



Shropshire, Telford & Wrekin

Sustainability and Transformation Partnership

Phlebotomy Update

JHOSC

November 2021

Phlebotomy Review Scope/Objective

Programme Scope:

- Whole system review of all out-patient phlebotomy services across Shropshire, Telford and Wrekin. Based upon the principles of:-
 - Patients should have **local access to phlebotomy** irrespective of the person requesting the blood test
 - Adults and children should all have their **blood taken by someone with specialist skills** making it as painless as possible
 - The whole programme is **co-produced with stakeholders**. This includes people that use the service, clinicians that require blood tests as part of an outpatient/primary care pathway of care, clinicians in primary care that are commissioned to provide phlebotomy services

Programme Objective:

- To ensure consistent commissioning of phlebotomy across STW for adults and paediatrics, reduce variation in service access and improve quality and patient experience



Review progress - phases complete

Phase 1 - information gathering (January - July)

- ▶ Activity analysis - demand modelling
- ▶ Engagement work - current experience, what's important
- ▶ Finance and contracting - how we contract and what we currently invest in phlebotomy

Phase 2 - Clinical Design (August-September)

- ▶ Taking the information from phase 1, develop a set of core service requirements
- ▶ Having reference to the core set of requirements, system stakeholders (including current provider clinical leads, patient rep and Healthwatch) co-produce a long list of options for the future service model

Phase 3 - Long List Options Viability Appraisal (November)

- ▶ Workshop held on 1st November to undertake a high level assessment of the options, their risks and benefits against the core service requirements to determine if there are any at this stage which should not be carried forward as they do not sufficiently meet the core service requirements. Outcome paper to Strategic Commissioning Committee on 17th November for approval to move to the next stage.



Review progress - next phases

Phase 4 - Work up the options in detail (delivery model, workforce, estate, finance etc) and develop the phase 5 communication and engagement plan

Phase 5 - Public Consultation or Engagement Exercise

- Paper to JHOSC seeking approval of comms and engagement plan
- Public consultation or engagement exercise

Phase 6 - Shortlist to Preferred Option

Phase 7 - Preferred Option Business Case Approval

Phase 8 - Commission/contract the new model and mobilise

TIMELINE: The aim is for the new service to be mobilised Q1 2022/23



Current Phlebotomy service provision position

- ▶ **Global Blood tubes supply shortage** - The current situation with the consumables is stable, however, NHSEI still have measures in place for both primary and secondary care, focus is on demand management of requests, monitoring stock levels and the re-introduction of monitoring bloods over a period of time. It is anticipated these measures will be in place until spring next year.
- ▶ **Demand for the service** remains extremely high.
- ▶ **Protected appointments are available for urgent bloods** within 48 hrs of the request being made and Warfarin patients. This is similar to the waits seen by the service in the weeks before the global shortage of blood collection products. Waiting time for routine bloods is 4-6 weeks due to the backlog from the suspension of routine blood testing in response to the global blood tube supply issue.
- ▶ **SATH are currently taking on average 600 bookings per day**, a combination of online and telephone bookings. The feedback from patients is that they would use the online booking however there are no appointments in the timeframe that they want. Booking line staff are continuing to support more callers to use online booking wherever feasible and restore online booking levels to previous levels in excess of 60%. Aspiration is to achieve 80% of patients booking their appointments online booking within the next 6 months.
- ▶ **General Practice** who have signed up to deliver an in house service continue to provide this service



Current Phlebotomy service provision position

- ▶ **Additional capacity at PRH** - Additional clinic rooms have been made available at PRH, already seeing a reduction in wait times from 5 weeks to 18 days. Awaiting further equipment to open up more sessions - early December 2021.
- ▶ **Additional capacity at RSH** - SaTH in discussion with Severnfields Medical Practice to open up some sessions there.
- ▶ **Additional capacity at Whitchurch** - week commencing 15th November, some additional morning sessions to be opened to reduce waiting times
- ▶ **Additional capacity at Bridgnorth** - discussions are underway to increase capacity at Bridgnorth
- ▶ **SaTH have secured additional funding for staff for 4 months** to support the back log of patients for blood tests, envisage start mid November 2021 (enable a further 240 bookings to be made on line to start with for RSH).



Current Phlebotomy service provision position

Current position - waiting times week of 8th November 2021

Site	Urgent blood availability	Routine bloods	Warfarin availability	Paediatrics
RSH	Within 48hrs	28 Days	Within 24hrs	5 Days
PRH	Within 48hrs	18 Days	Within 24hrs	8 Days
Whitchurch	Within 48hrs	13 Days	Not applicable	Not applicable
Bridgnorth*	Within 48hrs	20 Days	Not applicable	Not applicable

