



## HEALTH OVERVIEW AND SCRUTINY SUB-COMMITTEE, 14 MARCH 2022

**Subject Heading:**

Update on the community phlebotomy (blood testing) pilot programme

**Report Author and contact details:**

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**Policy context:**

**Community phlebotomy is a key service for local people and has therefore been as a subject for scrutiny by the Sub-Committee**

**Financial summary:**

**No impact of presenting information itself.**

### SUMMARY

Following a detailed update to the November meeting of the Havering Health Overview and Scrutiny Sub-Committee, the Clinical Commissioning Group agreed to provide further updates on the progress of the community phlebotomy service pilot in Barking and Dagenham, Havering and Redbridge.

### RECOMMENDATIONS

That the Sub-Committee notes the contents of the report and the progress of community phlebotomy pilot to date.

**REPORT DETAIL**

As we move toward the end of the BHR phlebotomy pilot (June 2022), the Executive Phlebotomy Steering Group will meet in March for a detailed phlebotomy pilot review session to look at successes and learning to date.

### **Sites and capacity**

In our continued bid to make booking an appointment as convenient as possible for our patients, a number of our sites are offering Saturday and Sunday services. A full list of community and GP phlebotomy services (23 in total) can be found on the CCG website at <https://northeastlondonccg.nhs.uk/your-health/blood-tests/>. Information available includes booking details and opening hours, and our published list is attached to this report.

In Havering, blood tests are available at Cranham Health, Elm Park Clinic, Harold Hill Health Centre and Raphael House in Romford.

### **Current data**

22,687 blood tests were carried out across community and GP sites across BHR in January 2021.

- 91.33% of appointments were carried out within 1 week from the date of booking.
- 7.2% of appointments were carried out within 2 weeks from the date of booking.
- 1.47% of appointments were carried out between 2 and 4 weeks from date of booking (patient choice).
- We are pleased to report that we continue to see a decrease in numbers of those not attending their appointments (from around 15% one year ago to around 6% in recent months).
- There continues to be same day availability for a blood test at the majority of NELFT sites.

### **Patient survey results**

Patients continue to pass on their feedback via our survey, with over 95% patients feeding back a good experience in January 2022.

We continue to learn from these responses in order to shape the service into one that best meets the needs of the local communities we serve.

### **Engagement**

- As explained, we have developed a patient survey which can be completed online via a text and email link once the appointment has finished.
- GP sites have now been added to this survey.
- The survey is now fully compatible with those who are accessing it via a mobile phone.
- This link can also be shared via email for those who do not have a mobile phone.
- We continue to look at ways to reach those who do not have web/mobile phone access to ensure that feedback is representative.

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- We continue to share updates and the link to our dedicated email address [nelondon.bhrphlebotomyservices.nelccg@nhs.net](mailto:nelondon.bhrphlebotomyservices.nelccg@nhs.net) in our local and NEL wide stakeholder updates to invite local feedback.
- A frequently updated list of all sites and provision is available on the CCG website at <https://northeastlondonccg.nhs.uk/your-health/blood-tests/> as well as on the [NELFT website](#) and is linked to from the [BHRUT website](#).
- This list of sites is also shared regularly with practice colleagues for patients.

### **Next steps**

- Dedicated phlebotomy sessions that will accommodate people with learning disabilities will begin in April 2022.
- Work is underway with our Learning Disabilities networks to gather feedback on the proposed design of these sessions.
- We are also looking at home visiting for those with severe learning disabilities.

Previous public updates can be found on our website along with a full list of phlebotomy services across BHR.

## **IMPLICATIONS AND RISKS**

**Financial implications and risks:** None of this covering report.

**Legal implications and risks:** None of this covering report.

**Human Resources implications and risks:** None of this covering report.

**Equalities implications and risks:** None of this covering report.

**Environmental and Climate Change implications and risks:** None of this covering report.

## **BACKGROUND PAPERS**

Published list of community phlebotomy services (updated as of 8 March 2022).