

EPA Phlebotomy Information

Phlebotomy JPUH

In-patients

Midweek Service: Phlebotomists visit all wards at the James Paget Hospital once per day between 07:30 and 12:00 Monday to Friday.

Weekend and Bank Holiday Service: Request forms must be prepared in advance and placed on the ward clip by 07:00 – essential requests only.

Please note: The phlebotomists cannot guarantee to collect samples for dynamic tests at set times, and these are the responsibility of the House Officer.

Outpatients at JPUH

Phlebotomists are on duty in the outpatient's area next to the Pathology Department (Blood Sciences) at the following times:

Monday to Friday 08:00 – 16:45

Outpatients may be sent without appointment for routine blood tests. The request form must be properly completed including a high risk sticker if appropriate.

General Practice

A number of surgeries are provided with local phlebotomy services through agreements with the Clinical Commissioning Groups (CCGs). There is a limited service available for GP patients at JPUH if required (hours as above).

Patient Preparation

- Verify the patients' identity against the laboratory requisition, using a minimum of four identification details (surname, forename, date of birth and hospital/NHS number), confirmed with the patient wristband if present and where possible with the patient themselves verbally.
- Review the clinicians' request, and the patient's written or verbal consent and that any special requirements have been met.
- Review the procedure with the patient and inform him or her about the tests for which the samples are being collected.
- Assemble the required equipment for the test and verify that the correct number and type of containers are available, for blood samples adhere to the correct order of draw.
- Label all collection vessels before leaving the patient.

NOTE: Trust venipuncture & blood culture procedure (PRC/EDT/SH1117/03)

Patient consent

- NOTE: All procedures carried out on a patient need the informed consent of the patient.
- For most routine laboratory procedures, consent can be inferred when the patient presents himself or herself at a laboratory, or other suitable area, within a primary or secondary care setting, with a request form and willingly submits to the usual collecting procedure.

Phlebotomy NNUH

The Phlebotomy Department is managed by Haematology. Our team of Phlebotomists is dedicated to providing a service of the highest standard to the Norfolk and Norwich University Hospital inpatients and outpatients.

The main out-patient department is based in East Block on Level 3, opposite the Elsie Bertram Diabetes Centre. There is also a smaller clinic in the West OPD, also on level 3 next to the Early Pregnancy Unit. For further details please refer to appropriate section below.

East Outpatients (located on level 3 East Block)

Appointment only

Babies and children – special Paediatric clinics run 7 times per week – booked appointment only held in the West clinic

To make an appointment please telephone 01603 286921

Normal opening times: Monday to Friday 08:30 - 16:46 last appointment.

Due to staff training the phlebotomy East OPD clinic will open at 9.05 am on the last Wednesday of every month.

West Outpatients (located on level 3 West Block)

Appointment only

Babies and children – special Paediatric clinics run 7 times per week – booked appointment only held in the West clinic

Due to staff training the phlebotomy West OPD clinic will open at 9.15 am on the last Wednesday of every month.

Weekends and Public / Bank Holidays

The East and West OPD clinics are closed on weekends and public / bank holidays.

The phlebotomy ward round operates 365 days a year.

Ward Rounds

Daily Ward rounds are carried out at the following times 365 days a year:

Monday - Friday 07:15 – 12.15 (including bank holidays)

Weekends 07:15 - 10:45 (non- routine / essential bloods only)

All wards are covered **except** Buxton Ward.

The phlebotomy ward round service will be reduced to allow for staff training on the last Wednesday of every month.

Request Forms

Forms must be requested **on Web Ice by 06:00** for that day's round.

Extra forms will not be accepted by the phlebotomists during the ward round.

Requests marked '**URGENT**' **WILL NOT** be taken by the Phlebotomist - these must be done by the requesting clinician.

Request forms which have the incorrect location on the request form will be sent to the correct location (if identified) via the pneumatic air tube system. If the phlebotomist on the correct location has already completed their ward round the request form will become the responsibility of the ward staff to obtain blood sample collection for their patient.

If the phlebotomist is unable to obtain blood sample collection the request form will be returned to the clinician.

Patient consent:

- NOTE - All procedures carried out on a patient need the informed consent of the patient.
- For most routine laboratory procedures, consent can be inferred when the patient presents himself or herself at a laboratory, or other suitable area, within a primary or secondary care setting, with a request form and willingly submits to the usual collecting procedure.

Patient preparation and all other procedures must be followed as detailed in the Trust phlebotomy documents.

Phlebotomy QEH

Outpatient and GP:

The Phlebotomy (blood taking) suite is open for outpatient and GP phlebotomy from 08:15 – 16.45 hours Monday to Friday. It is located on the ground floor of the Blood Sciences Department of the Hospital. Patients with pre-booked appointments for Glucose Tolerance Tests are seen in the Treatment Investigation Unit located on Feltwell Ward.

There is no outpatient phlebotomy provision at weekends.

We operate a queuing system for patients attending for phlebotomy based on sequential ticketing. **ALL** patients are instructed by sign display to collect a ticket from the dispenser attached to the wall with the exception of patients attending another clinic located in that area with timed appointments such as DVT or Coagulation. The phlebotomist will 'call' in the patient by displaying the accession number on the display that is situated next to the phlebotomy suite clinic room 1 door.

Outpatients, with the exception of children under 5 years, may attend Blood Sciences for phlebotomy.

Children under 5 years will be expected to have their bloods taken at the Roxburgh Centre.

Location: Ground Floor Blood Sciences department

Times: Mon – Fri 08:15 – 16:45

Wards:

A "full" service in respect of ward phlebotomy requirements is offered on a daily basis starting at 08:00 up to 12.00 each day, then 13.00 to 16.00 each weekday.

Please use the relevant phlebotomy books found on each ward to place your requests in a timely manner. The morning round requests should be accessible from 8:15 and the afternoon round from 13:00.

There may be occasions where due to unforeseen circumstances the number of requests per ward completed by the phlebotomy team will be restricted. This is to allow a fair service for the whole Trust and where possible they may be able to return later that round.

This service is also offered on weekends and bank holidays, but is restricted to a limited number of hours. **Please do not abuse the service by placing requests for non-urgent bloods on the weekend.**

A&E:

A service is provided from 13.00 to 20.00 each weekday

There is a service at the weekends 13.00 to 16.00 only.

Bank Holidays are covered from 12.00 to 20.00 hours.

Patient Preparation:

- Verify the patient's identity against the laboratory requisition, using a minimum of four identification details (surname, forename, date of birth and hospital/NHS number), confirmed with the patient wristband if present and where possible with the patient themselves verbally.
- Review the clinicians' request, and the patient's written or verbal consent and that any special requirements have been met.
- Review the procedure with the patient and inform him or her about the tests for which the samples are being collected.
- Assemble the required equipment for the test and verify that the correct number and type of containers are available, for blood samples adhere to the correct order of draw.
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Patient consent:

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Venepuncture policy E3 Trust Doc ID 1114.

24 hour advance blood test request policy Trust Doc ID 5092.