

# Phlebotomy Services

## Your Views!

**healthwatch**  
Barking and  
Dagenham



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# Foreword

Healthwatch have presented and discussed the findings from the Phlebotomy project within this report.

The report is a representation of service users who responded and contributed to the project. These comments and views may not represent the views of all individuals who have accessed the service.

Healthwatch Barking and Dagenham are the voice of local people, groups and networks. We are independent and therefore do not have a pre-set agenda or a pre-determined interest in influencing the outcome of the results of a consultation.

# Acknowledgements

We would like to thank the North East London Foundation Trust and Barking Havering Redbridge University Trust for their assistance with the project.

We would also like to thank those individuals who took the time to contribute and share their views and the Healthwatch volunteers in supporting to visit the various venues.

# Background

Healthwatch consulted with the local community to find out what areas should be a part of the work programme for 2015 -2016, we received many suggestions from the community, and most feedback was about phlebotomy services. The feedback highlighted the long waiting times across both King George and Queens Hospital.

Healthwatch took this area of work on as a project to look further into the Phlebotomy services available to residents of Barking and Dagenham, focusing on

- Where residents go for a blood test?
- Why they choose the venues?
- If they are aware of the options they have?
- How long people have waited to be seen?

# Summary

In summary, the findings from this report echoes the reasons why Healthwatch chose to look into the matter further. Feedback from respondents shows that most venues are busy especially in the mornings. Respondents highlighted that the waits are unreasonable especially for those who are fasting.

Healthwatch spoke to service users about how they accessed the phlebotomy services, for most people they chose where to go and walked in, for some they were directed to a particular venue by their GP as they needed a specific blood test and a few people made an appointment at their chosen venue.

Majority of respondents (42%) told Healthwatch they chose to access the service at a particular venue as it was close to home, 21% said their GP suggested where to go and 13% of service users chose a particular venue as their GP was based within the same building.

Out of the 239 respondents, 67 went to a hospital for their blood test. Healthwatch looked at why those 67 service users chose to go to the hospital, there were three common reasons; 31% told Healthwatch their GP directed them to the hospital, 19% said the venue was close to home and for 10% said they needed a specific blood test and therefore had no choice. It seems that for most people the hospital was the correct place, however for others they could have accessed the service at a number of other venues.

We asked respondents to tell us about their experience of a blood test at their chosen venue. Respondents (64%) made positive comments about the service delivered by staff. For some people the service was quick, however others commented on the long waiting times. Furthermore 17% commented on the need for a priority system for those who are fasting and 10% suggested an evening service would be beneficial.

Whilst visiting different venues, Healthwatch representatives observed that not all venues promoted phlebotomy services which are provided across the borough. Some venues are not open all day, or throughout the whole week and therefore information should be available across all the sites.

Based on the findings Healthwatch have made specific recommendations to the service provider and the commissioners, including the promotion of the venues providing blood testing services, evening provision and a priority system for those who are fasting.

# Methodology

Healthwatch Barking and Dagenham believe that the people who use the services are best placed to tell us their views. This enables us to have a true reflection of how a service is working, make recommendations on where improvements are needed and highlight what is working well.

To enable respondents to take part, without the fear of their personal details being shared or have an impact on the services they receive Healthwatch explained the below as part of the questionnaires:

- Healthwatch Barking and Dagenham is all about local voices being able to influence the delivery, design, quality and standard of local health and social care services and that their view is important and will help to ensure that views of service users are forwarded to relevant organisations involved in delivering those.
- Participation is voluntary, and individuals are not required to answer any questions that they do not want to, it was also made clear that participation or non-participation will not affect access to the service they are currently receiving.
- All the information collected will be kept strictly confidential, however if they would like a copy of the final report then they are welcome to give their details.

The survey was distributed to all those individuals and organisations currently on the Healthwatch mailing list and was uploaded to the website and Street life. We also used social media to encourage people to respond.

Healthwatch gave the questionnaires to service users across different venues, where services were provided by North East London Foundation Trust (NELFT) and Barking Havering Redbridge Hospital Trust (BHRUT).

At the end of the project we had 239 completed questionnaires and views and comments through various methods of engagement. This is a larger number of respondents in relation to other primary research we have undertaken. We think this large amount of interest is a reflection of the amount of concerns that was originally communicated to us regarding the service.

# Findings

## How did you access the blood testing service: (Please tick all that apply?)

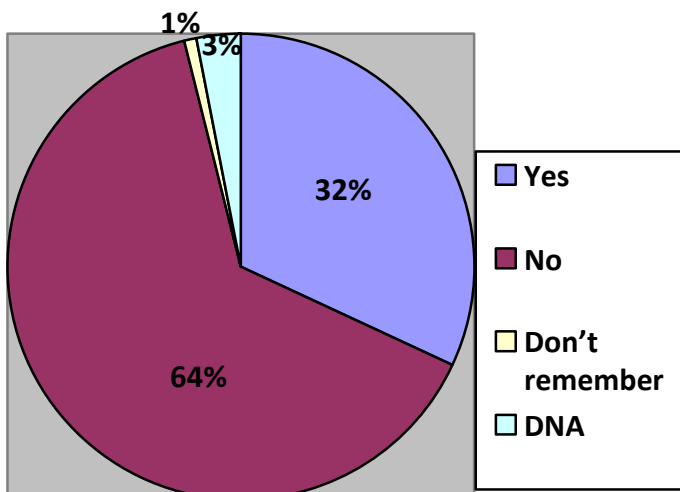
	Number	%
I made an appointment to have my blood test at a different venue?	4	2%
I decided where to go and walk- in	153	64%
The GP directed me by letter or referral to a specific place?	75	31%
Other consultant refereed to hospital	7	3%
Total	239	100%

Over half of the respondents made their own choice and decided where to access their blood test and what time. This shows that most people made a decision having a place in mind.

Some respondents told us they were directed to a specific place by their Gp. Later in the report we found that 10% of these people were directed to the hospital as they had to go for a specific blood test.

A small number (3%) of respondents were referred to the hospital by a consultant and therefore had no option to choose their venue. A further 2% made an appointment at a venue. Later in the report we have looked at why respondents chose the venues they went to.

## Did your blood test letter have suggestions of where to go?



Over half of the respondents said there were not informed of the options available to them. This could potentially be one of the reasons why attendance rates at the hospitals are high.

Individuals who are new to the service or new to the borough may not be aware of where services are being provided from, it's crucial for them to be provided with options of where they can access services.

## What was the reason you choose the venue you had your blood test at?

Reason	Number	%
GP Suggested that I go here	50	21%
Local to me, close to home	101	42%
Convenient as open for most of the day	12	5%
Walk in facilities	10	4%
Big enough parking for everyone	9	3%
Quick service	45	19%
GP based in the same building	32	13%
Near GP practice	2	1%
Nurses good with finding veins, other places cannot	2	1%
Had to go as I had a specific test and told me only a hospital setting could conduct this specific blood test	8	3%
KG H and Queens are always busy	8	3%
Get results back quicker than the GP	2	1%
Have always come here	10	4%
Needed other tests at the hospital done at the same time	8	3%
For child limited places to go so we come here	8	3%
Good staff, really nice	12	5%
Afternoons very quite compared to mornings so I go then.	25	10%
Takes too long to get a appointment at my GP practice for the bloods	6	2.5%

Respondents gave more than more answer and therefore the final total will not add up to 100% or 239 people.

We found that there were three main reasons which determined where a service user goes to have their blood test.

Respondents (42%) told Healthwatch they chose the venue which was closet venue to their home, 21% told Healthwatch they chose a particular venue as their GP directed them. We must take note that from the 21%, 10% were directed to the hospital by their GP due to the circumstances.

The results show that information from GP can have an impact on where a patient goes for a particular service.

A small number of people (13%) have phlebotomy services based in the same building as their GP practice and therefore chose to use this service.

Individuals who had accessed the service previously found that sessions are very busy in the morning and therefore avoided the rush and went to an afternoon session if they were not fasting.

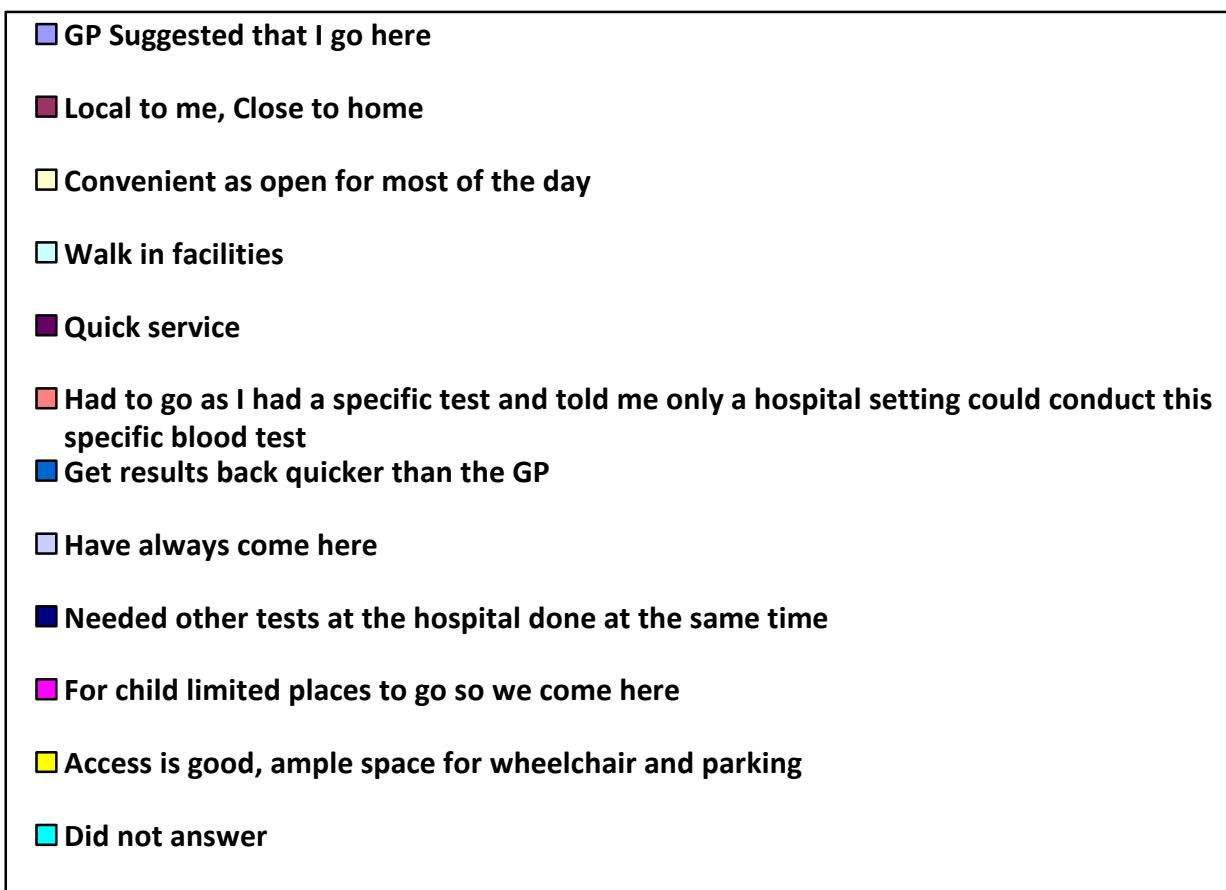
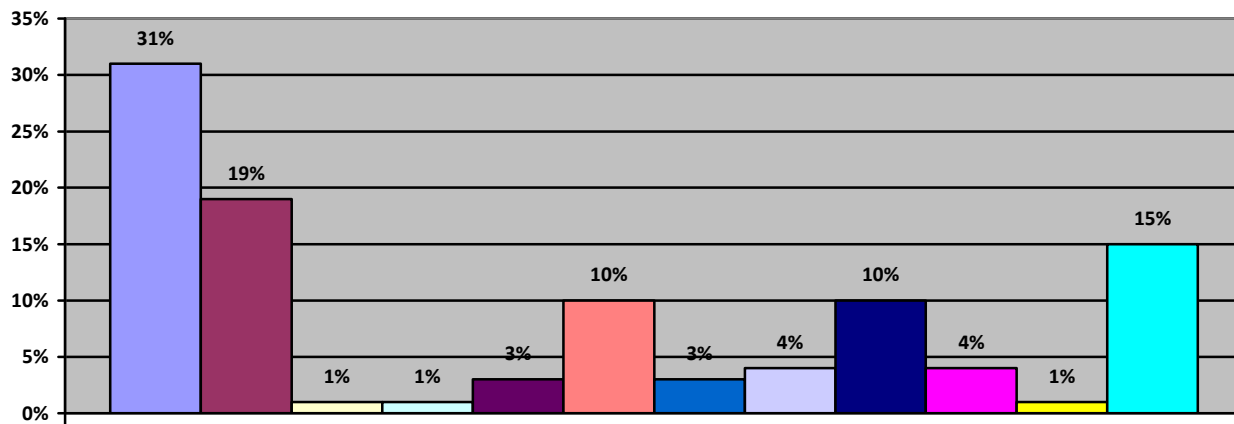
### Comments from service users





## Why some respondents went to the hospital for their blood test

Background information and feedback from service users highlights that both hospitals providing phlebotomy services are extremely busy, therefore Healthwatch asked the 67 respondents who had their blood tests at the hospital their reasons behind their decision.



From the 67 individuals who went to the hospital for their blood test, 31% went as their GP suggested the hospital and 10% said they went to a hospital setting as they needed other tests done at the same time. When interpreting these results we must take into consideration that for 10% of the service users their blood test could only be done at the hospital.

Respondents also told Healthwatch representatives that the hospital was close to their home therefore they chose to go to the hospital for their blood test.

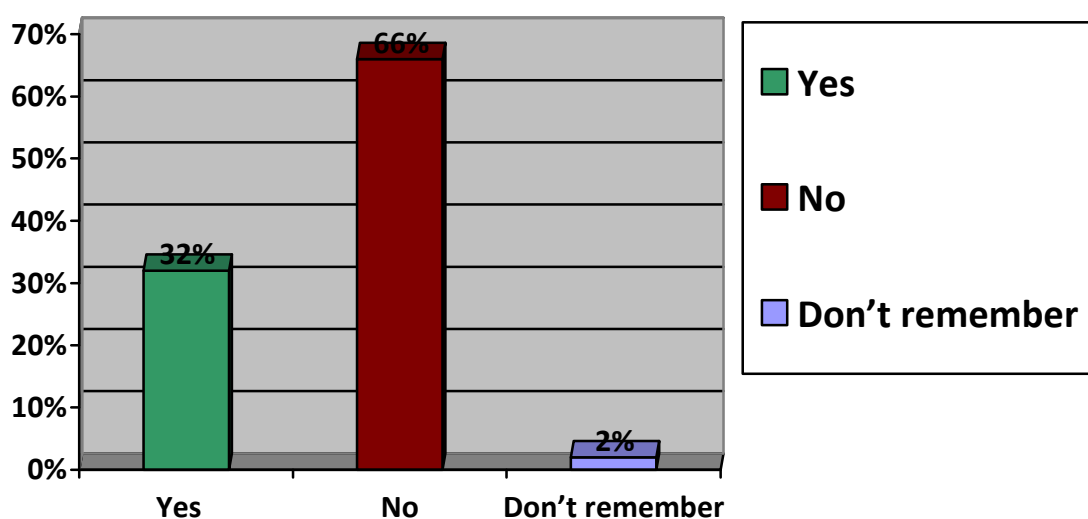
A small amount (4%) of respondents told Healthwatch there were limited places to take their children and therefore did not have much choice of where to go.

Whilst for a cohort of patients the hospital is clearly the correct venue, there are other patients who would be better served in other locations and times other than the mornings.

### Do you know of anywhere else you can have your blood test?

Looking further into the 67 individuals who attended the hospital, 67% of those knew of alternative venues they could attend and 33% did not. 10% of those who went to hospital told Healthwatch we they had no alternative venue to go to, due to the type of blood test they needed, you must take this into consideration when interpreting figures.

### Did you receive information about the options for a blood test when you were referred for one by your GP?

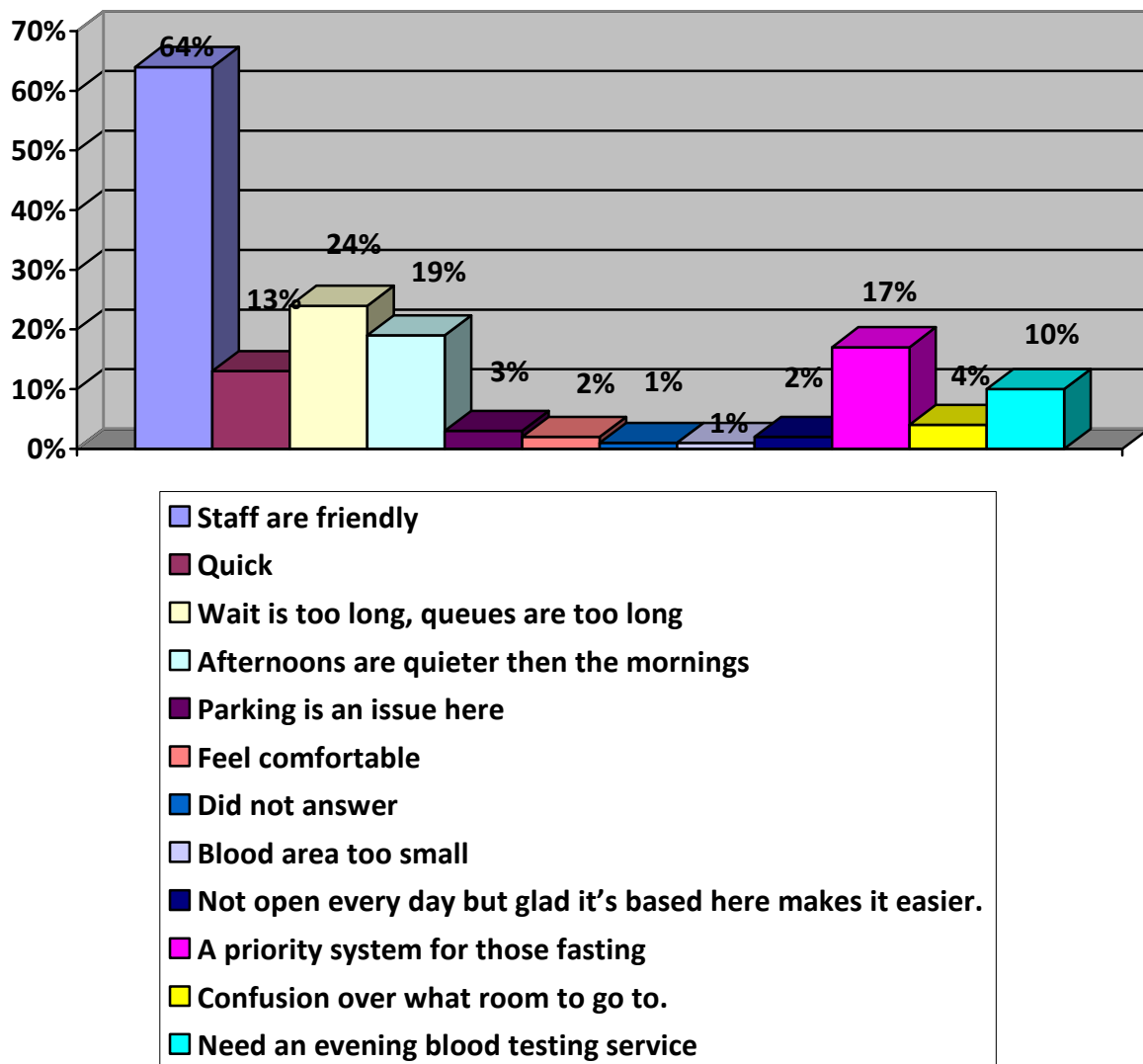


There was over half of the respondents who said they received no information about the options available to them. Healthwatch would like to point out that in previous question.

### Marketing of phlebotomy services

Healthwatch Representatives observed that some of the venues did not have any information about alternative venues that service users could go to for their blood test.

## What's your experience of the blood testing service at the venue you went to have your blood test?



### General feedback

Over half (64%) the respondents commented that staff were friendly and efficient.

In regards to waiting times there was a mixed response, 13% told us the service was quick and 24% said they felt like the queues were too long.

Furthermore 17% of the respondents found that the afternoons are quieter compared to the mornings and therefore chose to go for their blood test in the afternoon.

Suggestions from respondents included the need to provide an evening blood testing service and a priority system for those who are fasting was highlighted by 17%.

## Comments from respondents

- 🍌 *“There should be two staff members for the first two hours of opening times, one who specially sees those who are fasting and the other staff member for those who are not, there can help each out, but most people who are fasting should be seen within the two hours and then both nurses can see attend to everyone. In the hospital the same thing should apply and for those who have to attend the hospital should also be given priority.*
- 🍌 *Blood tests in the evenings and weekends are needed.*
- 🍌 *People who are fasting wait long periods off time; something should be done for them.*

## Specific themes for the different venues

### Barking Community Hospital

Four people told Healthwatch that their blood test results were lost, this happened a number of times when they had their bloods taken on a Monday.

There are two rooms at Barking Community Hospital which are used by the phlebotomy service. There is also an electronic number system; the room number is not shown on the system. On occasions when staff members do not come out of the room, people are left confused as to what room they should go to. Respondents told Healthwatch that sometimes they walk into someone having their blood test and the staff member tells them to go out.

This can be easily rectified by the nurse coming outside the door so people can see what room to go in.

Positive feedback was received about the staff providing the service and there were also service users who were pleased that their GP was based in the same building, making it convenient and easier to access the blood testing services.

Respondents commented on the fact that the hospital is very busy first thing in the mornings.

### Comments from service users

- 🍌 *“Wonderful service and good parking facility”*
- 🍌 *“Barking hospital is very quick not very long queue to wait”.*
- 🍌 *“Have waited for 2 ½ hrs for my ticket number to be displayed in the past, the situation needs to be improved. Not acceptable that patients have to*

*fast from 8pm the previous evening and have to wait until 11 am or 11.30 am the next day for the blood test (15 hrs).”*

- “My test results have been lost a number of times. This only happens when I have been for a test on a Monday”*
- “The two rooms are not next to each other; one is on the right and one on the left. The ticket number shows up and you have to guess what room to go to. There is already someone having their blood test in there, so you get sent out again, happens most of the time”*

## **Porters Avenue**

Respondents were happy with the staff and found them friendly, 2% mentioned that the service is only available 3 times a week; however they did not highlight this as an issue. The service is in the same building as a GP practice and this was a bonus for some. It was noted that respondents felt that the mornings were much busier than afternoons and at times 2 nurses in the morning session would help waiting times.

### ***Comments from service users***

- “My GP is here too”*
- “Staff are nice”*
- “Only a few days a week”*
- “Extremely busy in the mornings, maybe they should have the service five days a week, 4 mornings and then one full day.”*
- “Not right that people who are fasting wait over and above what they should. It’s so wrong.”*

## **Hospitals**

Overall positive comments were made in relation to staff that were providing the service across both sites. The main issue highlighted by service users was the waiting time, the need for more Pathologists and the need to do something for people who are fasting and have no option but to go to the hospital for their blood test.

### ***Comments from service users***

## **Queens**

- “Takes forever been waiting over an hour, always the same.”*

- 🍷 *“Queens hospital long wait, barking ½ to ¾ hrs wait”.*
- 🍷 *“More Pathologists needed overall better than Upney or King George Hospital.”*
- 🍷 *“Sometimes the wait is up to 2 hrs.”*
- 🍷 *“Staff are friendly and skilful.”*
- 🍷 *“Two plus hours waiting time due to volume of people.”*
- 🍷 *“The wait is just too long, I have to come to hospital as I need a specific blood test but because of the wait I am always late to work. I’m talking about 3 hours of waiting at times ”*
- 🍷 *“ Why are all the old people here so early, no offence but I need to get to work and on top I am fasting”*

### King George

- 🍷 *“The waiting time is very long, nearly 4 hrs.”*
- 🍷 *“Very caring people.”*
- 🍷 *“So busy, but I am sure people can go elsewhere but still come here”*
- 🍷 *“There should be priority for fasting people,.”*
- 🍷 *“Why are all the people who are retired, coming in the mornings, if they are not fasting they could come later”*

### Vicarage Fields

Patients are generally happy with the services being provided at the venue, however patients did feel that one staff member in the morning is not enough. Positive comments were made about staff members.

- 🍷 *“Like it here, very good service and friendly staff”*
- 🍷 *“To be honest it’s a good service, the only downfall is that in the afternoons the numbers drop so having one person is fine, in the mornings its very busy and therefore one nurse is not enough, you need at least two to have a impact on the waiting times, I mean some centres are a ghost town in the afternoons, have more staff at the Vicarage Fields”*

👉 *“Need more blood places like Vicarage Fields”*

👉 *“So busy in the mornings, I come here as early as I can because I fast, but there is only one nurse and i have waited before for 2 or more hours. I would come later but I am fasting”*

## Thames

The feedback for this venue was mixed. Mainly comments highlighted that the mornings being too busy. In relation to the staff the comments were positive.

👉 *“Very busy ”*

👉 *“Feel comfortable here, staff are good, but just so busy in the morning”*

👉 *“Good very friendly”*

👉 *“Very good quick and friendly”*

👉 *“Very long, have waited 1 ½ hours once but that was the longest”*

## Fanshawe Clinic

Patients were happy with the staff at the clinic; however issues were in relation to the parking and morning sessions having a long waiting times.

👉 *“Very good”*

👉 *“Long wait parking problem”*

👉 *“Fanshawe Clinic in the morning there is a very long queue. But in the late afternoon it is virtually empty”*

👉 *“Excellent they found the vein immediately and pleased as I have fear of needles”*

👉 *“Excellent friendly staff felt considered as a person not a number”*

## Marks Gates

Respondents felt that venue was mostly used by people living close to the area as everywhere else was too far, there were no issues highlighted in regards to this particular venue. People were happy with the staff.

## Church Elm Lane.

Respondents were happy with the overall service provided at Church Elm Lane. It was noted that staff provided a good service; however the waiting times can be a problem.

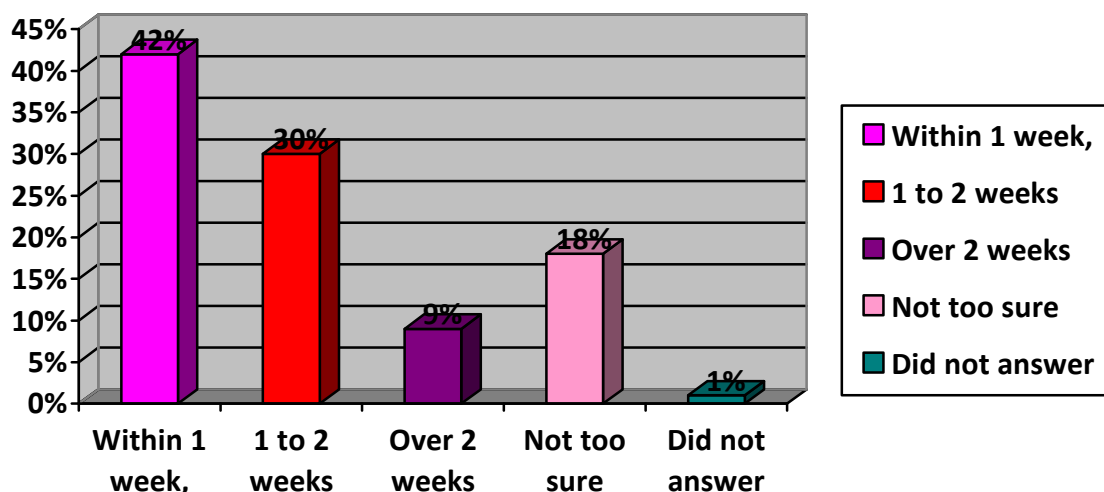
## Chadwell Heath

There were no issues with the phlebotomy services at Chadwell Heath, respondents were generally happy.

## Waiting times

People spoke to Healthwatch about their experience and the waiting times, respondents told Healthwatch representatives that they have waited for longer than 2 hours to have their blood test done across both hospital sites. Others told us that morning sessions at Barking Community Hospital, Thames View, Fanshawe and Vicarage fields are so busy that two staff members are needed or you are left waiting from anything up to 2 hours.

**How long does it take to get your results when you have blood test at the hospital/community setting?**



Under half of the service users (42%) received their results back within one week, for 30% it took between one to two weeks, 18% were not sure how long their results took and 1% did not answer the question. Furthermore for 9% it took more than two weeks to receive their results. Healthwatch are unsure if the 9% have



waited longer due to the respondents having a specialist blood test. Therefore are unable to comment as to whether improvements need to be made.

# Conclusion and Recommendations

In conclusion the project was well responded to and we received 239 completed questionnaires. We believe the response rate was due to phlebotomy services being a universal service, therefore service users wanted to share their experiences and highlight the issues with service.

Analysis and feedback shows that waiting times are long during the morning sessions, especially across, King George, Queens Hospital, Vicarage Road, Barking Community Hospital and Porters Avenue. For the other venues, feedback was mixed.

Respondents highlighted that people fasting are waiting for too long. The service is not adequately meeting the needs of these people.

Patients were happy with the service they received from staff and commented on the friendliness.

Healthwatch representatives observed that all sites did not promote all the venues that patients can access when they need to have a blood test. Where information is displayed, it's not in the correct place.

Taking into account feedback, Healthwatch recommend the following:

## 1. Improvements in marketing and information sharing

- 📌 *Recommendation for GPs: For the GP to offer the patient full lists of the venues with the blood test form/letter.*
- 📌 *Recommendation to both BHRUT AND NELFT: Healthwatch recommends that all Blood testing sites have information available for patients, if cost is an issue, one poster with all the sites listed on display would work too. This would help to encourage people to use other sites.*

## 2. Clear communication

- 📌 *Recommendation to NELFT: Healthwatch would recommend that the staff need to show themselves at Barking Community Hospital so that people know which room to go to.*

## 3. Usage

Most venues are busy in the mornings with afternoon being much quieter.

- 📌 *The commissioners and NELFT need to look at the usage of clinics which are very quite in the afternoons and consider if there should be two nurses at some of the sites in the mornings.*

#### **4. Priority system for those fasting**

It would seem reasonable for a system to be put in place to better accommodate patients who are fasting for medical reasons, ensuring that their fasting time is as short as possible.

- 🍌 *Both service providers (BHRUT, NELFT) and the commissioners need to consider piloting a priority system for those who are fasting.*

#### **5. Possibility of service provision in the evenings**

- 🍌 *Commissioners could consider provision of evening blood testing services. This would suit working patients and prevent them from attending first thing in the morning and avoid the morning rush.*

## Responses from service providers and Commissioners

**Please see following pages for responses from the CCG and BHRUT.**

**A draft copy of this report was sent to NELFT asking for comments and a response to our findings. The one month waiting period has elapsed and Healthwatch Barking and Dagenham have not received a response.**

## RESPONSE TO BARKING AND DAGENHAM HEALTHWATCH PROJECT – PHLEBOTOMY SERVICES YOUR VIEWS

**DATE:** 25 April 2016

**DIVISIONAL LEAD:**

**AUTHOR:** Pallavi Patel, Service Manager, Pathology

### 1. Overview

Thank you for your comprehensive review of our phlebotomy services at Queen’s Hospital, King George Hospital, Barking Community Hospital and the Fanshawe Clinic. Some of your observations relate to services given by other providers, we will assist you in signposting your recommendations to the right provider.

We are really pleased that the report acknowledges and praises the caring service provided by our staff, demonstrating our PRIDE values. We will be sure to pass on these comments to our frontline teams. We have highlighted some key comments below and this is supported by an action plan that we will review monthly at our service team meeting.

### 2. Awareness of alternative venues

With regard to alternative venues for bleeding: the Where To Go To Have A Blood Test document was distributed to all GPs and is on our website [www.bhrhospitals.nhs.uk](http://www.bhrhospitals.nhs.uk).

### 3. The role of GPs

We welcome your reports acknowledgement and evidence regarding the important role that GPs play in advising the public on where to go to get a blood test. We have been liaising with all our local CCGs to look at alternative venues (away from the hospital). GPs are asked to encourage patients not to go to the hospital unless it is necessary for a particular reason for example the type of blood test required.

### 4. Staff praised

We are pleased to hear that patients found our staff to be friendly and we welcome your positive feedback regarding this. We will be sure to pass this on as it is important to us that all our staff demonstrate our PRIDE values and behaviours.

### 5. Fasting patients

There was some concern that fasting patients are not prioritised. A large proportion of patients arriving for blood tests in the morning are fasting.

### 6. Waiting times

We regularly monitor patient waiting times for phlebotomy and report these through our operational management at the hospital.

Since March 2015, we have been increasing the staffing numbers within phlebotomy to reflect the growing needs of the population. Demand from Direct Access has increased across our sites by more than 10% during 2015-16. This has had a positive effect on the wait times which at Queen’s Hospital are now below 60 minutes 90% of the time.

At Queen's Hospital patient waiting times have declined from an average of 53 minutes last October to 30 minutes in March 2016. There are peak times when due to the volume of patients, waits can be longer. The wait time audit is conducted three times every day. We are looking at how we can better plan our resource to meet the needs of patients at these peak times.

At King George Hospital we are improving our service further by moving to an improved, larger environment by December 2016. This will provide a better space for patients who are waiting and will help further reduce waiting times as we will be able to accommodate more staff within the same area.

## **7. Patient experience while waiting**

We have now introduced guest wi-fi so that patients have an improved experience while waiting. We will improve the promotion of this in our waiting areas.

There is a water cooler available for patients at King George Hospital. At Queen's Hospital, there is a dispenser nearby.

Refreshments are available for non-fasting patients at the local Costa restaurant in each hospital atrium.

## **8. Evening and weekend phlebotomy service**

When blood is drawn from patients, it is important to make sure that it is processed as soon as possible in order to get the best possible result. If blood is drawn in the evenings or at weekends, there would be a large resource required within the laboratory to ensure that patients receive the best service possible. BHRUT will look into the feasibility and practicality of this by December 2016.

## **8. Other locations**

### **Barking Community Hospital**

We do not provide the blood-taking service, this service provided by NELFT.

Samples are sent to and processed at King George Hospital. It is unclear from the information provided why samples may not have arrived at the laboratory, particularly on a Monday.

- **Porters Avenue:** this service provided by NELFT
- **Vicarage Fields:** this service provided by NELFT
- **Thames:** this service provided by NELFT
- **Fanshawe Clinic:** We do provide a phlebotomy service at Fanshawe and parking is a recognised problem here.
- **Marks Gate:** this service is provided by NELFT
- **Church Elm Lane:** this service is provided by NELFT
- **Chadwell Heath:** this service provided by NELFT

## **SPECIFIC RECOMMENDATIONS FROM HEALTHWATCH**

### **1. Improvements in marketing and information sharing**

**Recommendation to both BHRUT AND NELFT:** Healthwatch recommends that all Blood testing sites have information available for patients, if cost is an issue, one poster with all the sites listed on display would work too. This would help to encourage people to use other sites.

Leaflets detailing alternative locations for phlebotomy are available at the main hospital reception and on our website. A poster displaying the same information is on the phlebotomy waiting area walls at both King George Hospital and Queen's Hospital and on our website. Unfortunately, by the time patients see this information, they will have already travelled, parked and waited at the hospital. Therefore the role of GPs in signposting patients is key.

#### **4. Priority system for those fasting**

**It would seem reasonable for a system to be put in place to better accommodate patients who are fasting for medical reasons, ensuring that their fasting time is as short as possible. Both service providers (BHRUT, NELFT) and the commissioners need to consider piloting a priority system for those who are fasting.**

A very high number of patients fast for blood tests. There is a perception among fasting patients waiting for blood tests that there are only a very small number of other patients who are fasting. We have also noted that GPs are increasingly asking patients to fast for tests where fasting is not always necessary (for example, cholesterol). This is an ongoing issue and has been discussed at meetings with CCGs. We are continuing to work closely with GPs to achieve consistency. We have also suggested that we meet with a group of fasting patients to understand their experience and how this can be improved.

#### **5. Possibility of service provision in the evenings**

**Commissioners could consider provision of evening blood testing services. This would suit working patients and prevent them from attending first thing in the morning and avoid the morning rush.**

Evening phlebotomy service: phlebotomy is one of the first stages of the blood analysis pathway. To have evening phlebotomy the pathology service would need to expand to meet the requirements for preparation for analysis. The pathology department will look into the feasibility of evening and weekend opening for phlebotomy.

## ACTION PLAN

TOPIC: Response to Barking and Dagenham Healthwatch project – Phlebotomy services your views

DATE: 25 April 2016

DIVISIONAL LEAD:

AUTHOR: Pallavi Patel, Service Manager, Pathology

This action plan has been developed to improve the care for our patients receiving phlebotomy services following a project led by Barking and Dagenham Healthwatch. We received their report on 5 February 2016. This document will be updated and recirculated to Healthwatch to provide updates on progress. The action plan will be monitored and updated on a quarterly basis.

RECOMMENDATION	ACTION	PROGRESS	LEAD AND JOB ROLE	DEADLINE S	ON TRACK YES/NO
<p><b>1.Improvements in marketing and information sharing</b></p> <p>Recommendation to both BHRUT AND NELFT: Healthwatch recommends that all Blood testing sites have information available for patients, if cost is an issue, one poster with all the sites listed on display would work too. This would help to encourage people to use other sites.</p>	<p>1. Print and design updated patient leaflet.</p> <p>Disseminate:</p> <ul style="list-style-type: none"><li>• at all clinics</li><li>• to GPs</li><li>• PALs and information office</li><li>• via volunteer network</li></ul> <p>2. New website will launch on 26 April with updated information</p>		Paul Cockfield	<p>30 May</p> <p>26 April</p>	



	<p>3. Service to consider implementation of patient information screens in phlebotomy areas</p> <p>4. Posters to be produced to advertise venues</p>			<p>30 June</p> <p>30 May 2016</p>	
<p><b>4. Priority system for those fasting</b></p> <p>It would seem reasonable for a system to be put in place to better accommodate patients who are fasting for medical reasons, ensuring that their fasting time is as short as possible. Both service providers (BHRUT, NELFT) and the commissioners need to consider piloting a priority system for those who are fasting.</p>	<p>1. Discuss with CCGs and GPs about whether fasting is absolutely necessary for certain tests</p> <p>2. Hold a focus group with fasting patients to understand how we can improve the service for them, including GP reps</p>		Zahra Khatami and Paul Cockfield	<p>1 June 2016</p> <p>30 June 2016</p>	
<p><b>5. Possibility of service provision in the evenings</b></p> <p>Commissioners could consider provision of evening blood testing services. This would suit working patients and deter them from attending during busy morning periods.</p>	<ul style="list-style-type: none"> <li>Please refer to the recommendation section of the attached report</li> </ul>				

<b>Patient experience while waiting</b>	<ul style="list-style-type: none"> <li>• Guest wi-fi is now available in waiting areas. BHR to improve promotion of this</li> </ul>		Paul Cockfield	30 June 2016	
<b>Weekend and Evening phlebotomy opening</b>	<ul style="list-style-type: none"> <li>• BHRUT to consider options for evening and weekend phlebotomy – impact on lab etc</li> </ul>		Paul Cockfield	31 Dec 2016	

