

Phlebotomy Review – Focus Group Template

Focus group name:	Telford & Wrekin Health Scrutiny Committee
Person completing the feedback:	Cllr Derek White, Chair of the Telford & Wrekin Health Scrutiny Committee
Numbers of patients involved:	13
<p>Introduction</p> <p>Phlebotomy is a clinical procedure that involves the removing of blood through a small puncture in order to obtain a sample of blood for analysis, monitoring and diagnosis of illnesses. This task is completed by staff specially trained and identified in being competent.</p> <p>When we use the term blood test, it means the taking of the blood sample.</p>	
<p>1. Where do you currently attend for your blood tests?</p> <p>Members responded by saying they attended their blood tests at their local GP practice or hospital, depending which was closer and based on their local offer.</p>	
<p>2. What is the best thing about the blood testing service?</p> <p>Members responded by saying things such as “that it was done locally, with a local doctor” and that it was “quick and efficient”.</p>	
<p>3. What would you change about the blood testing service?</p> <p>Some members responded by saying there was nothing that needed changing, whereas others felt that there was room for improvement in terms of communication with patients as the delivery of service had swapped a lot between being in the community and other times in acute settings, and therefore needed long term consistency.</p>	
<p>4. If you could pick a preferred location to attend for your phlebotomy – where would you like to go?</p> <p>Some members found that their current location was adequate for the delivery of service, other members preferred locations that were in the community such as GP practices, standalone chemists, and chemists based in supermarkets.</p>	
<p>5. Why would you prefer this location?</p> <p>Members believed it was better deliver the care closer to home and not in acute settings, as part of the wider prevent agenda. Likewise, more environmentally friendly to go to a local practice than drive across to an acute setting depending on geography.</p>	
<p>6. How long do you wait for your blood test?</p> <p>In regards to when arriving for blood test, members stated between 15-60 minutes depending on the time of day.</p>	

In terms of the time between booking an appointment and the appointment date, some members cited waiting 10 work days for the blood test, others cited three weeks.

7. How long do you think you should wait?

In regards to when arriving for a blood test, Members believe 15 minutes to 20 minutes was acceptable.

In terms of the time between booking an appointment and the appointment date, Members believed patients should not have to wait any longer than a week for an appointment.

8. Tell us about the choice of times for appointments.

Members felt this was based on local offer and demand, as some said they were offered a small amount of appointment slots, whereas others did not receive any choice and were given a specific time and date.

9. When do you think the service should be open?

Members believed it should be open the usual working hours of a GP practice – 8:30am-7pm and reduced hours over the weekend.