

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

25 JUNE 2013

PHLEBOTOMY SERVICE CHANGES

Report from: Barbara Peacock, Director of Children and Adults

Author: Rosie Gunstone, Democratic Services Officer

Summary

This report sets out an update on the specification for the phlebotomy service in Medway.

1. Budget and Policy Framework

- 1.1 Under Chapter 4 – Rules, paragraph 22.2 (c) terms of reference for Health and Adult Social Care Overview and Scrutiny Committee has powers to review and scrutinise matters relating to the health service in the area including NHS Scrutiny.

2. Background

- 2.1. At the last meeting of the Committee a presentation was made on changes to the phlebotomy service in Medway. At the conclusion of the meeting Members requested setting out the specification of the service to be procured and suggested opening times.
- 2.2. Attached, as a series of appendices, to this report is the update as requested

3. Risk management

- 3.1. There are no risk implications for the Council.

4. Legal and Financial Implications

- 4.1. There are no legal or financial implications for the Council.

5. Recommendations

- 5.1. Members are asked to note the details of the specification for the service and the output of the patient engagement work that has informed the service specification.

Background papers:

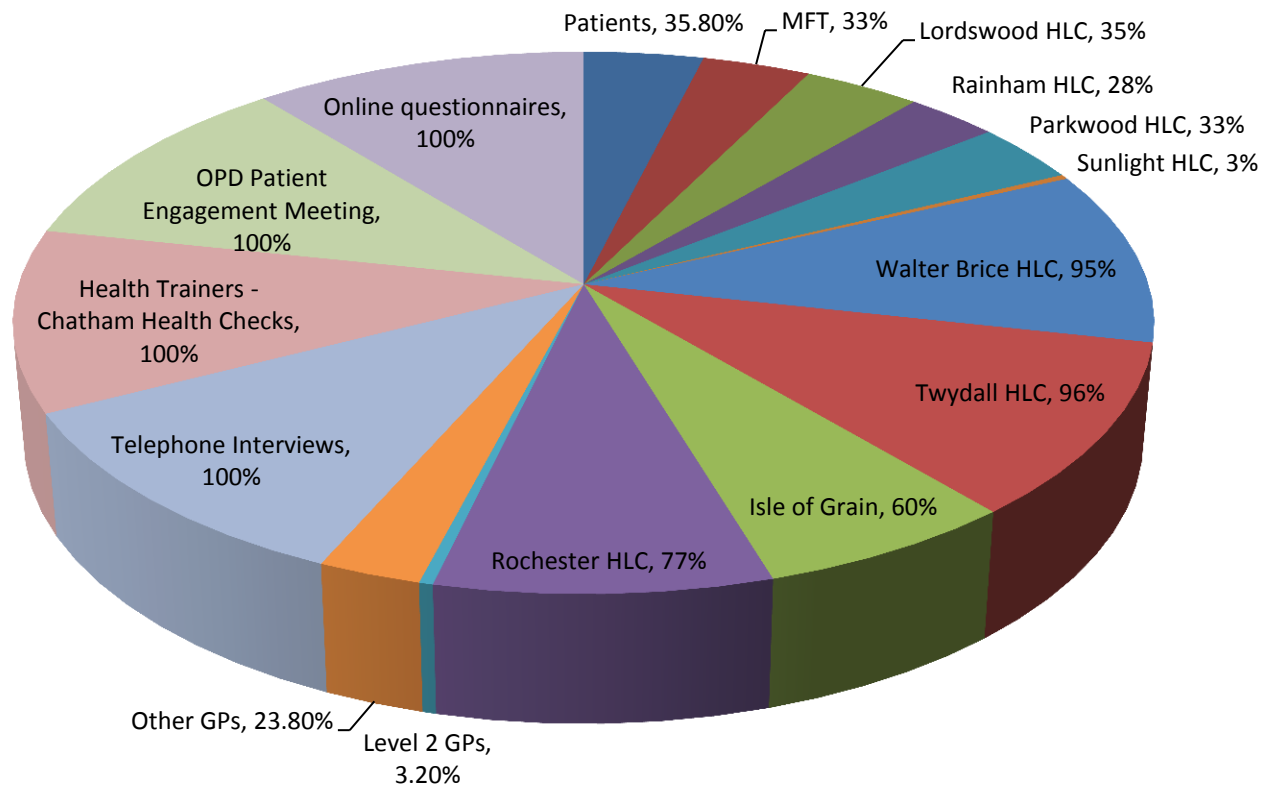
None.

Lead officer:

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Appendix 1 - Questionnaire response rate

Appendix 2
Key Issues Incorporated into the service specification.

A total of 2938 questionnaires were distributed to phlebotomy clinics in Medway NHS Foundation Trust, Medway Community Healthcare clinics and GP practices in Medway. Of these 2938 questionnaires Medway CCG received 985 completed responses (33.5%).

The table below highlights the key issues identified from the questionnaire and requiring inclusion in the service specification.

Question Asked	Rationale for asking this question	Response from patients (via the questionnaire)	How has this issue been addressed in the service specification?
Hours			
What time would you prefer to have your blood taken?	We can identify the clinic times preferred by patients and understand whether they want something different to what is currently provided.	The most popular bleed times were between 7.00 – 10.00am (76%) although there is still the requirement for clinics between 10.00 – 4.00pm (24%).	It is stated in the service specification that a minimum of 30 hours coverage will be offered from Monday to Friday. Within these hours the provider must offer 'core' hours from 7.00am to 10.00am Monday to Friday. Flexible coverage for the remaining hours, including afternoon provision will be available.
Waiting Times			
What do you feel is an acceptable waiting time?	We will be able to identify how long a patient would be prepared to wait from arrival to bleed.	The majority of patients consider up to 30 minutes an acceptable waiting time (96.1%) although a wait of 10 – 20 minutes was the most popular option (57.6%).	For patients attending a walk-in clinic, it is stated that patients should be seen within 30 minutes of arriving at the clinic. For patients attending a pre-booked appointment, it is stated that an appointment should be offered within 3 working days or sooner, in line with clinical need.

Appendix 2

Service Type			
Would you prefer to have a pre booked appointment or a walk-in service?	We will be able to understand the type of service patients prefer and whether this is different to what is currently offered.	The majority of patients prefer a walk-in service (52.1%) although a significant proportion of patients prefer pre-booked appointments (29.1%). The remainder of those surveyed did not have a preferred service type.	We stated that the provider will offer both pre-booked appointments and walk-in clinics on a daily basis.
Access to the current services			
How do you usually travel to the clinic where you have your blood taken?	We will be able to understand how patients get to services – this will influence the accessibility of future providers.	The most popular methods of travelling to current clinics are by car (60.1%) or walking (25.3%). Although only a small percentage of patients currently travel by bus the new provider (s) must still have easy access to public transport links.	We stated that there should be access to adequate parking facilities for patients (including disabled parking) and also good links to public transport.
Thinking about the location of the clinic you currently visit, which is the most important reason for using it?	We will be able to identify why patients use the provider they do and what are the most important reasons influencing this decision.	The most important reason for patients choosing a location is the service is close to their home (53.6%). The second most popular reason is the service is based in their doctor's surgery (18.0%). The third most popular reason for choosing their current clinic is it's easy to park nearby (11.8%). This links very closely to the question about transport to current providers and confirms the importance to patients of adequate parking and must be available at future provider(s).	<p>This response identifies the importance of community clinics offering phlebotomy services across Medway. Existing community phlebotomy clinics offer good coverage across all geographical areas in Medway and will continue to be provided in either GP practices or Healthy Living Centres/Health Centres.</p> <p>This response also identifies the importance of adequate parking facilities for patients when choosing the location of the phlebotomy clinic they</p>

Appendix 2

			visit.
Future Clinic Locations			
If you could choose the location of your blood tests in future (once the service is no longer based at Medway NHS Foundation Trust) which of the following would you prefer?	We will be able to identify where patients would like to see service provisions in the future.	<p>Although the most popular location identified from the questionnaire was Rainham (20.0%), the results were evenly split between each of the locality areas. We already know that patients like accessing services in their local area, and so this was the anticipated response.</p> <p>The most popular 'other' location suggested by patients was Hoo (53) followed by the Isle of Grain (18), Lordswood (16) and Twydall (15). Please note: This is a sample of the most commonly suggested locations and there are various other locations identified as a result of the questionnaire.</p>	<p>As part of the tender, the CCG will be highlighting current service provision within the geography of Medway.</p> <p>This will identify the need for provision within Gillingham and Central Chatham and depending upon the outcome of the tender, the CCG will work with both new and existing providers to ensure that access is available locally.</p>

In addition to these findings the following issues have been identified by patients for consideration and inclusion in the service specification:

- Single room bleeding to be available – for patients who are nervous / likely to faint
- Adequate waiting area – with suitable seating and space for the number of patients using that site
- Easy access to food and drink facilities

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- Easy access to food and drink and toilet facilities