



EPA

STANDARD OPERATING PROCEDURE

Document Ref: EWG-D-003

EPA Phlebotomy Information Page

Changes from previous revision

Document sent to Phlebotomy managers at all sites for updates, minor changes made.

Author/Reviewer	Ginny Marley
Authorised by	Fiona Butcher
Revision No.	4
Date of Issue	25/02/2026
Review interval	1 year
Signed by Authoriser or Quality Lead (+ print name)	

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EPA Phlebotomy Information

Phlebotomy JPUH

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.

In-patients

A 24 hour/7 days service is provided by Clinical Support Assistants (CSA). Our team of CSAs are dedicated to providing a service of the highest standard to the James Paget University Hospital inpatients.

A team of 6 CSAs will visit all wards at the James Paget Hospital once per day between 07:00 to 19:30 to collect all routine bloods. These must be booked into the ICE Phlebotomy blood round which the CSA will then print. Forms must be requested on ICE by 07:00 for that day's round.

Extra forms will not be accepted by the phlebotomists during the ward round. Any forms preprinted WILL NOT be taken by the Phlebotomist - these samples must be taken by the requesting professional.

The CSA will be reached through ward board system to assist with bloods, cannula and ECGs between 7:00-19.30. It is expected that appropriate ward staff including doctors attempt to bleed, cannulate and carry out ECGs that are urgent.

Request forms must be prepared in advance and jobs must be requested on ward board.

Please note: The CSA cannot guarantee to collect samples for dynamic tests at set times, these are the responsibility of the doctor.

Outpatients

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

Monday to Friday 08:00 – 16.45; closed weekends and bank holidays.

Outpatients are not offered a booked appointment but patients are seen as a priority if bloods are urgent. The request form must be properly completed including a high risk sticker if appropriate.

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General Practice

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

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. If the patient has no wristband no blood will be taken until they have been verified by ward staff and a new band attached.
- Review the clinician's 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 collection and verify that the correct number and type of containers are available, for blood samples adhere to the correct order of draw.
- Label all sample containers 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

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Babies and children – special Paediatric clinics run 5 times per week – booked appointments only held in the West clinic.

To make an appointment book online using the QR code below or telephone 01603 286921.

The Phlebotomy Department is located in East Outpatients on Level 3 (opposite The Elsie Bertram Diabetes Centre).



Outpatient phlebotomy services are available by appointment only

[PLEASE CLICK ON THE QR CODE TO BOOK AN ONLINE APPOINTMENT](#)

IF YOU ARE BOOKING AN APPOINTMENT FOR SOMEONE UNDER 16 PLEASE FOLLOW THE INSTRUCTIONS AFTER **[CLICKING ON THE QR CODE](#)**.

Normal opening times: Monday to Friday 08:30 - 16:45

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 5 times per week – booked appointments only held in the West clinic

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 07:00 – 12.30

Weekends 07:00 - 10:45 (non- routine / essential bloods only)

Bank holidays 07:00 – 10:45

All wards are covered

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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

Outpatients and GP patients:

The Phlebotomy (blood taking) suite is open for outpatient and GP phlebotomy from 08:15 – 17.45 hours Monday to Friday. It is located on the ground floor of the Blood Sciences Department of the Hospital. Unfortunately we do not undertake Glucose Tolerance Tests due to the nature of the clinic; these will be pre-booked with either Brancaster (for pregnant patients) or Treatment Investigation Unit. There is no outpatient phlebotomy provision at weekends.

We operate a queuing system for patients attending for phlebotomy based on sequential ticketing. **ALL** patients except those who are attending a clinic who have a specialised agreement with us, are instructed by sign display to collect a ticket from the dispenser attached to the wall. This is with the exception of patients attending another clinic located in that area. 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.

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The clinics with special arrangements where results are required within the hour are:

- Early Pregnancy Assessment Unit/ Day Assessment Unit
- Haematology/Macmillan Clinics (with analyse immediately sticker)
- Oral Surgery (for Warfarin – on a yellow form)
- Patients for Nuchal Translucency Testing

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 8:15 - 17:45*
 Saturday 8:15 - 13:00
 Closed Sundays and bank holidays

*Please note that we reserve the right to close the doors earlier at 17:00 when the waiting room is at full capacity. This happens rarely and a sign is put up on the door.

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. Unfortunately we cannot accommodate “Urgent” requests. These will be the responsibility of the requestor as we cannot guarantee arrival time on the ward.

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.

The following key areas are currently working to:

- Macmillan/Haematology clinics 9-12 Monday to Friday, located at Macmillan centre
- AMU phlebotomy service 8-12/1-5 Monday to Friday and 8-11 sat & sun
- SDEC phlebotomy service 1-5 Monday to Friday
- Discharge bloods (across the trust) Monday to Friday 8-12/1-5 and Sat/Sun 11.30-13:15

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.

The phlebotomists will endeavour to obtain the samples required from the patients listed in the request book for that day, if successful a time is written next to the patients' addressograph, if unsuccessful – a code is written next to the patients' addressograph (the list of codes and their meanings are found in the back of the request book). The phlebotomist cannot contact individual requestors due to the nature of the phlebotomy

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rounds and the time dependent service we provide. It is the ward staff/requestors responsibility to check the request book and take action accordingly.

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 or by placing patients out for multiple days across the weekend in advance unless they require daily testing.**

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.
- Label all sample containers before leaving the patient.

Patient consent:

- NOTE: All procedures carried out on a patient need the informed consent of the patient.
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