondents received them within a week, though 42.24% said that they had to wait between one and two weeks. Nearly 7% of people had to wait for longer than two weeks, which could see some room for improvement.

The **method by which people received their results** was reasonably unanimous - the overwhelming majority would contact the surgery themselves; the most common way (60.94%) being to telephone the surgery, though other methods such as text messaging and simply attending the surgery in person were occasionally pointed out. It was also highlighted that in the case of concerning test results the surgery would contact the patient themselves. Given that most of the time obtaining test results was left to the discretion of the patients, this could be a factor in the amount of time it takes for people to receive them.

When asked **if the surgery gave them the option to have their blood tests conducted at PRH**, 82.68% said that they were. The results from one surgery offered an anomalous result, however, where 12 patients stated that no such option was given, despite 14 others saying that it was. This may mean that staff at this surgery are not consistently informing patients of the range of options available to them.

Patients who chose to have their blood tests performed at PRH were then asked **if they received any information about it beforehand**. We counted a number of 'not applicable' answers to this question, which we decided to omit from the results. With the 'N/A' answers omitted, we found that 46.08% of patients were not given any information, a pattern which appears consistently at each individual surgery.

Patients were then asked to **rate the phlebotomy service provided by their GP practice**, using one of the options provided: these were 'very poor', 'poor', 'good', and 'very good'. A 'not applicable' option was also offered, which 19 people elected to use. 32.42% of respondents rated the service at their surgery as 'poor' or 'very poor'. It should be noted, however, that one surgery in particular contributed a disproportionately large number of responses, with patients from that surgery almost unanimously rating the service it offers as 'good' or 'very good'. When omitting the results from that surgery, the percentage of 'poor' or 'very poor' ratings climbs to a more alarming 40.6%.

Patients were also asked to **rate the phlebotomy service provided by the hospital**, using the same 'very poor' to 'very good' scale as previously. Of those who offered a rating (14 people chose 'not applicable'), the majority were positive - only 18.26% rated it as 'poor' or 'very poor'.

The tenth question was an open-ended question, allowing respondents to comment **if they had anything else to say about phlebotomy services in Telford and Wrekin**. An unabridged list of comments can be found in *Appendix E*, but to summarise:

- Nineteen patients reported waiting for excessively long periods (two hours or more) for blood tests at the hospital.
- Two patients felt that GP surgery staff are not adequately trained, and in one instance actually caused a patient pain.
- Seven patients thought that the parking charges at PRH were excessive, and felt it was unfair that they had to pay them when waiting for blood tests that shouldn't take so long.
- Three patients said that they would prefer to go to their GPs for blood tests.
- Nine patients believed that staffing levels are insufficient, and that more phlebotomists are needed.
- Twelve patients thought that staff provided a good, friendly service.

- Six patients had no problems with the service.
- Contrariwise, six patients felt that the GP service is abysmal and poor.

Patients were asked **if they knew whether their GP surgery had an active PPG**. There appears to be a communication problem here, as 70.63% of respondents said no - including some respondents from surgeries which do have active PPGs.

However, due to the wording of the question it is unclear whether people are saying *“no, I don’t know if my GP surgery has an active PPG or not”*, or *“no, my GP surgery does not have an active PPG”*. This is something that should be considered in any future surveys we commission.

It has been noted that we received a higher volume of completed surveys from surgeries that have active PPGs, which potentially shows that the PPG has a positive influence when it comes to obtaining patient feedback.

Lastly, patients were asked **if they would like to receive information about their PPGs**. Of the 126 people who answered, 61.9% did not want to receive such information. This is quite a high number, that could be reduced with better communication about what a PPG is, what it does, and how it can help influence the health services.

Section Two: GP Surgery Surveys

A standardised survey form was produced for the GP surgeries to complete, with many of the questions mirroring those found on the patient surveys. Kate Ballinger, manager of Healthwatch Telford and Wrekin, personally visited all 22 surgeries and conducted the survey with each practice manager.

Please see *Appendix B* for a copy of the survey that patients were given, and *Appendix D* for supporting charts and complete, tabular results.

Practices were **asked if they have an active PPG**. Eleven said that they did, seven said they did not and two were not sure if their PPG could be described as “active”.

All of the surgeries said that yes, **they did provide a phlebotomy service**. As mentioned in Section One, however, 17.6% of patients thought that their surgery did not provide a phlebotomy service, thus highlighting a possible communication issue.

When asked if **this service is provided to under-16s**, eight of the practices said that they did, although some qualified this with a lower age limit. Nine said that they did not, and three did not know.

Surgeries were then asked **how long it took for patients to get an appointment for a blood test**. The overwhelming majority of surgeries reported that patients could get an appointment within a week for a blood test, with only two surgeries saying that it could take longer than a week. This doesn't appear to correlate with patient responses to the same question, however, where 33.3% of respondents from a variety of surgeries indicated that it took longer than a week to get an appointment.

When **asked if they have specific phlebotomy sessions**, 11 of the practices reported that they operated an in-house service every weekday, while a single practice had such a session on four days. One practice had a phlebotomy session two days every week, while a further four only had a single session per week. Three of the practices said there was no specific phlebotomy session but the tests were carried ‘as and when’. Unsurprisingly, it was the larger practices which reported having the facility daily.

Practices said that they used a variety of ways **to inform patients of the services available**, with more than half using the ‘word of mouth’ method. Seven practices said that they used leaflets, with seven also saying that they used their websites. A further six said that the GP gave the patient written information, and six practices

also said that the information was given out at the practice reception desk. A single practice reported that there was a notice in the waiting area.

All practices reported having a **member of staff trained to provide a phlebotomy service**, with 14 also referring to SaTH staff.

Seventeen of the practices said that **they referred patients to PRH**, with three saying they did not. Some practices elaborated on this question, explaining that they referred “difficult” cases or children.

A similar number said that they **did give information about phlebotomy services at PRH to patients**. Only one practice said that they didn’t. Two practices explained that while they didn’t refer patients to PRH, they still offered information about it to patients.

On the subject of **how patients would usually receive their test results**, practices were unanimous when it came to urgent cases: all practices said that they would contact the patient. In the case of routine results almost all practices reported that patients were asked to telephone the practice, with some practices reporting additional ways of notifying patients: one used text messages, another asked patients to make an appointment, and another would occasionally telephone the patients directly.

When asked **how long, on average, it takes for patients to receive their results**, six practices reported that results were available within a day or even on the same day, and six practices said it took between two and three days. A further seven practices said that the results were available within a week. This does not correlate with the patient responses, where nearly half of respondents indicated that they usually had to wait for more than a week.

All surgeries **rated the phlebotomy service they offered to patients** as either ‘good’ or ‘very good’, with 16 of them choosing the best rating. This is considerably more optimistic than the conservative ratings given by patients, of whom 32.4% felt that the service provided was ‘poor’ or ‘very poor’.

Part Six: Conclusions

Overall there appear to be a number of discrepancies between the survey responses of the patients and the surgeries.

Many patients reported waiting for a considerable length of time both for a phlebotomy appointment and to receive the subsequent results. For a medical professional, waiting for the results of a blood test may well be routine, but for a concerned patient, waiting for such lengthy periods could well be causing them additional and unnecessary worry. It has been noted previously that this could simply be due to leaving it up to patients to obtain their results by contacting the surgery at their own discretion, rather than the results being proactively delivered to them as soon as they are available.

It was encouraging to note that all practices had systems in place to notify a patient rapidly if the test result raised any clinical concern, however.

Surgeries consistently rated the quality of the services they offer more highly than patients who receive them. While all of the surgeries believed their services to be of 'good' or 'very good' quality, a significant minority of patients believed the opposite. Concerns raised by patients in the open ended section of the survey, such as worries over inadequate staff training and beliefs that staffing levels are insufficient, perhaps help to explain why some patients are less positive.

Some communication problems between practices and patients have also been highlighted. For example, nearly a fifth of patients claimed that their GP surgeries do not offer phlebotomy services, despite the fact that all of them have such services. While surgeries claim to be using a variety of methods to inform their patients about the services they offer, the message does not always seem to be getting through - perhaps the message is not being delivered consistently to all patients, or it is not being delivered in an understandable manner.

Not surprisingly there were a number of differences between the responses of the individual practices, too, though there were some similarities. Regarding the latter, all practices reported that they had some level of phlebotomy service available and that there was at least one member of staff on premises trained to undertake blood tests - it was assumed that GPs themselves were not included in this category.

Most practices said they had regular session within the practice, daily in many cases. Where there was a variation it tended to be the smaller practices which did not necessarily have a daily session, some of these reporting sessions "as and when".

The major difference appeared to be the period of time before the test results were available; two-thirds said they were available either within a day or two to three days, and a third reported that the results might not be available for up to a week. As mentioned, this can be a long time to wait for a patient who has undergone a test, particularly as a significant number of practices were able to access the result within 24 hours.

If there was any common factor, the practices reporting that it could take up to a week tended to be the smaller ones, with one exception, and those which did not have active PPGs, again with one exception. There would appear to be some room for improvement here in looking at the “good practice” of the majority.

Part Seven: Appendices

Appendix A: Patient Survey

Patient Phlebotomy Survey

Your health and social care watchdog, Healthwatch Telford and Wrekin, is conducting a survey on phlebotomy services (blood taking services). If you have experience of using this service we would be very grateful if you could complete the survey and return it back to Healthwatch using the freepost address provided on the back page. All responses will be anonymous and will be used to review how well the current service is meeting patient needs.

1. **Does your GP Practice provide blood taking services?**
(please circle as appropriate)

Yes / No

2. **Please tell us the name of your GP Practice:**
-

3. **How long on average does it take for you to get an appointment for a blood test at your GP Practice?** (please tick as appropriate)

- Same day
 Within three days
 Within one week
 Within two weeks
 More than two weeks

4. **How long on average does it take to receive the results?**
(please tick as appropriate)

- Under one week
 1 - 2 weeks
 2 - 3 weeks
 Over 4 weeks

5. **How would you usually receive your results?**
(please tick as appropriate)

- I would ring the surgery
 The surgery rings me
 I would receive them by post
 I would receive them by text
 Other (please state)
-

6. Are you given the option to have your blood test at the hospital?
(please circle as appropriate)

Yes / No

7. If you choose to have your blood test at the hospital, are you given any information about it beforehand?
(please circle as appropriate)

Yes / No / Not Applicable

8. How would you rate the current phlebotomy service provided by your GP Practice?
(please tick as appropriate)

Very Poor Poor Good Very Good N/A

9. How would you rate the current phlebotomy service provided by the Hospital?
(please tick as appropriate)

Very Poor Poor Good Very Good N/A

10. Would you like to say anything else about phlebotomy services in Telford and Wrekin?

11. Do you know whether your GP Practice has an active Patient Participation Group?

(A Patient Participation Group is a way of patients being able to take their views on the service they receive to the practice)

Yes / No

12. Would you like to receive information about your Patient Participation Group?

Yes / No

Thank you for taking the time to complete this survey. If you would like more information on the phlebotomy services in Telford & Wrekin or Healthwatch Telford and Wrekin and the volunteer roles available please complete the following details:

Name: _____

Email address: _____

Postal address: _____

Post code: _____

Please put this survey in an envelope (you don't need a stamp!) and return it to:

Freepost RTET-YBYS-THGU
Healthwatch Telford and Wrekin

Meeting Point House • Southwater Square • Telford • TF3 4HS

Healthwatch Telford and Wrekin is the independent consumer champion for health and social care, set up in April 2013, to ensure that the people of Telford & Wrekin have a say in how their services are planned, paid for and delivered. Every Council will have an independent Healthwatch and we work closely with Healthwatch Shropshire to ensure patient needs are being met across the whole county.

We do this by talking to you, the patient, about your experience in a variety of ways such as:

- Surveys and questionnaires
- Events in the community and town centre
- Attending meetings and forums
- Conduct "Enter & View" visits to any publicly funded health and adult social care service (such as the Hospital or a GP surgery)
- Hold focus groups on specific themes
- Work with a group of volunteers to promote Healthwatch and ensure that seldom heard groups within the community have a voice

We want to find out what you think is working well and what could be improved upon because we feed this back anonymously to those responsible for the service on your behalf. We need to be able to influence and challenge how health and adult social care services are being run and we can only do this by talking to you.

Appendix B: GP Surgery Survey



**Healthwatch Telford & Wrekin
Phlebotomy Survey
December 2013**

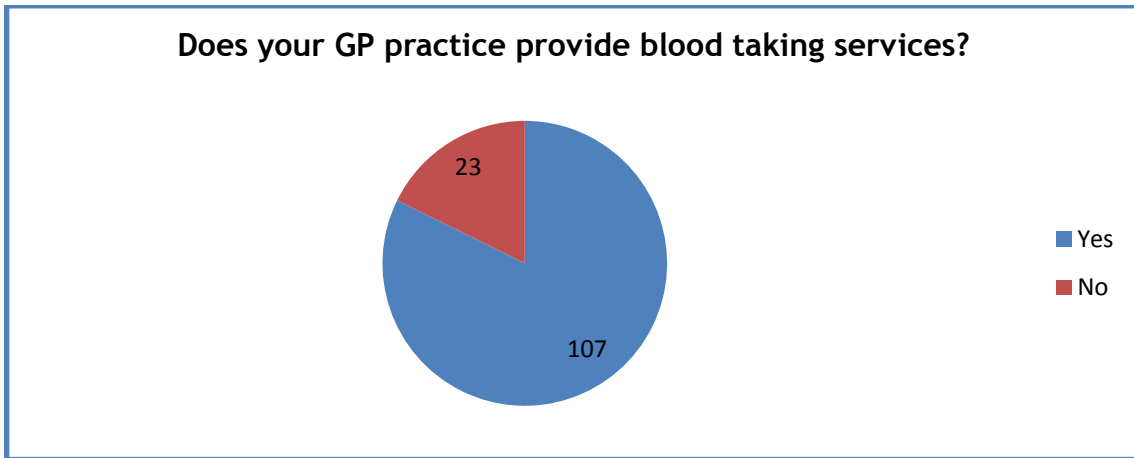
Name of Surgery:			
Address:			
Postcode:			
Practice Manager:			
Practice Manager email:			
Do you currently have an active PPG at your practice		Yes	No
1.	Do you provide a Phlebotomy service in your practice?	Yes	No
1a.	Do you provide Phlebotomy services for patients under the age of 16?	Yes	No
2.	How long on average does it take for a patient to get an appointment for a blood test at your practice?	Same week One to two weeks Two to three weeks More than three weeks	
3.	When is the next available appointment in your practice?		
4.	Do you have specific days/ times where you provide this service?		
5.	If so, how are these communicated to patients?		
6.	Do you have a member of in-house staff who is trained to provide this service?	In house	SaTH
7.	Do you refer patients to the hospital's phlebotomy service?	Yes	No
8.	Do you give patients any information about Phlebotomy services at PRH at the time of their appointment at the surgery?	Yes	No

9.	How do patients receive their test results?	
10.	How long on average does it take for patients to receive their results?	

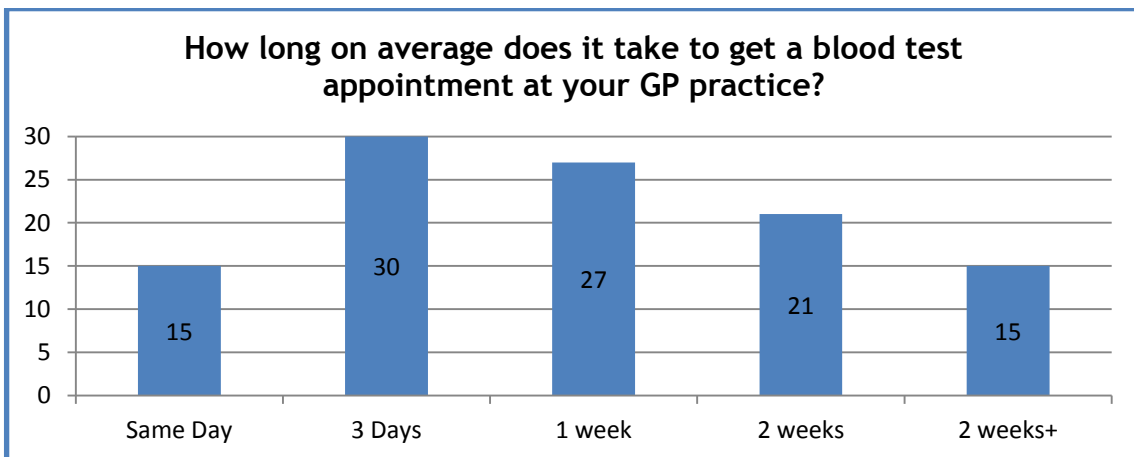
11.	How would you currently rate the Phlebotomy service available to patients at your practice?			
	Very Poor	Poor	Good	Very Good
12.	Do you have any additional comments about Phlebotomy services?			

Appendix C: Patient Survey Results

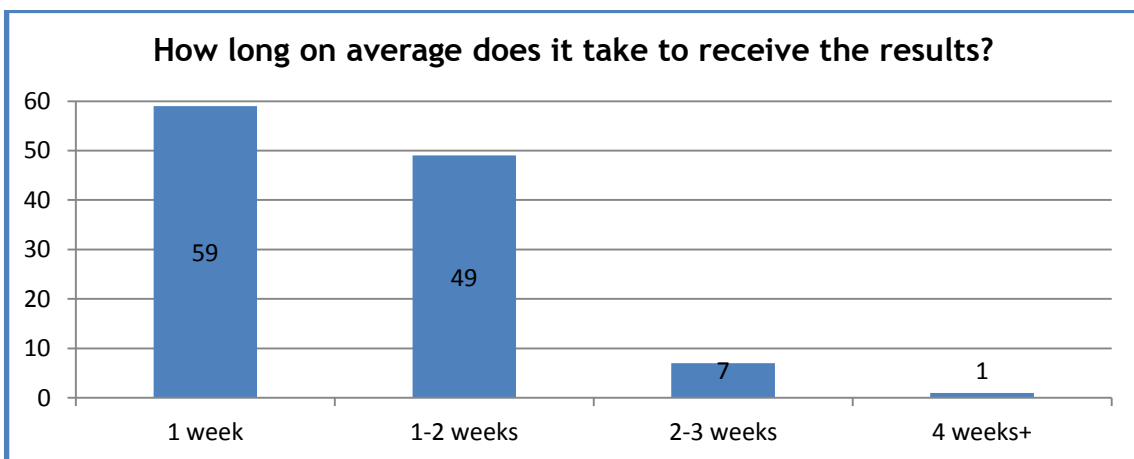
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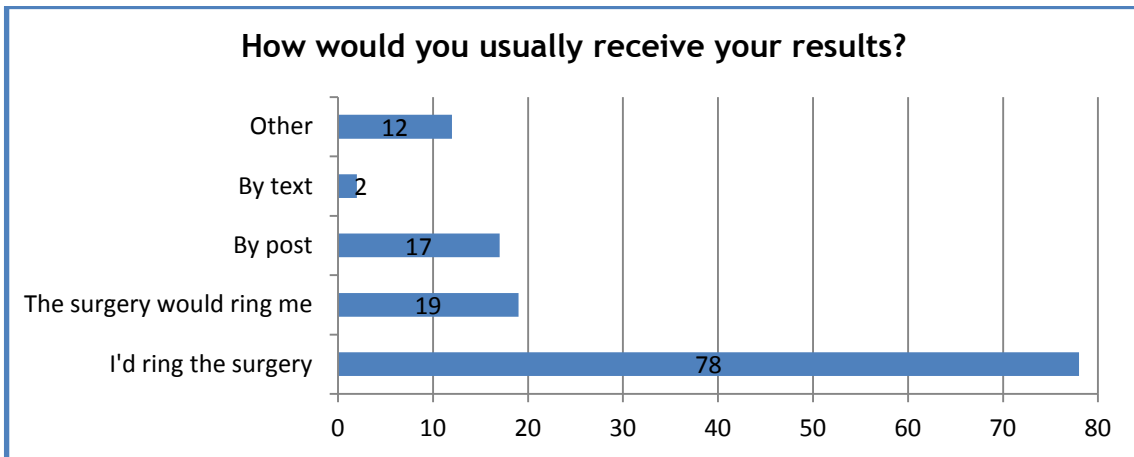
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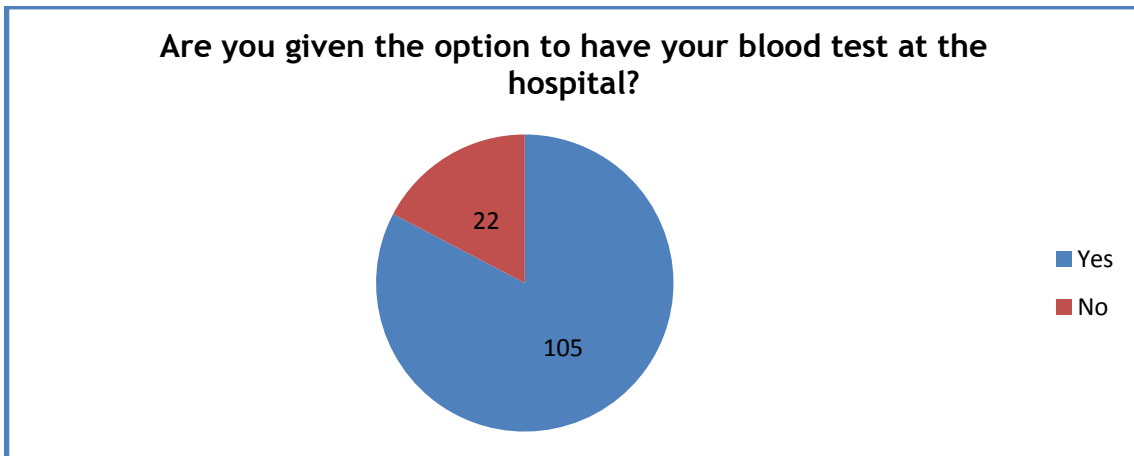
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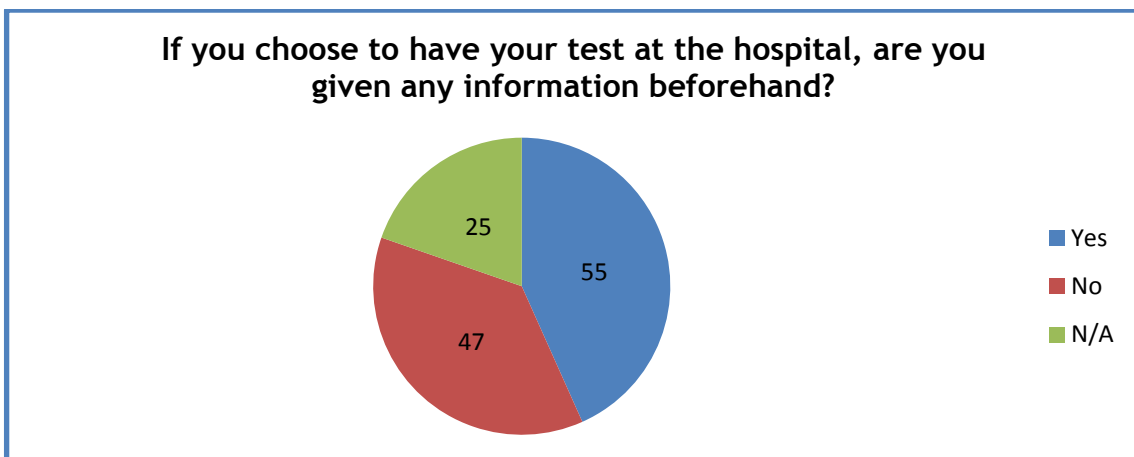
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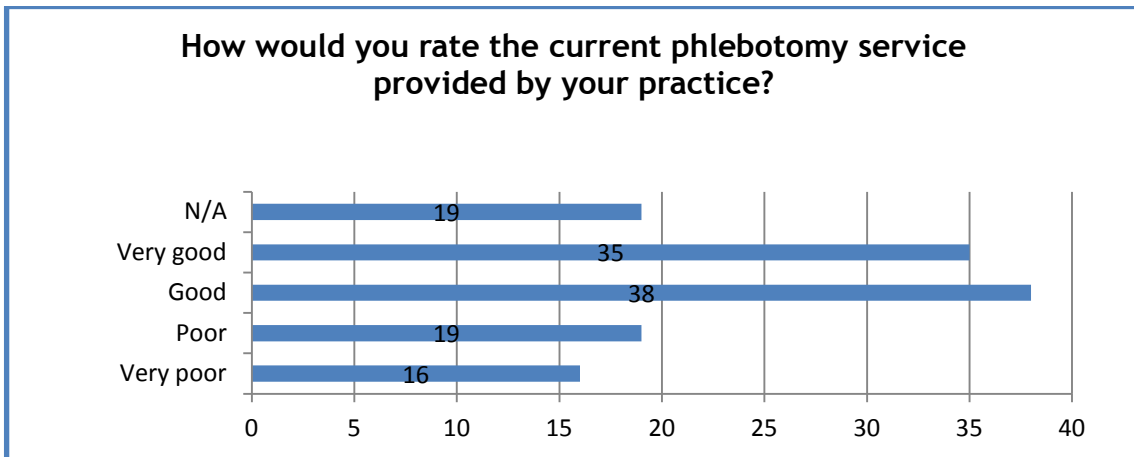
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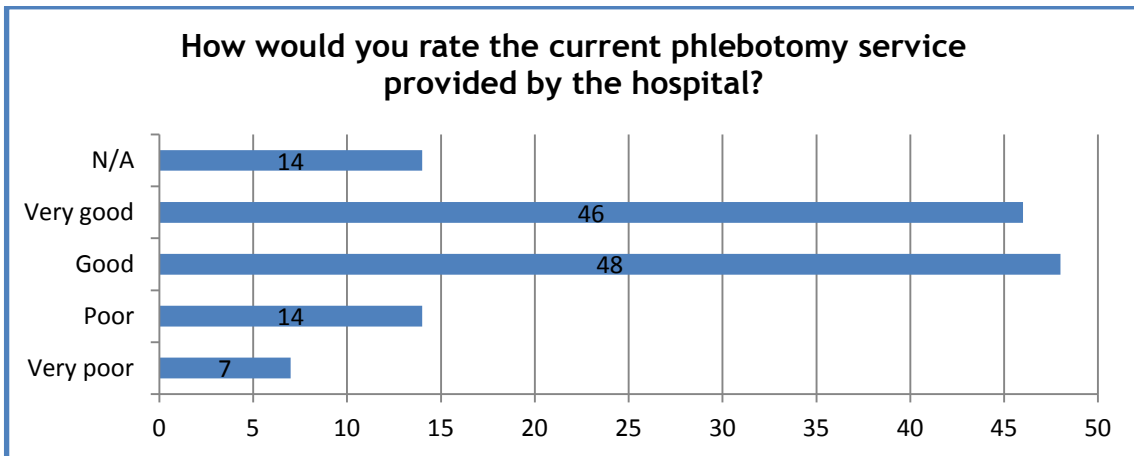
Question 7:



Question 8:



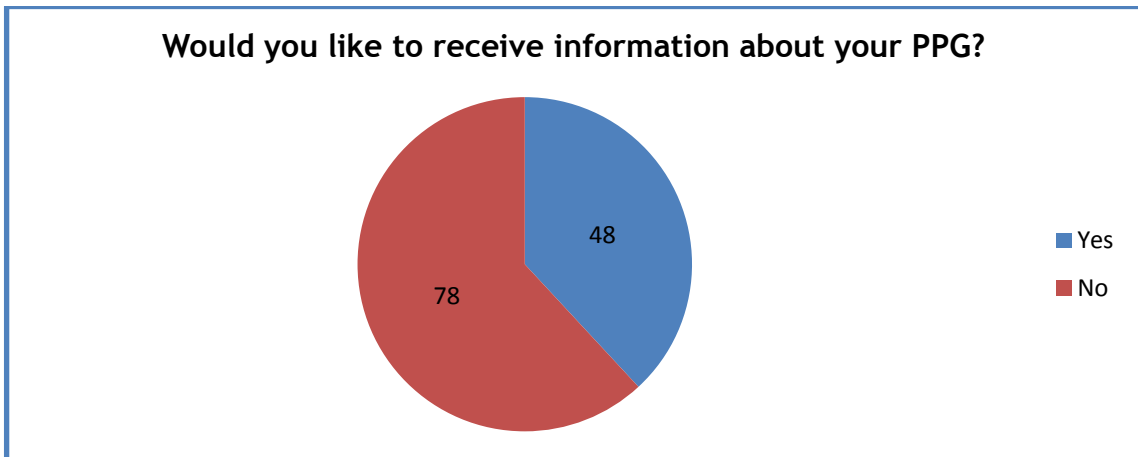
Question 9:



Question 11:



Question 12:

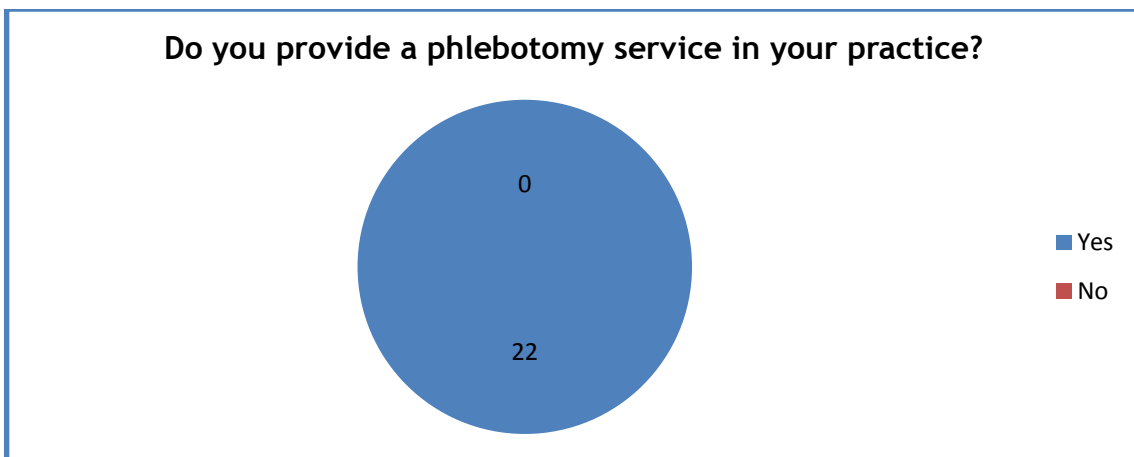


Appendix D: GP Surgery Survey Results

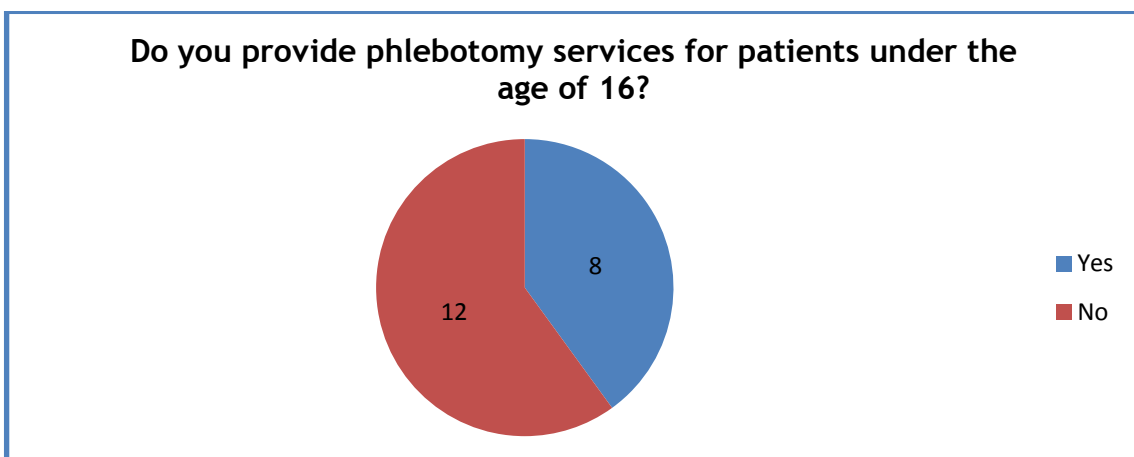
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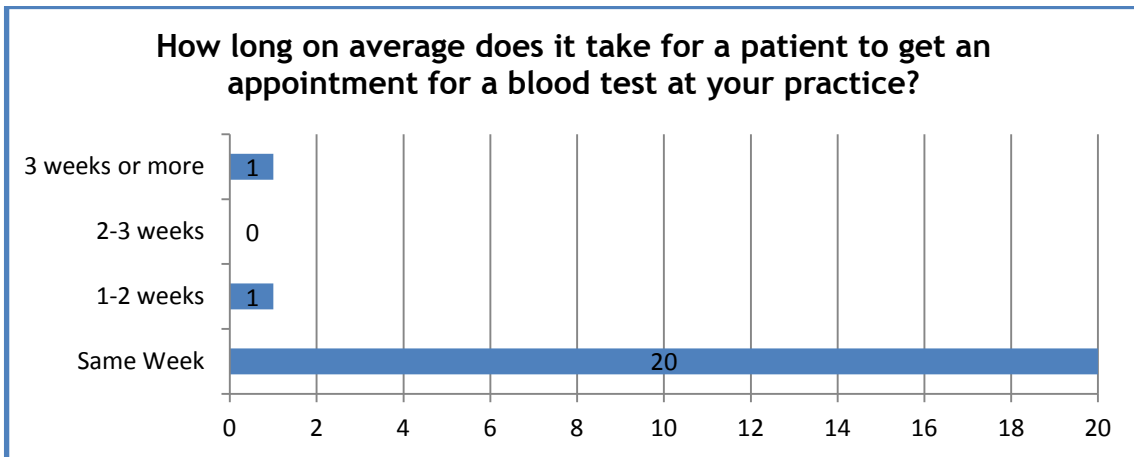
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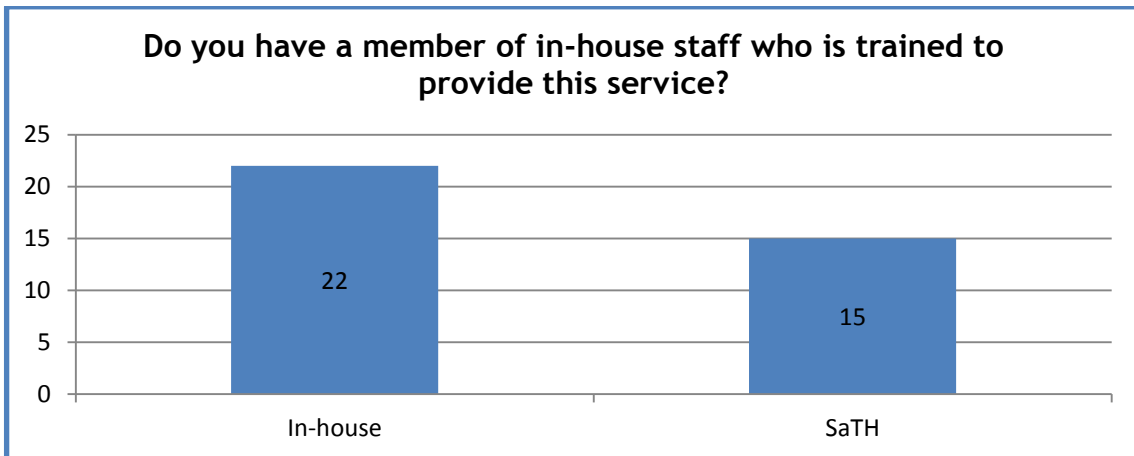
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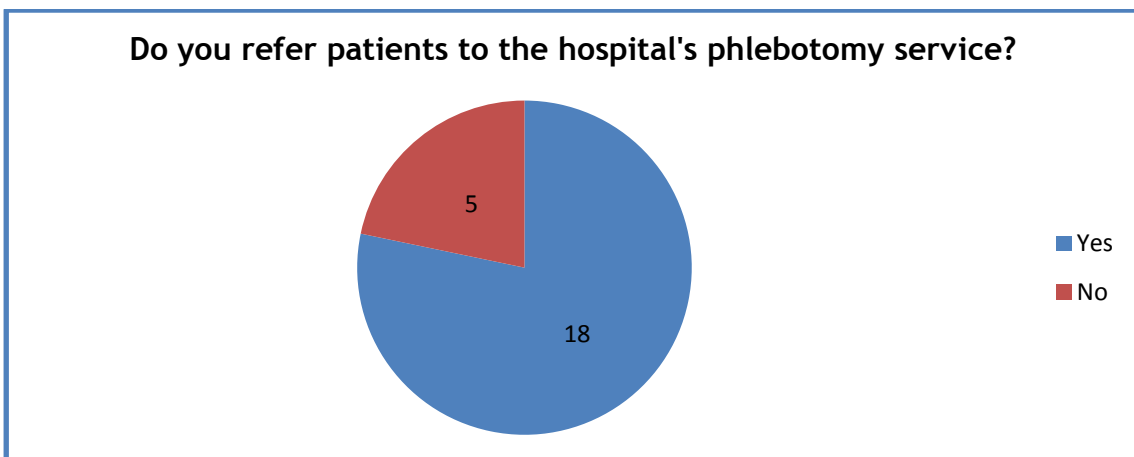
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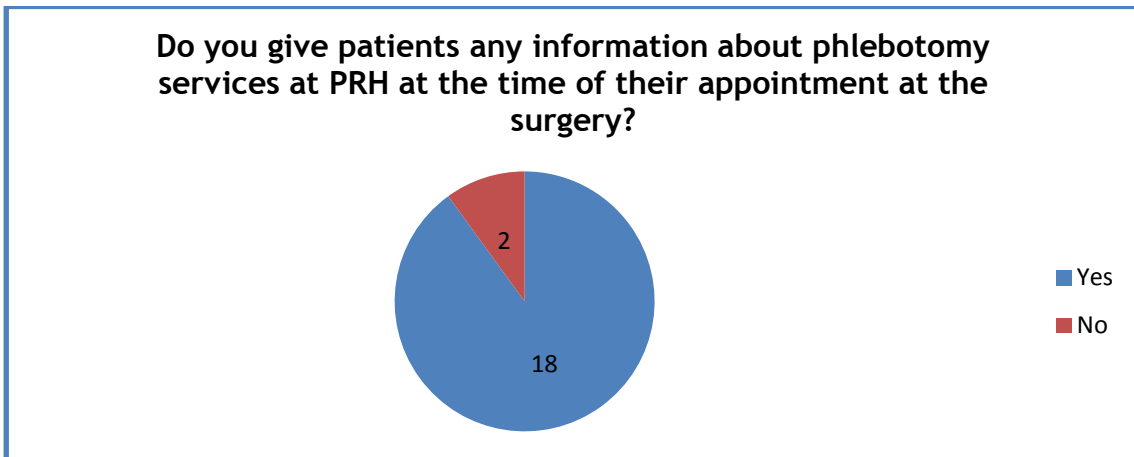
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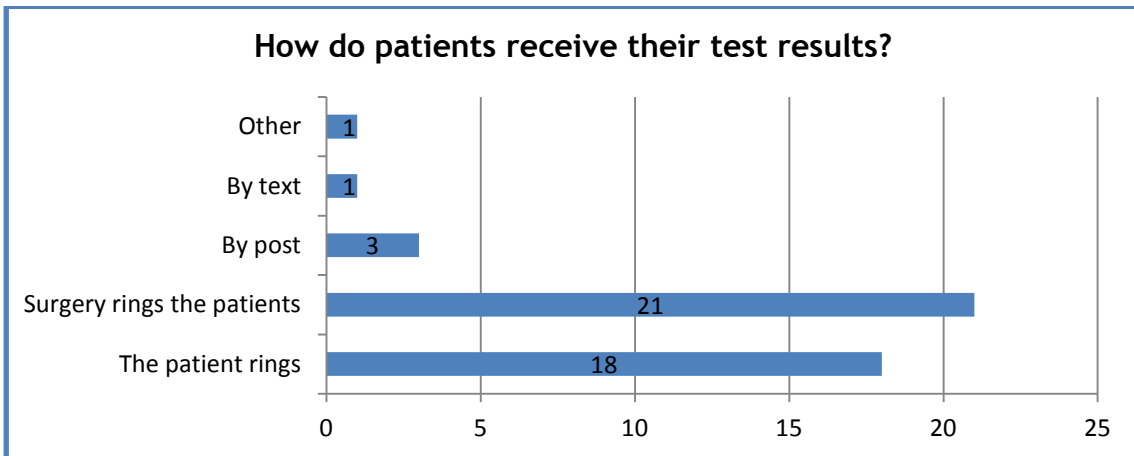
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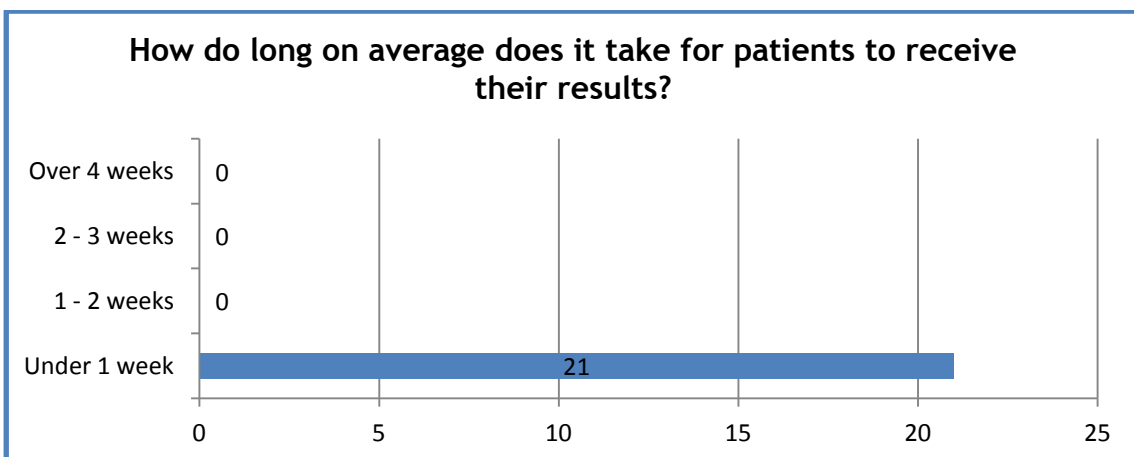
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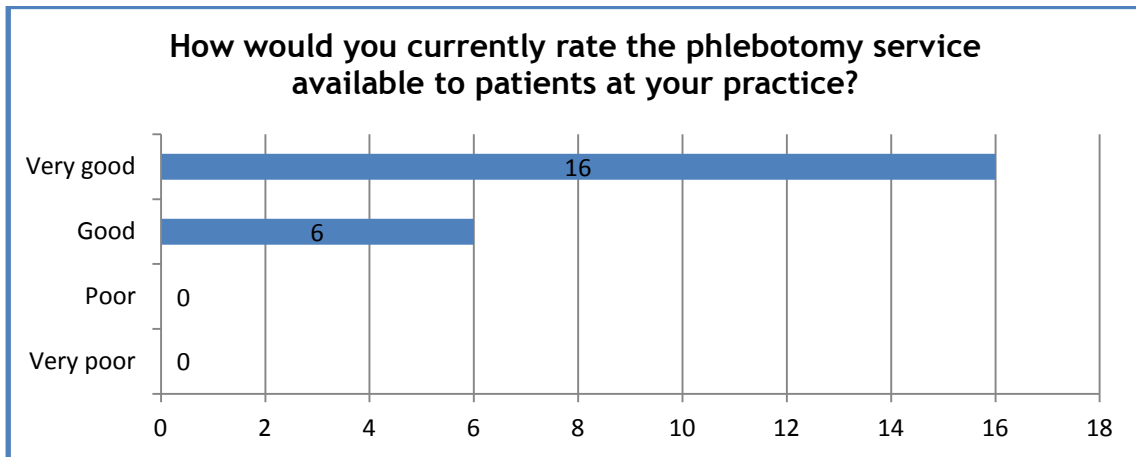
Question 9:



Question 10:



Question 11:



Appendix E: Patient Comments

Below is a table documenting the comments received on the patient survey:

Comments:	I usually choose to go direct to the hospital for blood tests
Comments:	Convenient because of a follow up appointment can turn up at hospital without app but with GP have to wait - Sometimes very busy - sometimes 30 people in front have waited 2 hours
Comments:	Phlebotomy services is average
Comments:	Depends what day you come - have waited 2 hours before. Just one of these things when there is a lot of people.
Comments:	I would like to go to my local GP.
Comments:	I have had many blood tests over the past three years due to my prostate cancer. Some have been at my GP practice but majority at PRH. I have had some waiting time but not as long as my recent visit. My opinion on my recent visit was that the phlebotomists were deliberately taking their time. I was waiting about two hours during which only thirty tests were taken. As I said on previous visits I had some waiting but nothing compared to 2nd December. When I left there were another 50 waiting. I did mention the delay to the nurse and she said that they needed another room to cope with the number of patients. My opinion was that they were on a go slow for some reason.
Comments:	Need more Phlebotomists in hospital
Comments:	Queues at hospital are very long. 30-60mins is not uncommon.
Comments:	The staff who conducted the last GP surgery appointment were poorly trained and caused pain and distress by trying to enter the vein at a 90 degree angle which nicked the vein at the back, unable to draw a specimen they then wriggled the needle about in my arm and I thought I would faint. PRH staff has obviously received proper training and are excellent at obtaining specimens required. ALL GO nominated staff should receive the same level of training from a qualified phlebotomist BEFORE being let loose on patients. My daughter is a trained phlebotomist and was appalled by the surgeries HCA. She has refused to let the surgery take any further bloods and will only bring me to PRH in future, however, the last visit had a wait time of 2 and a half hours. We left after waiting an hour as the car parking ticket was due to expire. You need more phlebotomy staff and more treatment rooms as a matter of urgency.
Comments:	Really want them at GP Practice - much closer. Hospital is ridiculously crowded plus petrol & a parking fee.
Comments:	The waiting times are far too long. People are sitting for hours at the hospital.
Comments:	Q5 - The Warfarin nurse rings me. This service is run through Shrewsbury

Comments:	Service when you get to see the nurse is very good, but waiting very poor. New to area from Surrey where we had finger prick test by appointment - much more convenient. At hospital today for repeat blood test because it wasn't done properly at surgery - very frustrating as I went to surgery thinking there would be less hanging about!!
Comments:	No problems at hospital after the long waiting
Comments:	Previous practice 'xxxxx'. GP always 'xxxxx' thumped the desk. Threw pencil - stuck in the wall Staff good
Comments:	Satisfied with service
Comments:	Saw appointment consultant on time
Comments:	Waiting time can vary between 10 minutes to 2 hours. You can get half an hour free parking but have to go into hospital to see how long the wait is then have to make a decision based on the waiting time.
Comments:	Nurses at PRH are generally more sympathetic with the needles and more accurate at taking blood
Comments:	Service good, waiting times awful
Comments:	There seems to be no workload management at the hospital - even though the waiting room is packed, three or four staff disappear to the wards. The in-patients are going nowhere; it would make sense to have a least three phlebotomists (even four) working on the walk-ins for the first two hours unless there is very low demand. As regards the GP service, it seems that GP's are reluctant to take the time to take bloods; the nurses could probably fit in the work between other appointments if patients were prepared to wait but there doesn't seem to be a system to facilitate this even though (I understand) there are always a nurse and a GP 'on standby' during surgery hours.
Comments:	I don't think you should have to pay for parking at hospital for a blood test. Sometimes it only takes a few minutes.
Comments:	Q5: I would ring surgery + make an Appt as they cannot give results over the phone or get GP to call me Q10: We need more of the services. More staff to help with the busy demand at the hospital + more HCA's at GP's.
Comments:	Very poor GP service. Up to 4 weeks waiting for test.
Comments:	To long a wait. Quicker to attend hospital. GP service very poor.
Comments:	Attends Hospital. Waiting list at hospital up to 2 hours.
Comments:	GP service very poor. That's why we come to hospital.
Comments:	Came to hospital because I would have had to wait 3 weeks at doctors. Also, appointments are always difficult to get because I work. Have sometimes waited up to 2.5 hours for blood test at hospital.

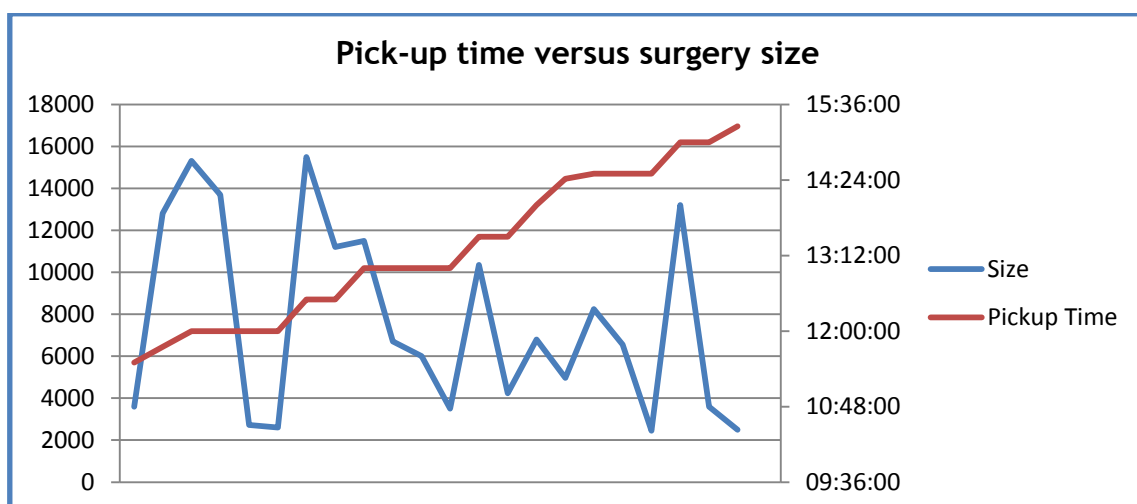
Comments:	The service provided at the hospital at the PRH is excellent, although the staff are very efficient, they seem to be VERY understaffed so I have waited up to 3hrs for a blood test, the dept was packed, I have a bad hip and as the seats were all taken, I stood for nearly 45 mins which caused me pain and discomfort, so there needs to be more staff to cut down on waiting times. Come and get your act together!!!!
Comments:	Drop in service not efficient at the hospital. I don't know where else I could get my blood taken. I think it would be better if the GP wanting the blood test performs the task with fasting blood tests conducted at the hospital.
Comments:	The Practice could improve the waiting time for an appointment. I have for an hour at the hospital
Comments:	No problems
Comments:	Sometimes busy sometimes not. Cafe not open till 9am. Difficult for diabetics re medicine
Comments:	Well serviced. If fasting - seen first 8am-9am. Appointments always on time unlike other departments when delays of 30 minutes happen. Nurses kind and efficient.
Comments:	More people are going to GP due to: - a) Expensive Hospital Charges b) Being seen much quicker Hospital very busy 9am to 1pm. Much less busy 2pm to 4:45pm.
Comments:	Very quick, pain free service. Made to feel at ease
Comments:	I get used to waiting. Sometimes hours.
Comments:	Not given option of service at GP, was sent to hospital. Car parking excessive.
Comments:	Never experienced any problems and if it's a fasting test then there is the option at PRH to go early in the morning.
Comments:	The results of the blood tests taken at GP surgery are filed on computer and can be difficult to access without a doctor's appointment. Waiting time for hospital phlebotomy service averages at least 2 hours, resulting in high parking charges. Local Health Authority should follow practice of Wolverhampton with regards to Warfrin testing. New Cross waiting times average 10 mins, and blood sample is tested immediately and results / dosage changes written on patient's card, all within 10 mins waiting time.
Comments:	Its instant, results & GP who telephones that day
Comments:	They can't help the long waits; It's quicker when 2 nurses...
Comments:	P.R.H. Blood tests. The girls earn their money as there is always a queue and they are always busy but always happy and polite.
Comments:	I have always been impressed by the service provided by PRH; they are very patient and reassuring. I am needle phobic & hate blood tests.

Comments:	It would be better if there could be 3 phlebotomists on at busy times at PRH as it can get very busy and be a wait of an hour or more.
Comments:	On a bus route. Walk to Dr - 15 mins.
Comments:	Given a laminated number so know when it's my turn.
Comments:	Hospital waiting area chaotic for both blood tests and clinics
Comments:	Transport from GP to lab.
Comments:	Whenever I have been it has been very easy. Staff very friendly. Transport a slight issue as have to get from Woodside.
Comments:	The only issue is that sometimes even when a GP requests a test the Labs refuse to do them. E.g., I needed TSH, Free T4 and Free T3 for Hypothyroidism. The Lab refused to do FT4 as TSH was in range and said FT3 can only be requested by an Endocrinologist. Ridiculous. TSH does NOT tell us all we need to know to effectively manage my condition!
Comments:	Not enough staff to do the job. Rushed off their feet trying to keep up with too many patients. Also many patients are very rude because they have to wait.
Comments:	Issue with blood tests at GP is that they are done in the morning & means getting time off work. I think this is unavoidable to keep samples fresh. Otherwise I think the system works really well.
Comments:	Doctors try to provide service but have too few staff to meet demand if one away then service stops. Doctors do not contact patient with results you have to try to get the information. Waits in Princess Royal can be long but again staff try hard to keep strive going. People turn up with lots of clothes on so delay nurses taking blood.
Comments:	With more blood tests needed, surgeries should make much more effort to do it instead of the take it or leave it attitude of staff.....
Comments:	I have never had a problem with it
Comments:	The Phlebotomy service at PRH is excellent. The GP service is abysmal and non-existent.
Comments:	Good
Comments:	Sometimes 1 nurse, sometimes 2
Comments:	Without reproach?
Comments:	Excellent service provided by the phlebotomy team. Always friendly and knowledgeable

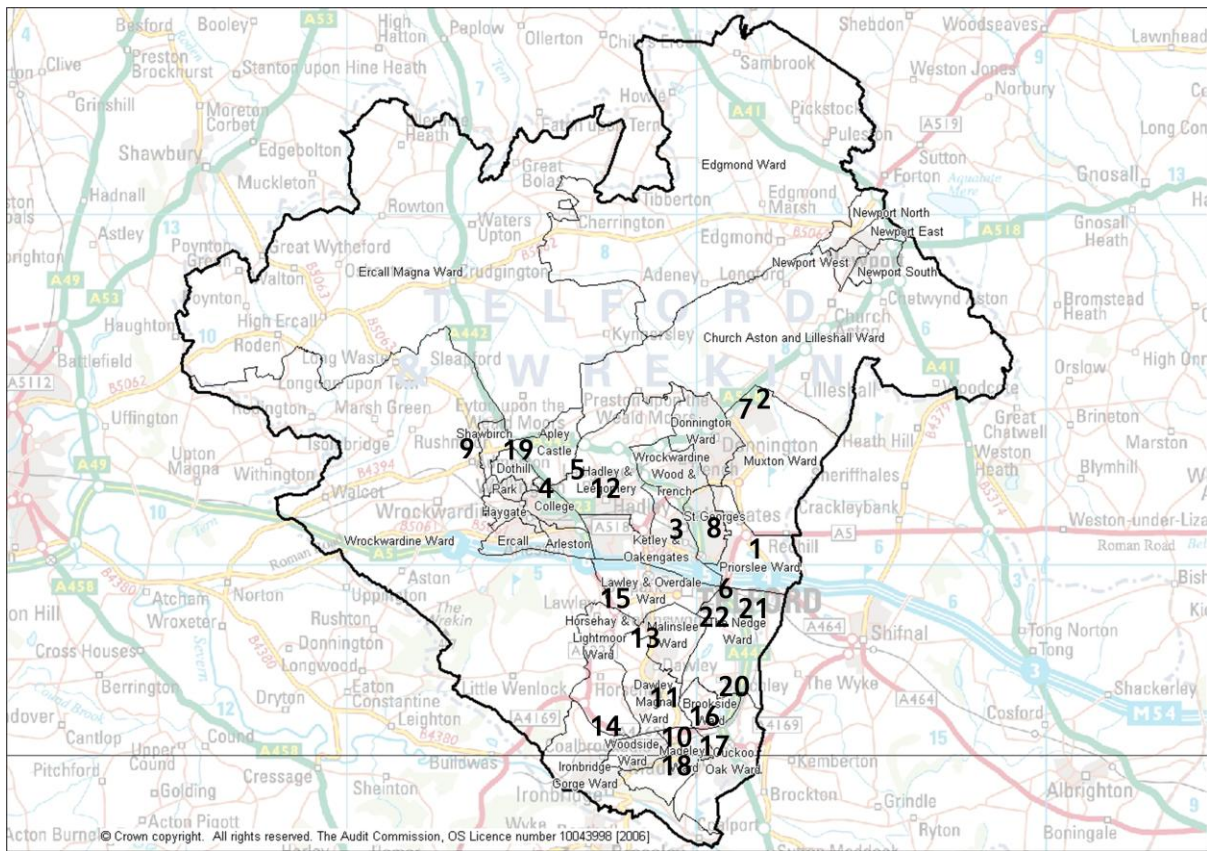
Appendix F: Blood Test Pick-Up Times and Locations

Please find below, tabulated and graphical representation of the data received with regards to the blood sample pickup times against the size of the surgeries that they are being picked up from.

Number	Pickup Time	Name	Size	Pickup Time
1	11:30:00	Priorslee	3600	11:30:00
2	11:45:00	Linden Hall	12800	11:45:00
3	12:00:00	Oakengates	15307	12:00:00
4	12:00:00	Wellington Road	13700	12:00:00
5	12:00:00	Malling Telford	2717	12:00:00
6	12:00:00	Leegomery	2600	12:00:00
7	12:30:00	Wellington	15500	12:30:00
8	12:30:00	Charlton	11200	12:30:00
9	13:00:00	Shawbirch	11500	13:00:00
10	13:00:00	Woodside	6700	13:00:00
11	13:00:00	Lightmoor	6000	13:00:00
12	13:00:00	Hadley	3500	13:00:00
13	13:30:00	Dawley	10350	13:30:00
14	13:30:00	Ironbridge	4230	13:30:00
15	14:00:00	Lawley	6800	14:00:00
16	14:25:00	Church Close	4970	14:25:00
17	14:30:00	Sutton Hill	8250	14:30:00
18	14:30:00	Malling PRH	6546	14:30:00
19	14:30:00	Madeley	2450	14:30:00
20	15:00:00	Stirchley	13209	15:00:00
21	15:00:00	Hollinswood	3600	15:00:00
22	15:15:00	Holliwell	2494	15:15:00



As you can see from the graph, there is no correlation at all between the size of the surgeries and the time that the samples are picked up.



If you look at the geographical representation of the locations of the surgeries (ascending in the time that the samples are picked up) you can see that there clearly isn't an organised or methodical route to pick these samples up.

Appendix G: Blood Test Request Form Example

[Redacted]		Hospital Number: [Redacted]	NHS Number: [Redacted]	
		Surname: [Redacted]	Forename(s): [Redacted]	
Urgency: Normal	Date/Time of Collection: _____	DOB: [Redacted]	Sex: [Redacted]	Category: NHS
[Redacted]		Practice: [Redacted]		
		GP: [Redacted]	Copy to:	
		Patient's Address: [Redacted]		
		Patient's Telephone Number: Home: [Redacted] Mobile: [Redacted]		
		Clinical Details: [Redacted]		
		Box Information:		
		Collected By (Signature):		

Blood Collection Service

Shrewsbury Phlebotomy Department Enquiries ring
01743 492265

Telford Phlebotomy Department Enquiries ring
01952 641222 Ext 4550

RSH ADULT SERVICE AT ELIZABETH HOUSE

Hospital Patients or GP patients who are fasting	08.45 to 16.45
Service for non fasting GP patients	13.00 to 16.45

RSH PAEDIATRIC SERVICE (Children 12mths to 16yrs)

Drop in Service available for non fasting tests 12.00 to 13.00 only.

Fasting tests please make appointment on 01743 492265

PRH ADULT SERVICE AT MAIN WAITING AREA

Hospital Patients or GP patients	09.00 to 16.45
Fasted Patients only	08.00 to 09.00

PRH PAEDIATRIC SERVICE

Paediatric Phlebotomy Service by appointment only.
Please Phone the Children's Assessment Unit on
01952 641222 Ext 4248 between 09.00 and 21.00 weekdays

**DO NOT AFFIX ADDRESSOGRAPH LABELS TO SPECIMENS
PLEASE USE THE LABELS PRINTED ON THIS FORM
HAEMATOLOGY & CLINICAL BIOCHEMISTRY
(USE CLEAR SPECIMEN BAGS)
The Shrewsbury and Telford Hospital NHS Trust
GP REQUESTING**

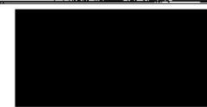
11. Grey Top Blood
(Fluoride EDTA)



21. EDTA (Purple)



31. Yellow Top Blood
(Clotted with gel)



Part Eight: Document History

Revision History

Revision number	Revision date	Summary of changes	Author
0.1	11/04/2014	First draft	Chris Hancock
0.2	23/04/2014	Second draft	Chris Hancock
0.3	09/05/2014	Enclosed pickup times and surgery size analysis	Chris Hancock
0.4	21/05/2014	Input Dag Saunder's contributions	Chris Hancock
0.5	28/05/2014	Content re-write and style re-design	Matt Lever
1.0	17/06/2014	Finalised. Included example blood test request form	Matt Lever
1.1	19/06/2014	Moved 'Recommendations' to the start of the document.	Matt Lever

Reference Documents

Please see the following documents for support and further information.

Document Name	Version	Author
Patient Survey Results	N/A	N/A
GP Survey Results	N/A	N/A
Blood Test Request Form	N/A	N/A

Distribution List

Name	Position	Company	Action
Kate Ballinger	Manager	Healthwatch T&W	Reviewer
David Bell	Board Chair	Healthwatch T&W	Reviewer
Jane Chaplin	Board chair	Healthwatch T&W	Reviewer



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