

Frequently Asked Questions

What if patients are unable to book blood tests online themselves?

In circumstances where a patient is unable to book the blood test online themselves, they can be helped by their family members or carers to set up an account.

Are there any changes to the number of patients that will be able to have their bloods taken each day?

No, there is no change to the number of patients that can have their blood taken each day. Please ensure you wear a face covering and follow the social distancing rules and not attend if symptomatic for symptoms suspicious of coronavirus or isolating following a contact.

Will clinicians/patients be able to access same day blood tests for patients?

We will be holding a number of urgent slots for patients who need to be bled the same day. **Please use this service judiciously as the slots would be limited.**

What happens when the patient arrives for their blood test?

When a patient arrives, they will need to check in. Currently, the receptionists will do this, as they do now, but we will be introducing self check-in stations. The patient will be required to sit in the waiting room until they are called for by the phlebotomist. We will have screens which will direct the patient to the appropriate bay when the phlebotomist is ready.

What happens when a patient is late for an appointment?

If a patient is more than 10 minutes late for their appointment, they will have the choice of either waiting until the next available slot that day, if there is one available, or rebooking for another day.



Phlebotomy Department New patient appointment booking system

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Trust

Improving Patient Experience

With up to 600 patients a day visiting our department, it is vital that we can see everyone in a safe and social distance way to protect both our staff and our patients.

With this in mind, we have now finalised arrangements to introduce a new appointment booking system for all patients and this will see a reduction in the waiting and queuing time for blood tests. Patients will now be seen in the newly refurbished phlebotomy rooms at Gilbert Hitchcock House.

This new service is web based and will be introduced on

1st March 2021.

Patients will be able to book a blood test, sometimes on the same day and there will be early appointment available for those patients that have been asked to fast by their GP.

There will be a number of ways that patients are able to book an appointment:

- ◆ Online booking service (available 24/7). Patients will need to register online:

www.bedford.sangix.co.uk

- ◆ Automated telephone booking service (available 24/7)

01234 607075

- ◆ By telephone and speak to our Phlebotomy reception team on **01234 792160** who will endeavour to make the appointment for the patient.
- ◆ Booking an appointment in person by visiting the department and our reception team will book an appointment for you.
- ◆ The Trust will maintain a limited walk-in service. Patients will be given an appointment, if available, at the next appointment time for that day, or offered an appointment for another day.
- ◆ When you attend for your appointment please ensure you have the blood request form from your GP showing your name and NHS number.

Phlebotomy Department opening hours

Monday—Friday 08.00—16.30hrs (except Bank Holidays)

Phlebotomy for Children under the age of 16

These appointments will remain in the Paediatric Department and can be booked by telephoning **01234 792204**

