

Report to Health and Adult Social Care Scrutiny Board

28 March 2022

Subject:	Overview of Phlebotomy Service
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1 Recommendations

- 1.1 That the Board consider and comment on the overview of the phlebotomy service provided for the residents of Sandwell by Sandwell and West Birmingham NHS Trust.



2 Reasons for Recommendations

- 2.1 To note and discuss the service provided by phlebotomy to the residents of Sandwell

3 How does this deliver objectives of the Corporate Plan?

	<i>Best start in life for children and young people</i> Children and young people have care closer to home. Access to the service before and after school
	<i>People live well and age well</i> Timely access and care provided closer to home. Access to a number of locations to meet the needs of our population.



	<p><i>Strong resilient communities</i></p> <p>Access to services to enable communities to manage their health and wellbeing locally</p>
	<p><i>A connected and accessible Sandwell</i></p> <p>Services provided locally supported by an electronic patient record which enables residents to choose and change the venue for their blood test to meet their needs. Registered practitioners can raise the blood request electronically</p>

4 Introduction

Prior to the pandemic the phlebotomy service was a walk-in service, trialling an appointment system in response to feedback received from patients wanting an appointment system to minimise waiting and delays when attending for blood tests. The service operated from a few sites in the community however the sessions were limited to mornings only.

In response to the pandemic in March 2020 the service implemented an appointment system at all locations to manage the spread of infection, reducing unnecessary attendance at a hospital sites and to maintain patient and staff wellbeing. The introduction of the appointment enabled the service to plan its resources to manage the demand in all clinical location and introduced clinics each weekday, morning, and afternoon. The service has been able to ensure that all clinical location except for Tower Hill and Summerfield Health Centre have at least two clinical rooms running each day.

5 Access to Service:

- 5.1 The service is provided to all residents of Sandwell and West Birmingham
- 5.12 The service can only take bloods that have been requested by a registered practitioner. The request can be a manual or electronic blood form.
- 5.13 The service can only take bloods if the patient attends with a blood form, or an electronic blood form request has completed prior to the patient attending by the GP or health care professional on the electronic pathology system



5.14 The patient will need to either ring or e-mail to book an appointment. They will be offered the choice of location according to the type of blood sample required. All specialist blood tests - where the sample will degrade if not transported for testing within the time limit parameters for that test or where a sample needs to be stored and transported at specific temperatures are booked and performed at either Sandwell Hospital or Birmingham Treatment Centre

Booking an Appointment:

5.2 Patients can ring the phlebotomy department on 0121 507 6104 Mon – Friday 8:00 am – 4:30 pm to book an appointment

5.21 Request to book an appointment via e-mail swbh.phlebotomy@nhs.net. Response to an e-mail request is within 1 working day.

5.22 The patients will be registered to the service and an electronic patient record created in the service once the booking of the appointment is made the patient will receive an appointment confirmation text message

5.23 When the patient attends the appointment the patient record is updated to show attendance

5.24 The table below shows how long a patient waited from the point of making the call to book the appointment to being seen

Time from booking to appt	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
Same Day	1789	1796	3212	3635	3238	4772	4451	3541	3188	4766
1 - 2 Days	987	588	630	1158	1333	3207	4295	3899	2079	5563
2 – 7 days	734	1002	10124	5793	7710	7560	11122	13156	9065	9854
8 – 14 days	1470	1835	11407	13882	10055	6313	2058	3123	4897	1545
15 - 31 days	1225	1399	927	1357	1925	2980	1026	638	880	546
31+ days	1672	2113	223	158	215	273	249	229	175	149
Total Activity	24613	22922	25986	25986	24476	25105	23201	24586	20284	22423



Locations Service Delivered:

5.3 The phlebotomy service provides an outpatient, inpatient and community phlebotomy service

5.31 The locations of the outpatient service are from Sandwell Hospital and Birmingham Treatment Centre

5.32 The community phlebotomy service is delivered on the days and times from the following locations:

Location	Opening Days	Opening Times	Paediatric Clinic	Adult Clinic	No of clinical rooms per day
Lyng Centre for Health and Social Care	Mon - Fri	7:00am – 5:00pm	Yes	Yes	3
Oldbury Health Centre	Mon - Fri	8:00 am – 5:00pm	Yes	Yes	2
Neptune Health Park	Mon - Fri	8:00 am – 5:00pm	Yes	Yes	2
Victoria Health Centre	Mon - Fri	8:00 am – 5:00pm	Yes	Yes	2
Summerfield Health Centre	Mon - Fri	8:00 am – 5:00pm	Yes	Yes	1
Tower Hill Medical Centre	Mon - Fri	8:00 am - 5:00pm	Yes	Yes	1
Soho Health Centre	Mon - Fri	7:30 am – 4:30pm	Yes	Yes	2
Rowley Regis Hospital	Mon - Fri	8:00 am - 4:30pm	Yes	Yes	2



Workforce:

- 5.4 The staff are trained in house and complete the Venepuncture and Cannulation course. They are then assessed against the National Patient Safety Agency assessment criteria core blood competencies for obtaining a venous blood sample which is part of a three yearly re assessment process
- 5.41 The service is committed to providing an apprentice route for individuals looking for a career in phlebotomy and activity recruits and supports apprentices to fill vacancies which supports the Trust ambition of providing employment for local people and investing in our staff to “grow our workforce”
- 5.42 The service actively supports staff to undertake level 3 apprenticeship to support their development
- 5.43 All staff undergo an annual appraisal and mandatory training
- 5.44 Supervision is in place for all staff
- 5.45 All staff participate in the Trust Quality Improvement Half Day

6 Appendices

None

7 Background Papers

None

