

Basildon and Brentwood Clinical Commissioning Group

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Dear Practice Managers

Phlebotomy Service

Access and provision of phlebotomy services in the Basildon and Brentwood CCG locality differ depending upon where patients live and the result is inequitable service provision to patients. In order to address this inequity we have decided to review the service from the perspective of both service users and service providers and then consult on changes that might be needed as a result of this review.

To start this process we have attached a "Blood Test Service Questionnaire" that we would like you to take to your next Patient Participation Group meeting and ask them to:

- complete the questionnaire; and
- let us know if there are any other questions they feel should be asked – by completing the "other" question in each section and/or providing feedback via yourselves if there should be other categories of questions included in the questionnaire;

These responses will help us ensure we capture as much patient feedback as possible on the current service and what changes patients would like to see to the service. This will help us design proposals that we can then consult the existing service users, providers and the wider public on.

Concurrently, we will also be hosting two events for patient representatives (i.e. members of the Patient Engagement Groups from each Locality; members of the Patient Community Reference Group (PCRG); and Patient Leaders) - invites for which will go to them shortly. These meetings will be on the 26th September 2014 at Brentwood Community Hospital (AM) and the 2nd October 2014 at Phoenix House (PM). It will enable the patient representatives and service providers opportunity to discuss and feedback on the current service and changes that they would like to see.

Once we have had the opportunity to evaluate the questionnaires and the feedback received via the questionnaire and from the events, we will consult with you on draft proposals for a revised phlebotomy service and patient pathway.

Please can you let me have your PPGs completed questionnaires and any additional feedback by 31st October 2014.

Yours sincerely,

Paula Saunders
Associate Director Involvement & Governance

Chair: [Dr. Anil Chopra](#)
Chief Officer: [Tom Abell](#)

Phlebotomy Review

Areas to consider

- Appointments / walk-in
- How will appointments be booked
- Locations
- Times (N.B. evening clinics may generate problems with the ability to act upon very abnormal results)
- People with dementia or are housebound
- Children (currently under 7s are seen on wards and 7 year olds and over are seen at main sites)
- Commuters
- Fasting blood tests / regular blood tests eg. for people taking warfarin
- Queens / Basildon hospital boundary problems
- Other?

How do we best consult with people?

- Which patient groups are frequent users of the service and how do we seek their views?
- How do we ensure we consult as widely as possible to include people who use the service infrequently and those we seldom hear from.