



**Date of the meeting:** Wednesday 5 December 2018

**Time of the meeting:** 6-7pm

**Venue:** Beckenham Beacon

**Author:** David Moore, Communications and Engagement Manager, Bromley CCG

**Contributors:** Russell Warrior (Commissioning Manager, Planned Care - CCG), Bromley CCG Patient Advisory Group members

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## 1. Purpose of the event

The CCG is considering procuring a consolidated community based phlebotomy (blood taking) service for Bromley. The workshop was set up to gather views from patient advisory group members about what is important for patients when using a phlebotomy service.

## 2. Attendance

The community phlebotomy service workshop was attended by two representatives of Bromley Clinical Commissioning Group (BCCG) and 18 Patient Advisory Group (PAG) members who had all used phlebotomy services in the past. Equality data is available for those PAG members who attended on request.

### 3. Format

PAG members were welcomed to the workshop and thanked for giving up their valuable time to share views on the phlebotomy service.

Russell Warrior went through a presentation which explained the proposed procurement of phlebotomy services before asking for any questions and views.

#### 3.1 Agenda

1.	Welcome and purpose of the meeting	David Moore, Communications and Engagement Manager, Bromley CCG
2.	Summary of the case for change	Russell Warrior
3.	Commissioning Intentions and the scope of the service	
4.	Aspiration and outcomes	
5.	Governance	
6.	Next steps	David Moore, Communications and Engagement Manager, Bromley CCG

#### 3.2 Context and Background

Russell Warrior explained the background and context to the why the CCG is seeking to make changes to the current phlebotomy service. There had been extensive engagement on these services over the last few years, some of which was conducted as recently as August 2018 to inform the [reprovision of the walk in phlebotomy service](#) at the Princess Royal University Hospital.

This procurement is related to GP referred blood tests only.

#### 3.3 Governance

The procurement process will be undertaken in line with the CCG's established process. The development of the service specification will be overseen by the CCG procurement lead, procurement panel (including patient representatives) and the CCG's Clinical Executive Group and Primary Care Commissioning Committee.

## 4. Discussion themes

The following areas were discussed and suggestions were made for further consideration:

- Does this approach sound sensible?
- What is most important to you when having a blood test
- What do we need to consider when procuring this service?

The following themes arose as part of the discussion:

- People don't mind travelling a bit further if they are seen promptly
- Training and safeguards around phlebotomists is important, particularly around people with small veins.
- All proposed sites must be accessible to all, including ensuring that blood testing sites are located across the borough.
- Communication to the GPs and the patients about the new service is important.

### 4.1 Outcomes

The following outcomes were developed:

- **The service must provide a positive patient experience.** All clinics should be accessible to everyone and deliver care that is dignified and respectful.
- **The service must reduce waiting times to a minimum.** Patients should not wait more than ten minutes on the day of their appointment or visit to a walk-in clinic.
- **The service must be convenient.** Phlebotomy clinics will be well situated in the borough and open at suitable times for fasting bloods and working people.

## 5. Next steps

The feedback from the workshop will be incorporated into the planning for the phlebotomy procurement. In line with the CCG's usual process, patient representatives will be sought to be part of the procurement process.

## Appendix one – Presentation

*Please double click the image below to access the presentation*



**Direct Access Phlebotomy**

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