

Visit Date: 4th October 2016. **Time:** 10am – 12.30pm

Service name: Northwick Park Hospital (Phlebotomy), London North West Healthcare NHS Trust

Summary

The phlebotomy clinic is a drop-in service that operates a ticketing system. The service offers blood tests to patients referred from different clinics at the hospital. The majority of patients report that they are long-term users of the service and get their appointments by letter in the post that gives them a date but not a time. When their next appointment will be depends on the result. Other patients are referred by a clinic from the hospital to get a blood test. On the day of their appointment, patients have to collect a ticket that has a number and wait until that number is called out.

What patients appreciate about the service?

- All staff members were spoken of very highly by patients
- Patients with red books are seen immediately when they present it to a staff member at the clinic
- Once patients get to the staff they are seen quickly
- There was good communication between staff and a patient who needed to have their appointment brought forward. A staff member phoned the patient and explained clearly why the appointment needed to be brought forward.
- One patient was phoned by a member of staff to have her appointment moved forward

What would you like to have more of?

- Water dispenser: a number of patients would like to have a water dispenser in the waiting area
- Seats in the waiting area: Patients said that when the clinic gets busy, more seats would be appreciate to be able to sit down
- Seats: Seats in the waiting area could be more comfortable
- Television: Having a TV for patients to look at will help pass the time, whether it is showing medical advice or showing the news with subtitles

What would you like to have less of?

- Less waiting time. Patients said that there are days when the wait is not too long but there are times when you have to wait for an hour
- Less expensive parking charges. Patients would like to have some clarity how much to pay at times when they do not know how busy the clinic will be
- Time with staff: A few patients would like to feel less rushed with staff

What patients said:

“Staff’s attitude is good, they are always happy”

“Really happy, no complaints, staff make me feel comfortable”

“Staff have made this a good experience, they are very pleasant and not rude also good at answering my questions”

“Staff have helped me”

“Staff are fantastic but the wait can be horrendous”

“Been here for 4-5 years and staff have been really good, quick and sufficient. They don’t waste time”

“Staff are really gentle and treat me nice”

“I don’t think it could be any better, you have the choice if you want to come in the morning or in the afternoon”

“Almost one hour wait every time”

“Waiting time can be decreased”

SERVICE RESPONSE

The team has discussed the observations and were disappointed that patients had not been kept properly informed of delays on the day of the visit. They have reminded the whole team to make sure that the admin staff are kept informed of the reasons for any delays, and the admin staff to make sure that patients are kept informed of any delays.

Although car parking charges are outside of the service's specific remit, the Trust offers a range of concessions to make it easier for our patients and visitors. In line with Department of Health guidance, discounted passes are available for patients and families who need to visit our hospitals regularly or for long periods. Three, five and seven day passes are available as well as reductions for renal patients. Free parking is available for Blue Badge holders (when parked in a designated bay).

In order to minimise waiting times in the phlebotomy clinic, there are now always 5 staff on duty. Ticket machines are put out at 7.30 in response to other patient feedback.

A television has been installed and a second more accessible water filter is being put in place.

At present, the team has been unable to secure additional or new funds for more chairs but this is something that could be reviewed again at a future date.