

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

23 JUNE 2011

PHLEBOTOMY UPDATE

Report from: Rose Collinson, Director of Children and Adults

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Summary

This report sets out an update on 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. The attached report with accompanying maps updates Members on changes to the phlebotomy service since the briefing note supplied in December 2010.

3. Risk management

- 3.1. As this is an update report there are no risk implications at this stage.

4. Legal and Financial Implications

- 4.1. There are no legal and financial implications at this stage.

5. Recommendations

- 5.1. Members are asked to note the update.

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Background papers – none

NHS MEDWAY

**UPDATE REPORT ON THE MEDWAY PHLEBOTOMY (BLOOD TAKING)
SERVICE**

Introduction

The purpose of this paper is to demonstrate the ongoing work which has taken place since the earlier report submitted to the Health Overview and Scrutiny Committee in July 2010, which outlined plans for the review of blood taking services in Medway.

Background

Prior to the re-design of blood taking services, the majority of people in Medway were limited to attending nine clinics (see Map 1 – services available to all patients) which were all drop-in only and worked on a first come first served basis. Three were provided by Medway NHS Foundation Trust and six by Medway Community Healthcare. In addition, 22 GP practices offered a bookable service to their own registered patients only.

We carried out a scoping exercise and conducted surveys with patients which identified issues with long waiting times, limited opening times, limited choice of clinics and limited choice of provider.

We developed a business case to extend blood taking services in Medway with a view to:

- Improving access to a quality blood taking service that is closer to home (including a greater choice of clinic locations and appointments at times that are more convenient for patients)
- Improving choice of blood taking providers for patients – with many more GPs offering the service, in addition to Medway NHS Foundation Trust and Medway Community Healthcare
- Improving the patient experience and making the service more equitable - for instance, improving access for patients living on the Isle of Grain
- Reducing waiting times for patients and delivery pressures on providers

The business case for the proposed re-design of the service was agreed by NHS Medway in August 2010.

Implementation of the new blood taking services

We worked with GPs to develop a Locally Enhanced Service to improve access and availability of clinics. Twenty four GP practices signed up to the agreement to provide blood taking services to anyone and eight to provide the service to their own patients only.

The number of clinics that anyone can use increased from 9 to 32 (see Map 2) and the availability of the service increased from 130 hours to 421 hours per week, which equates to an additional 291 hours across Medway each week.

This expansion was made possible by a significant investment in the service by NHS Medway.

In addition, a later blood collection service was commissioned to enable GP practices to offer later blood taking clinics and a weekly clinic was commissioned on the Isle of Grain.

The new service commenced on 1 March 2011.

NHS Medway and Medway NHS Foundation Trust jointly agreed that in the light of these improvements, the satellite clinics run by the hospital trust at Rochester Healthy Living Centre and Keystone Centre, Strood, no longer represented the best use of resources. These clinics closed on 31 March 2011.

Prior to their closure, some people in Rochester and Strood raised concerns that the GP practices who at that point were offering blood-taking in Rochester and Strood were less convenient than the Medway NHS Foundation Trust clinics, particularly for patients who did not drive.

NHS Medway listened to these concerns and worked with local practices during March to encourage more practices to sign up to the Locally Enhanced Service and provide a blood taking service. Two additional practices took these concerns onboard and agreed to offer the service.

By the first week of April, a GP practice within Rochester Healthy Living Centre and the Apex Medical Centre in Strood, had established a blood taking service, which resolved local concerns. This is demonstrated by responses to the second questionnaire undertaken (see next page).

Anticoagulation service

Those patients using the blood taking service who are on long-term anticoagulation medication (eg Warfarin) experienced a further change in service.

This was the implementation during April/ May of the fingerprick anticoagulation service, which offers faster and more accurate results than previously, and a face to face discussion with an experienced nurse.

While both this service change and the expansion of blood taking services are beneficial for patients, the introduction of two service changes within a short space of time did result in some confusion. The short timescale was unavoidable on this occasion but we will seek to avoid any such clash for future re-design projects.

Patient consultation exercise

Following the implementation of the new service, a consultation exercise was undertaken with users of the service (including Medway LINK members). Questionnaires were distributed to all GP practices now offering the service to non-registered patients. An invitation was also extended to Medway LINK to undertake face to face interviews at GP practices in order to obtain patient feedback. Due to capacity issues, they were unable to take part in face to face interviews but did disseminate the questionnaires to all LINK participants.

In addition to questionnaires at all participating GP practices, face to face interviews were conducted by NHS Medway at a selection of the clinics offering the service, deliberately targeting the Rochester and Strood areas as we wanted to ensure that patients' views of the new service were accurately reflected, given that these were the areas from which complaints had been received.

In addition to this, the questionnaire was posted on the PCT's website and details of the consultation were sent to our Medway Health Network, consisting of members of the public and voluntary sector organisations.

At the time of writing, 206 questionnaires had been completed.

Analysis of the questionnaire found that:

- 78% of respondents feel that the service has improved locally. Only 10% feel it has not improved
- Majority of patients have to wait 10 minutes or less to have their blood taken. The same question was also asked previously (as part of the questionnaire undertaken with patients in June 2010). The comparative results show that prior to March 2011, the majority of patients waited twice as long (between 10 and 20 minutes) to have their blood taken
- More than 70% of respondents are attending different blood testing clinics from previously, such as at local GP practices
- More respondents are using blood testing services available at their own GP practice
- More than 90% of respondents find the day and time of the clinics convenient.

- Almost 70% of respondents prefer to have booked appointment slots rather than drop-in.

The results show that the recent changes to the service have improved the overall patient experience and access, both in terms of clinic location and clinic times, as well as offering greater choice and reduced waiting times.

Follow on work to be undertaken

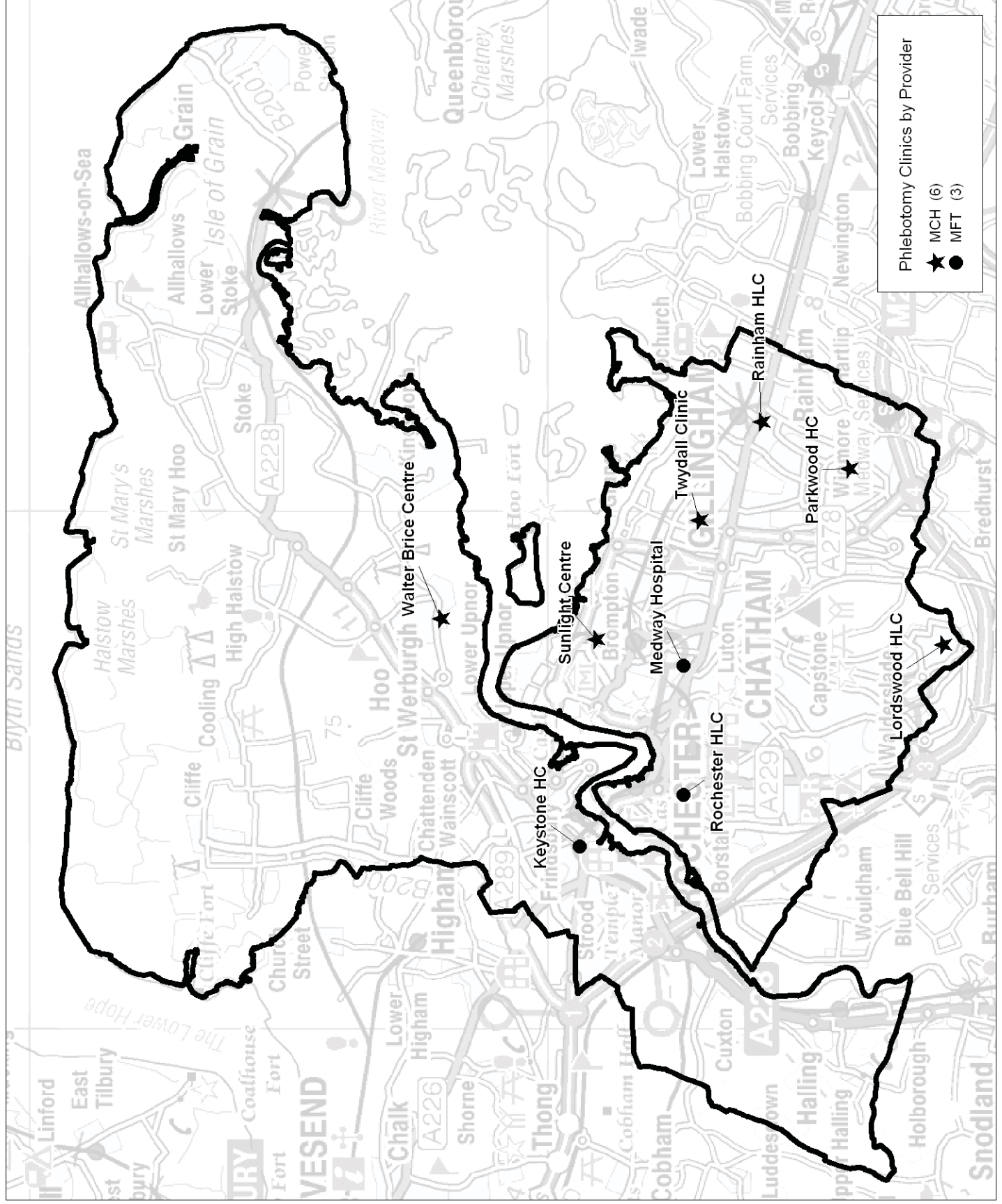
Results from the patient questionnaire also indicated that the majority of patients questioned used their GP practice to find out about services, including the new blood taking service.

We are continuing to work with our Communications team to ensure GPs have the information they need and are well equipped to provide up to date information about blood taking services.

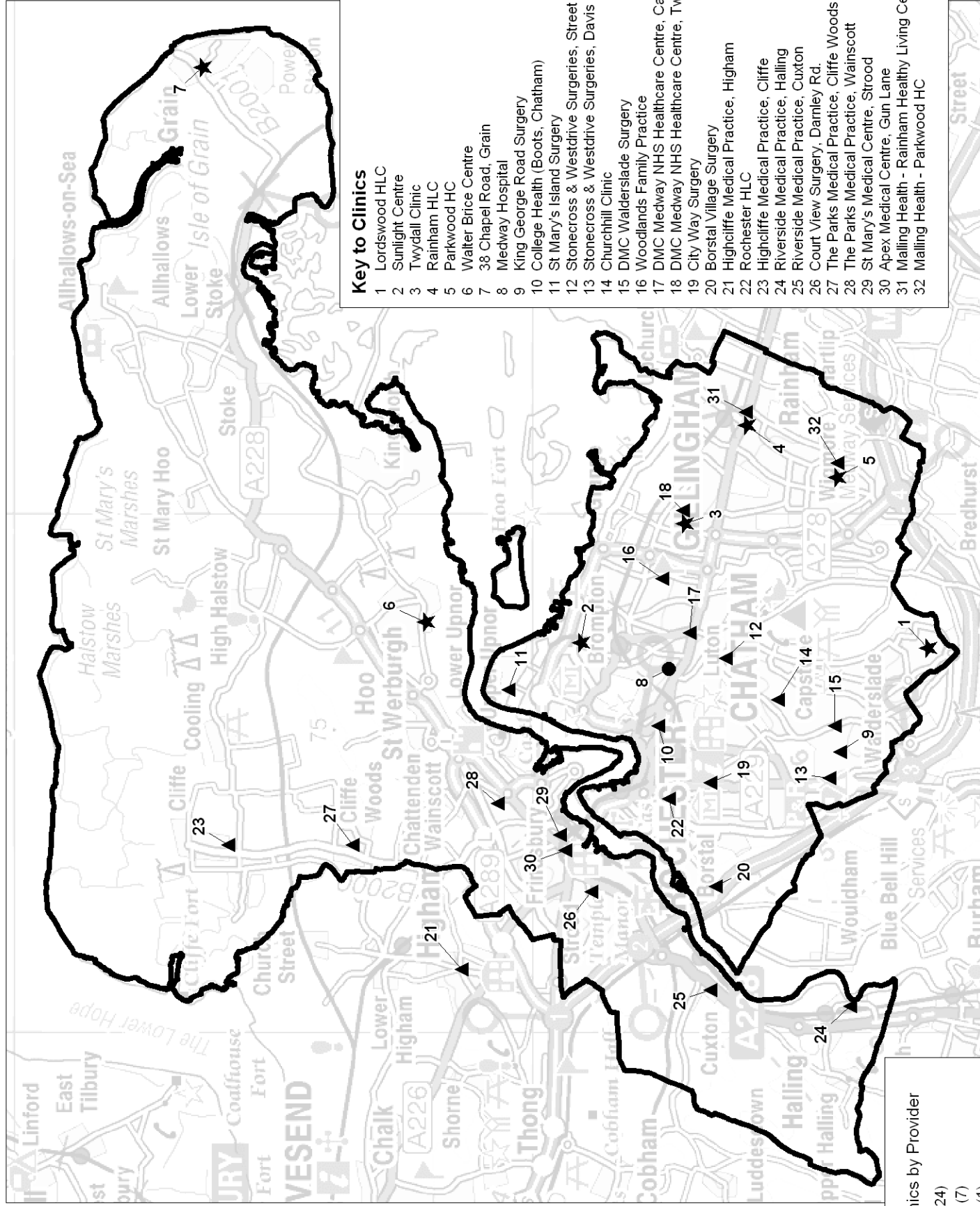
A smaller number of patients use the website to find out about services and we have ensured that all information available on our site is regularly updated to provide the most accurate, up to date information for patients.

We also intend to continue to monitor and review the effect of the service and the impact on the local community, as well as monitor activity at all providers.

Phlebotomy Clinics in Medway, pre-March 2011



Phlebotomy Clinics in Medway, post-March 2011



Key to Clinics

- 1 Lordswood HLC
- 2 Sunlight Centre
- 3 Twydall Clinic
- 4 Rainham HLC
- 5 Parkwood HC
- 6 Walter Brice Centre
- 7 38 Chapel Road, Grain
- 8 Medway Hospital
- 9 King George Road Surgery
- 10 College Health (Boots, Chatham)
- 11 St Mary's Island Surgery
- 12 Stonecross & Westdrive Surgeries, Street End Rd
- 13 Stonecross & Westdrive Surgeries, Davis Estate
- 14 Churchill Clinic
- 15 DMC Waiderslade Surgery
- 16 Woodlands Family Practice
- 17 DMC Medway NHS Healthcare Centre, Canterbury St.
- 18 DMC Medway NHS Healthcare Centre, Twydall
- 19 City Way Surgery
- 20 Borstal Village Surgery
- 21 Highcliffe Medical Practice, Higham
- 22 Rochester HLC
- 23 Highcliffe Medical Practice, Cliffe
- 24 Riverside Medical Practice, Halling
- 25 Riverside Medical Practice, Cuxton
- 26 Court View Surgery, Damley Rd.
- 27 The Parks Medical Practice, Cliffe Woods
- 28 The Parks Medical Practice, Wainscott
- 29 St Mary's Medical Centre, Strood
- 30 Apex Medical Centre, Gun Lane
- 31 Malling Health - Rainham Healthy Living Centre
- 32 Malling Health - Parkwood HC

Phlebotomy Clinics by Provider

- ▲ GP Practice (24)
- ★ MCH (7)
- MFT (1)