

PHLEBOTOMY SERVICES AT THE PRINCESS ROYAL UNIVERSITY HOSPITAL

FEEDBACK REPORT

Engagement process

Monday 13 August to Friday 24 August 2018



Period of engagement: Two weeks (Monday 13 August to Friday 24 August 2018)

Venue: Phlebotomy Clinic, Princess Royal University Hospital

Authors: Dave Moore and Kelly Scanlon, Engagement Team, NHS Bromley CCG

Date: 16 October 2018

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1. Purpose of the report

This report sets out the outcomes of an engagement exercise undertaken to assess the impact of making changes to the walk in phlebotomy service at the Princess Royal University Hospital (PRUH). Views from patients using that service were collected during a two week period (13 to 24 August). The outcomes of this engagement has been used to inform both the alternative provision of phlebotomy services to replace the PRUH walk in service and our longer terms plans to re-procure phlebotomy services in Bromley.

2. Background and context

Phlebotomy (blood taking) services are available at a range of locations across Bromley. Patients have the choice of either a walk in service or a booked appointment. Walk in services are provided at the PRUH, Orpington Hospital and the Beckenham Beacon. Booked appointments are available at a number of GP surgeries for that registered population and at three primary care ‘hubs’ for the wider population.

At the end of September, the PRUH walk in phlebotomy clinic needed to relocate as the space it used was needed to support improved discharge arrangements and other hospital services.

It was critical that the service provision was not reduced and an alternative would need to be found within at least a mile of the PRUH.

There is other provision available across Bromley including in GP surgeries, three GP hubs that offer bookable appointments and walk in clinics at Orpington Hospital and Beckenham Beacon. Outpatients and children under 13 will continue to be seen at the PRUH and housebound patients will continue to have their blood taken where they live.

Our aims are to:

- Free up vital hospital space for more specialist services.
- Reduce waiting times for blood tests.
- Provide more options and choice about where you can go for a blood test in Bromley.
- Reduce the risk of infections by reducing the number of people going into the hospital.

3. Our approach

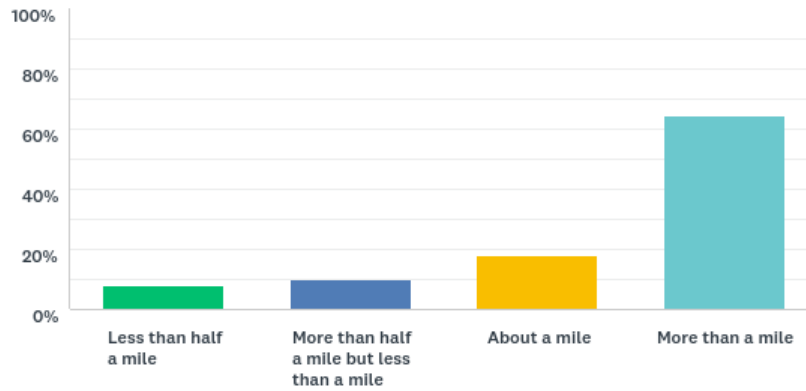
In order to assess the impact of closing the PRUH walk in phlebotomy service and providing this elsewhere, the CCG developed a survey to seek the views of patients who use it. The aim of the survey was to better understand who was using the service, why they had chosen to come to the PRUH, how far they had to travel, wait to be seen, who had referred them and any concerns they had about the phlebotomy service. We tested the survey with one of our Patient Advisory Group members prior to launch, who also offered his help to work with the volunteers at the PRUH to encourage patients to complete the survey. The outpatient team at the PRUH helped to facilitate the arrangements for the survey distribution.

The survey was left in the phlebotomy clinic with a post box for completed forms. On a number of occasions, CCG staff attended the clinic to encourage people to complete the survey. This was also supported by the PRUH volunteers. During the two week period, 231 patients completed the survey. The results are set out in section 4.

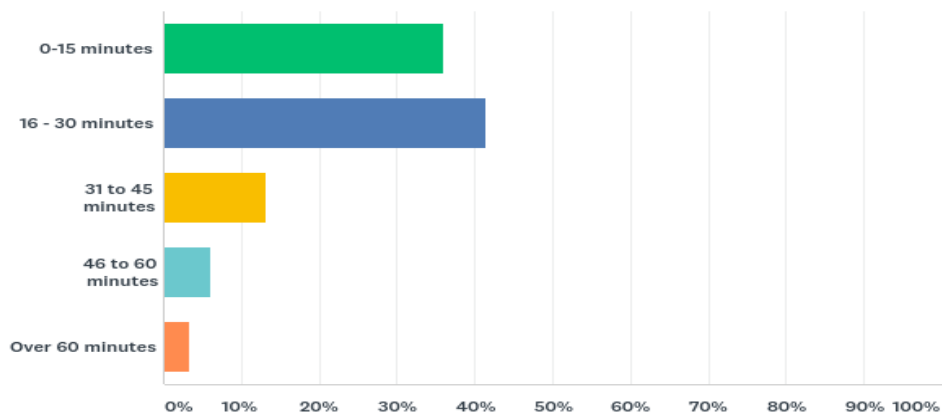
4. Results

4.1 Results of the survey

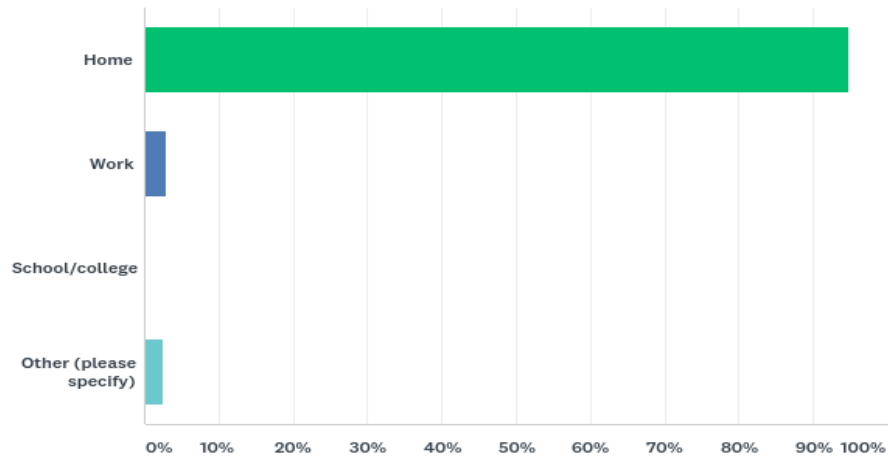
Q1 How far have you travelled to have your blood taken at the PRUH?



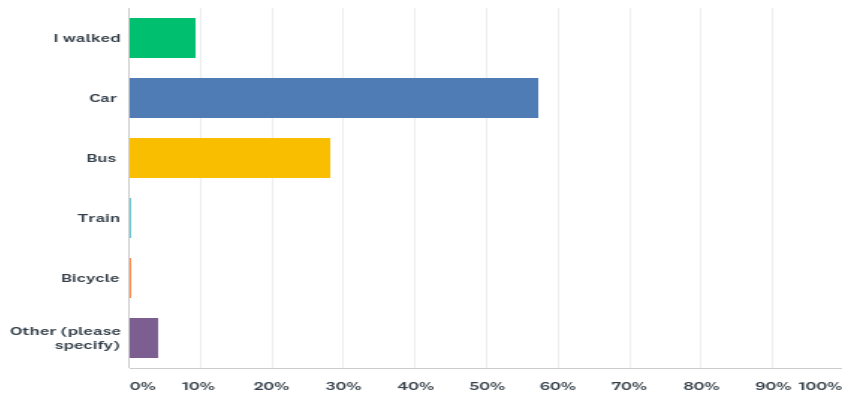
Q2 How long did it take you to get to the PRUH?



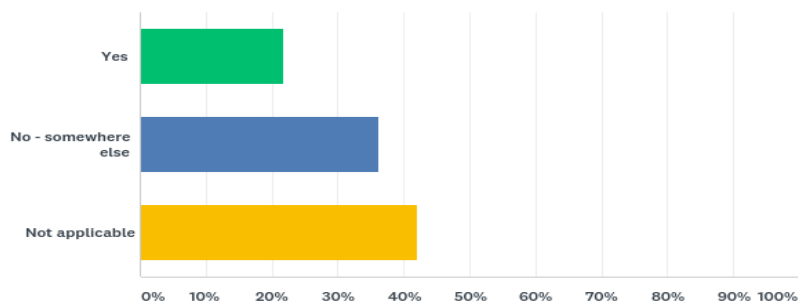
Q3 Where have you travelled from?



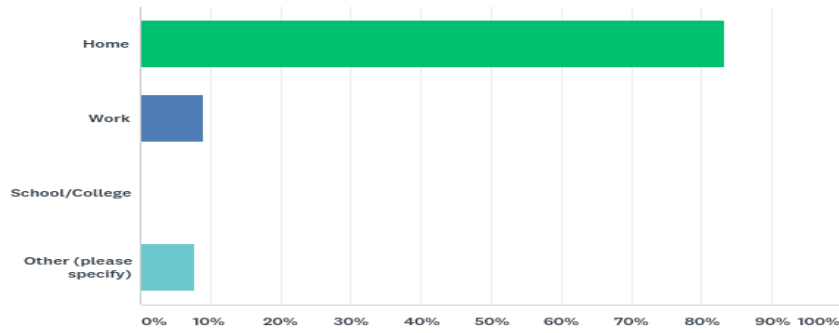
Q4 How did you travel to the PRUH?



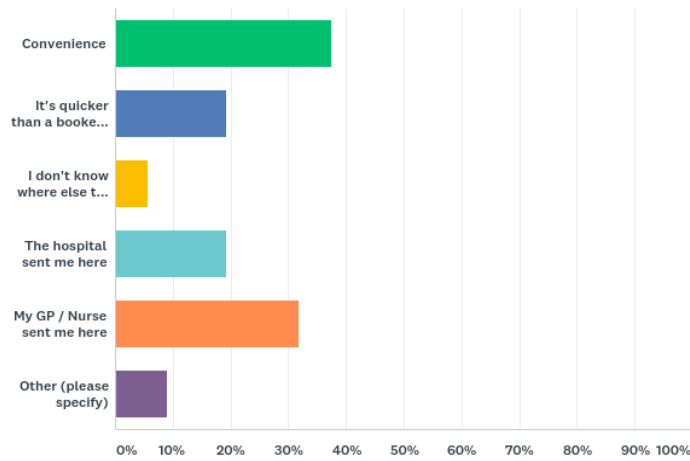
Q5 If you drove, did you park in the hospital car park?



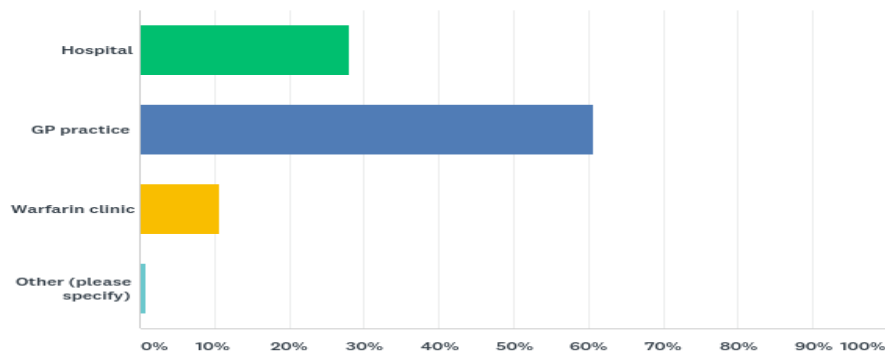
Q6 Where will you travel to after your blood test?



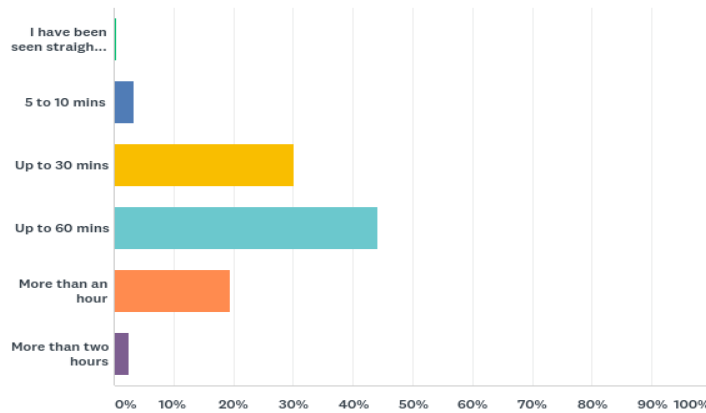
Q7 Why have you used the PRUH hospital blood taking clinic? Please tick all that apply



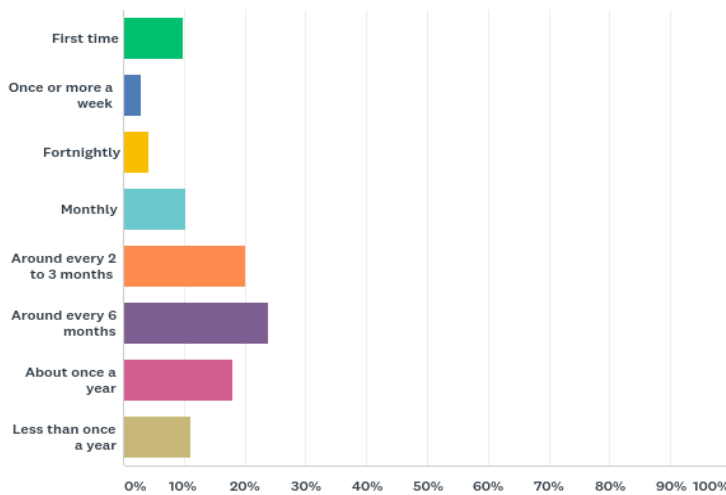
Q8 Who requested your blood test?



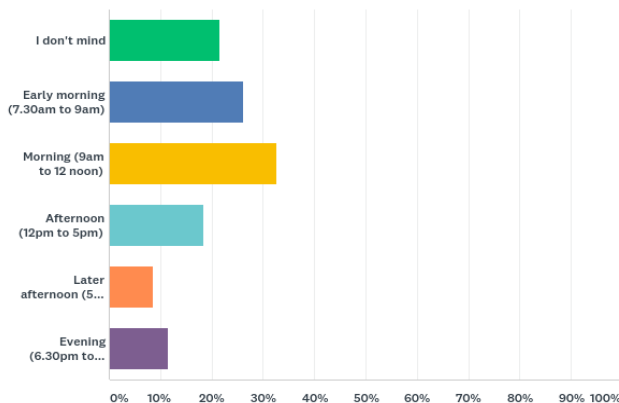
Q9 How long have you waited before you were seen? If you use the PRUH phlebotomy service on a regular basis, please provide an average of your waiting times.



Q10 How often do you use the blood taking clinic at the PRUH? (on average)

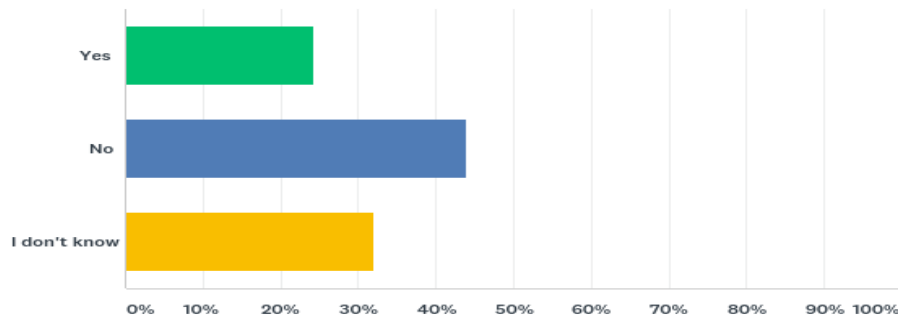


Q11 What time would you prefer to have a blood test? Please tick all that apply

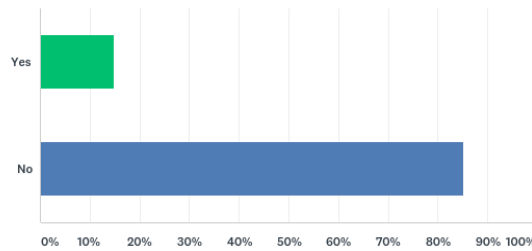


Q12 related to which GP practice respondents were from. There was a higher proportion registered with practices close to the PRUH.

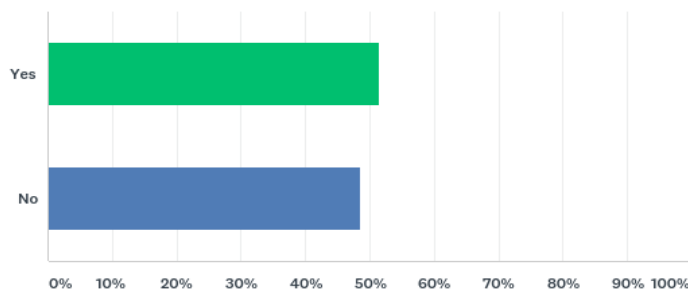
Q13 Does your GP practice offer a phlebotomy service?



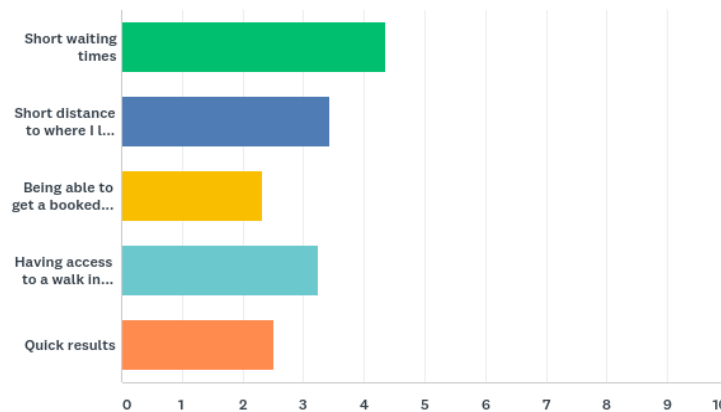
Q14 Did you know you could get a booked blood test appointment at Ballater GP Practice in Orpington, Dysart Surgery in central Bromley or Park Practice in Anerley?



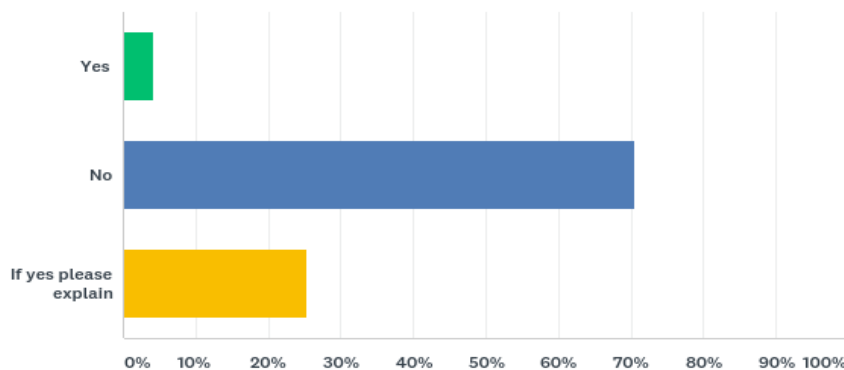
Q15 Have you ever been anywhere else in Bromley for a blood test?



Q17 What are the most important factors to you when having blood taken? Please rate in order with 1 being the most important and 5 the least important



Q18 Do you have any concerns about the Bromley blood taking service?

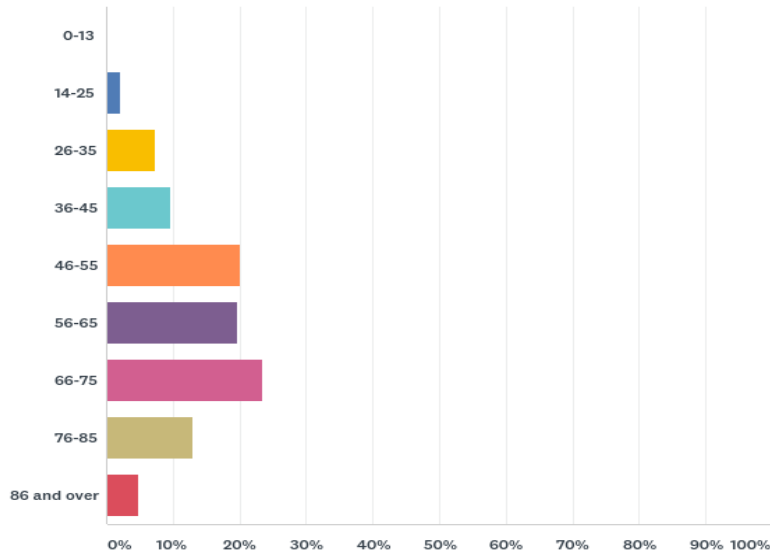


The concerns raised included the following key themes.

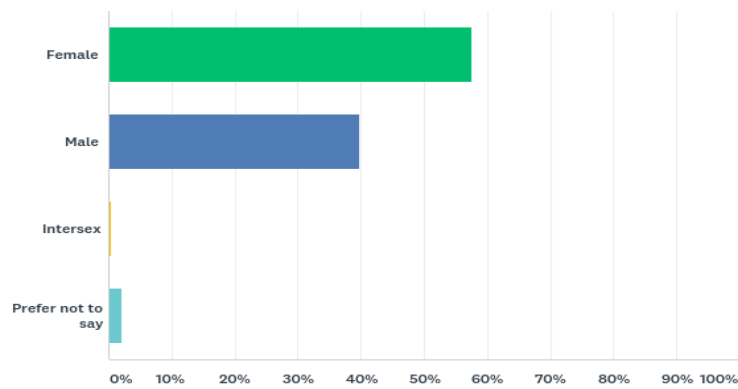
- Waiting times
- Concern over delays in getting results
- Pressure on other services with the closure of the PRUH clinic.
- Transport and parking

4.2 Equality monitoring questions

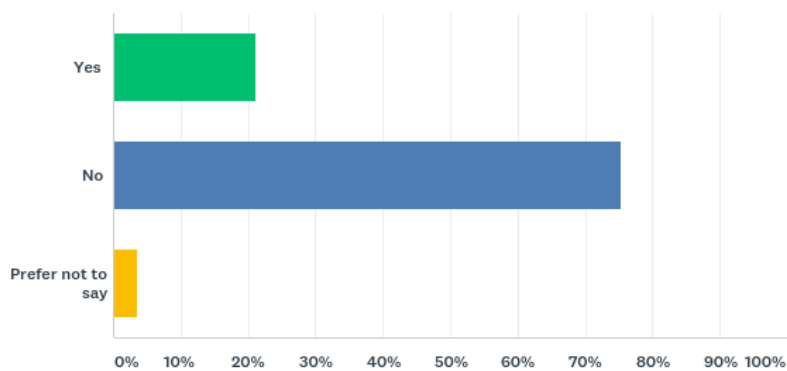
Q19 How old are you?



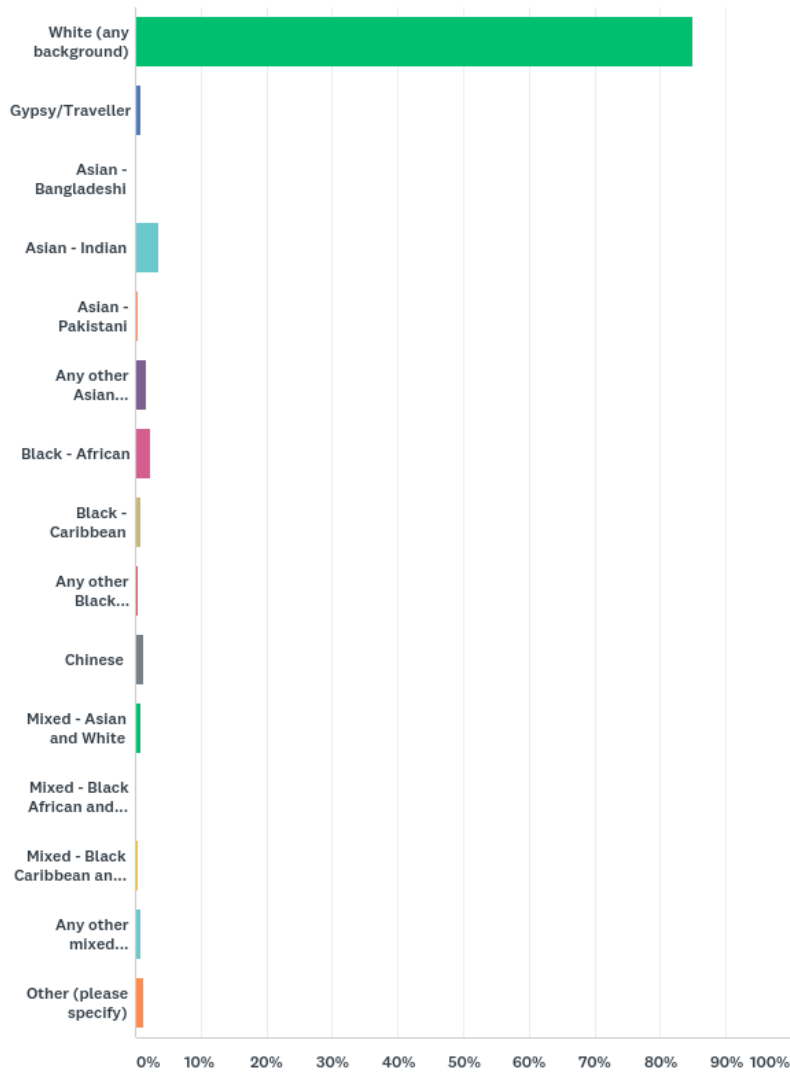
Q20 What is your sex?



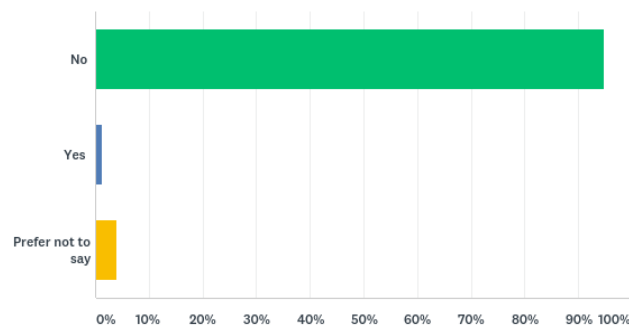
Q21 Do you have a physical or mental health disability



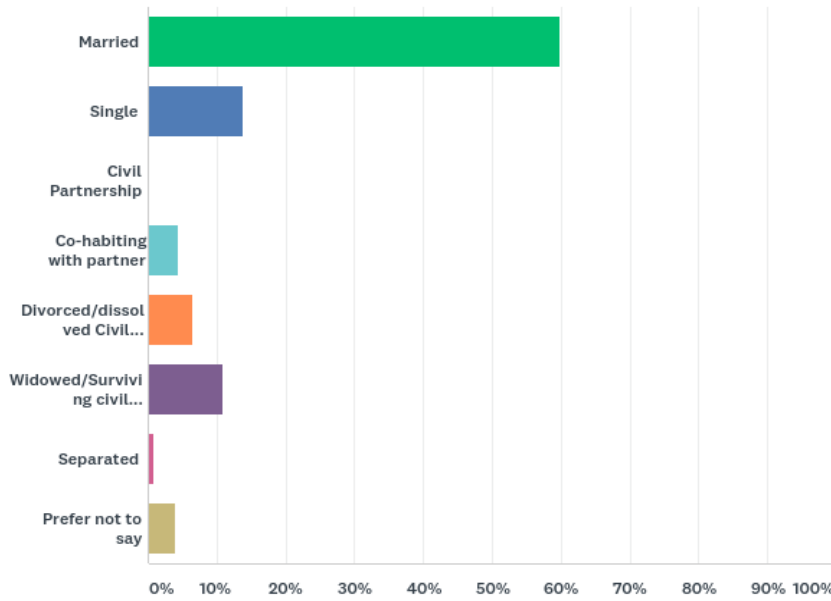
Q22 What is your ethnic group?



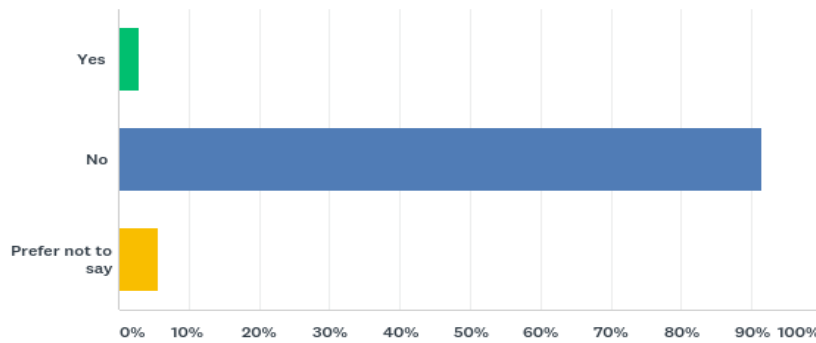
Q23 Have you changed your gender or going through a process to change it? This could include changing your name, your appearance and the way you dress, taking hormones or having gender surgery.



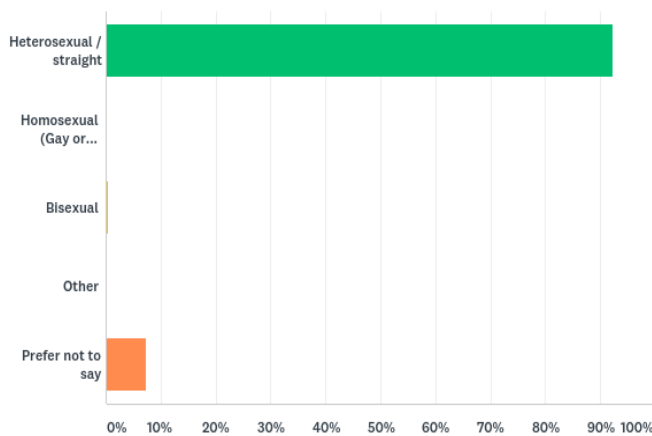
Q24 Marital status



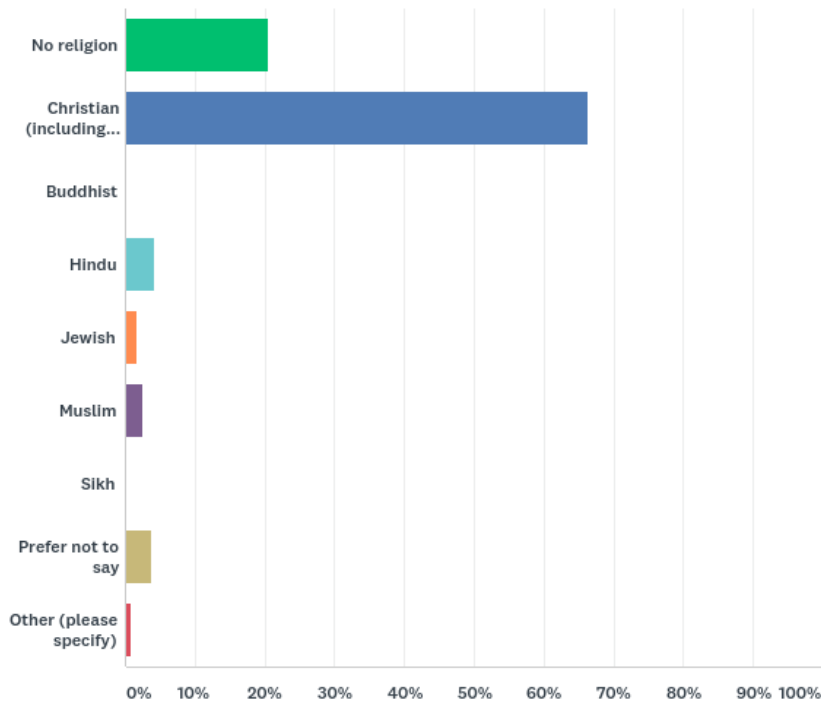
Q25 Are you pregnant or had a baby in the last 26 weeks



Q26 Which of the following best describes your sexual orientation?



Q27 What is your religion or belief?



5. Outcomes

Following the completion of the survey, the results were reviewed by the CCG's Commissioning Lead for phlebotomy and used to inform a replacement community based phlebotomy service. We learnt that it was important to have a service near the PRUH but also to have more phlebotomy services for people in other areas of the borough. Therefore the CCG arranged a new five day a week clinic at Summercroft Surgery in Farnborough and extended clinics at Dysart Surgery to five days a week as well.

The survey outcomes will also be used to inform the procurement of a consolidated community based phlebotomy service for Bromley in 2018/19.

An alternative provision to the PRUH walk in clinic was put in place from 1 October 2018 at Summercroft Surgery. This bookable appointment service is delivered by the Bromley GP Alliance in addition to their services at the three GP hubs that provide blood taking services for all Bromley residents. These hubs are at Dysart, Park Practice and Ballater Surgery.

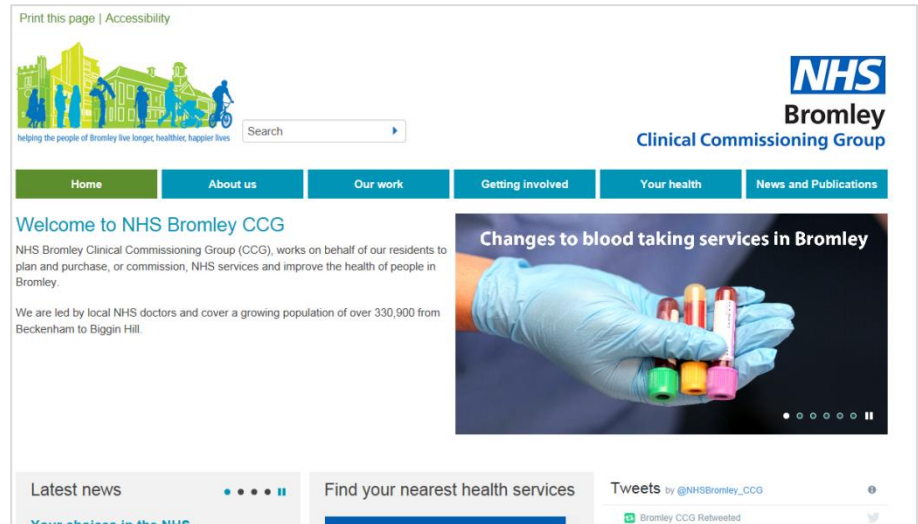
Walk in blood taking services remain available at both Orpington and Beckenham Beacon.

Improvements to patients include:

- Patients can make contact the service direct to book, cancel and rearrange appointments at a time to suit them.

- Appointments can be made directly by the GP during the patient consultation.
- Thousands more booked appointments are available.
- Waiting times through the booked appointments will be reduced.
- Walk in blood taking services are still available at Orpington Hospital and Beckenham Beacon.
- Transport arrangements for blood samples are being further improved. This will enable blood to get to the pathology labs quickly.

Changes to these arrangements were promoted in a variety of ways. This included information to GPs so patients could be advised at the point of referral for a blood test, adverts in the local papers, the CCG website and a patient leaflet which set out the new arrangements and provided details of all available community phlebotomy services.



6. You said, we did

This survey was undertaken to assess the impact of closing the PRUH walk in phlebotomy services. Concerns about the service were also captured and considered. Below are examples of how we have responded to issues raised.

You said: Over 85% of respondents were not aware of the booked appointment system at the three GP hubs.

We did: A new patient leaflet provides information on all the phlebotomy provision available in Bromley and includes opening times and contact numbers. This leaflet has been distributed to practices so that GPs can use it when referring their patients for a blood test and also put on the CCG website.

You said: Orpington and Beckenham Beacon walk in phlebotomy clinics are always very busy. Waiting times are far too long.

We did: The nature of a walk in clinic is that you never know how many people will attend and how long you might have to wait. We agree that there are long waiting times so we have massively increased the provision of booked appointments to enable people to be seen quicker during a scheduled appointment. We have added an extra day of phlebotomy clinics at Ballater Surgery to provide an alternative option to Orpington Hospital and there are clinics at Park Practice which could be an alternative to using Beckenham Beacon.

You said: My blood needs processing quickly and I'm concerned that having it taken in the community clinics will increase transport time and make the test invalid.

We did: We have put in place improved arrangements including additional transport for collecting blood samples taken in community clinics. All samples are collected at least every four hours and delivered to the pathology lab for diagnostic testing.

You said: It will take me longer to travel to Orpington for a blood test once the PRUH closes.

We did: The alternative provision put in place at the Summercroft Surgery is next door to the PRUH so there will be no further travelling required to use that provision.

You said: I need to get my blood taken after work.

We did: Evening appointments have been made available through the bookable appointments.

You said: We are concerned that the increased traffic to Summercroft Surgery will create problems with parking at the site.

We considered: The Summercroft Surgery has always had limited parking spaces available and congestion during busy periods. The practice (via its website) has always advised patients that this is the case and encouraged them to use alternative methods of travelling to the practice.

When we did an impact analysis of people using the PRUH phlebotomy service, we found that around a third of those who drove used the PRUH car park. Car parking has been a long running problem with the previous service and remains a challenge anywhere in the Farnborough area. However it was important to the CCG that a service was provided in close proximity to the PRUH. Summercroft patients were the largest users of the PRUH walk in service and would have been significantly impacted if there was no alternative close by.

The CCG considered options where there was a venue with car parking but no public transport links, and we considered a high street option which had no car parking availability. Summercroft Surgery offered an established medical venue with parking space reserved for people with disabilities, and is situated less than a 5 minute walk from local buses. The CCG is in close contact with the surgery and the impact of this service is being closely monitored.