

NCL Phlebotomy FAQs – Urgent and Essential Bloods

GP guidance that phlebotomy services are for urgent and essential bloods only is unchanged.

Please refer to the right test right time guidance [here](#)

Trust Name	Theme	Question	Answer	Information Links
Whittington Health	Ordering blood tests	If requesting from Whittington do we need to email the SunQuest form?	No this only applies to the tQuest system at other sites. The SuQuest ICE blood test request must be generated via EMIS.	Please see the " How to Guide "
	Booking blood test appointment	Why can't patients book their own appointment through e-RS for Whittington?	<p>Inform your patients there is a need to book a phlebotomy appointment and that 'walk in' Phlebotomy services are no longer available.</p> <p>As of Monday 29th June 2020 patients can book their phlebotomy appointments as long as practice has added the patient to e-RS for bloods and provided them with their unique number UBRN and password. This can be delivered as an admin task.</p>	Please see the " How to Guide "

		If my patient cannot book an appointment through the e-RS request can I utilise the 'refer to provider' function?	<p>Please do not use the refer to provider option –</p> <p>Providers do not have the ability / capacity to call patients and arrange appointments therefore no action will be taken. Improved booking functionality is now being installed on all sites which should help booking process and number of slots is increasing.</p>	
	Same day urgent booking	If my patient needs same day urgent blood test am I expected to send them to A&E?	<p>No –Patients should not be sent to A&E unless the patient requires A&E for any other essential reason.</p> <p>Haringey and Islington same day blood requests are only available at Whittington hospital site level five as there is very limited capacity.</p> <p>A&E is not an appropriate place for an ill, shielded or vulnerable patient to be sent for blood tests. Please facilitate phlebotomy on the practice site if necessary (with those clinically trained on site).</p> <p>We will ensure that within the next week all providers will be facilitating access to on the day bloods – communications will be circulated.</p>	Please see Whittington same day booking guidance
	Whittington Phlebotomy Hub	Are there plans to increase additional community capacity?	<p>Yes – As of Monday 29th June 2020 Whittington was the first NCL trust to launch their phlebotomy hub at Holloway Community Health Centre. An additional</p>	Please see Whittington phlebotomy service update: New capacity

			<p>1500 appointments per week are now available.</p> <p>This hub is open to practices with 'SunQuest' who, pre-covid, utilised Whittington services to request pathology.</p> <p>Hubs will be able to open large numbers of appointments however the gradual increase in capacity predicted is based on a gradual return in requesting at pre-Covid levels.</p>	<p>at Holloway Community Health Centre</p>
	Advanced booking	When will advanced booking with an aim to increase the booking window be reviewed?	<p>A process for facilitating advance booking is being explored – this is complicated lack of a full administrative waiting list capability which is not a rapid or desirable solution. In addition we need to consider the requirement to undertake Covid screening pre appointment, ensure availability of necessary essential appointments and avoid DNAs</p>	
North Middlesex University Hospital (NMUH)	Ordering blood tests	Are GPs requesting blood from NMUH required to stamp the tQuest form as urgent?	<p>No this is not required and has been clarified with NMUH as requests currently are only urgent and essential – we also do not want patients having to pick up physical request forms from practices.</p>	<p>Please see NMUH Phlebotomy process</p> <p>Please see Clarification: phlebotomy clinics delivered by NMUH require printed request forms</p>

	Booking blood test appointment	How can my patient book their phlebotomy appointment?	Inform your patients there is a need to book a phlebotomy appointment and that 'walk in' Phlebotomy services are no longer available. Patients can ring or book their appointment online.	Please see NMUH Phlebotomy Service Update
		Will NMUH be implementing SwiftQueue for booking?	Yes a plan is in place to do this. Communications will be circulated.	
	Same day urgent booking	If my patient needs same day urgent blood test am I expected to send them to A&E?		Please see NMUH Phlebotomy process
	NMUH Phlebotomy Hub	Are there plans to increase additional community capacity?	<p>NMUH are offering phlebotomy at Forest Green, Evergreen, Green Lanes, Grovelands practices delivered by NMUH.</p> <p>Selby Centre will provide an additional 840 appointments per week via tQuest requesting for Haringey and Enfield practices from Early August. Details will be published closer to the date of opening.</p> <p>Hubs will be able to open large numbers of appointments however the gradual increase in capacity predicted is based on a gradual return in requesting at pre-Covid levels.</p> <p>Communications will be circulated.</p>	
Advanced booking	When will advanced booking with an aim to increase the booking window be reviewed?	A process for facilitating advance booking is being explored – this is complicated lack of a full administrative waiting list capability which is not a rapid or desirable solution. In addition we need to consider the		

			requirement to undertake Covid screening pre appointment, ensure availability of necessary essential appointments and avoid DNAs.	
UCLH	Ordering blood tests	Do I have to email blood test forms to the community phlebotomy sites or the Trust?	Please continue to order blood tests via tQuest and email your patients' blood test form as a PDF file to UCLH and not to health centres or practices.	<p>Please see UCLH MyCare: patient booking system</p> <p>Please see – How to guide for saving and sending tQuest form as PDF</p>
	Booking blood test appointment	How can patients book a phlebotomy appointment?	The booking system MyCare allows patients to book their own phlebotomy appointment online, making it easier and more flexible for patients to attend at a convenient time. Where patients are unable to access the internet, Patients will still be able to phone or email the pathology team.	<p>Please see UCLH MyCare: patient booking system</p> <p>How to book guide</p>
	Same day urgent booking	If my patient needs same day urgent blood test am I expected to send them to A&E?	<p>No – Patients should not be sent to A&E unless the patient requires A&E for any other essential reason.</p> <p>A&E is not an appropriate place for an ill, shielded or vulnerable patient to be sent for blood tests. Please facilitate phlebotomy on the practice site if necessary (with those clinically trained on site).</p>	

			We are working with UCLH to offer same day bookings imminently - communications will be circulated.	
	UCLH Phlebotomy hub	Are there plans to increase additional community capacity?	<p>Yes – As of Monday 13th June 2020 Hunter Street was the second hub to go live. This will provide an additional 1,440 appointments per week via tQuest requesting for Camden and Islington practices.</p> <p>Hubs will be able to open large numbers of appointments however the gradual increase in capacity predicted is based on a gradual return in requesting at pre-Covid levels.</p>	Please see UCLH phlebotomy service update
	Advanced booking	When will advanced booking with an aim to increase the booking window be reviewed?	A process for facilitating advance booking is being explored – this is complicated lack of a full administrative waiting list capability which is not a rapid or desirable solution. In addition we need to consider the requirement to undertake covid screening pre appointment, ensure availability of necessary essential appointments and avoid DNAs	
Royal Free	Ordering blood tests	Do I have to email blood test forms to the community phlebotomy sites or the Trust?	<p>Please continue to order blood tests via tQuest for both Royal Free main hospital site and Chase Farm hospital.</p> <p>Please email the PDF version of the tQuest form to the chosen site.</p>	<p>Please see Royal Free Phlebotomy Service Update</p> <p>Please see – How to guide for saving and sending tQuest form as PDF</p>

	Booking blood test appointment	How can patients book a phlebotomy appointment?	Patients can call or book their appointment online	Please see Royal Free Phlebotomy Service Update
	Same day urgent booking	If my patient needs same day urgent blood test am I expected to send them to A&E?	<p>No – Patients should not be sent to A&E unless the patient requires A&E for any other essential reason</p> <p>A&E is not an appropriate place for an ill, shielded or vulnerable patient to be sent for blood tests. Please facilitate phlebotomy on the practice site if necessary (with those clinically trained on site).</p> <p>We are working with Royal Free to offer same day bookings imminently - communications will be circulated.</p>	
	Royal Free Phlebotomy	Are there plans to increase additional community capacity?	<p>Yes there is a plan to increase capacity by reinstating Phlebotomy service at Edgware Community Hospital via tQuest requesting for Barnet practices. This will go live end of July.</p> <p>Chase Farm Hospital has spare capacity at present.</p> <p>Hubs will be able to open large numbers of appointments however the gradual increase in capacity predicted is based on a gradual return in requesting at pre-Covid levels.</p>	

	Advanced booking	When will advanced booking with an aim to increase the booking window be reviewed?	A process for facilitating advance booking is being explored – this is complicated lack of a full administrative waiting list capability which is not a rapid or desirable solution. In addition we need to consider the requirement to undertake covid screening pre appointment, ensure availability of necessary essential appointments and avoid DNAs	
CLCH	Additional capacity	What is the CCG doing to increase appointments for Barnet patients?	We are liaising with CLCH who provide the service at Finchley Memorial to see whether additional capacity may be provided with extended hours, although the capacity / space is limited due to other services also using the site.	

NCL wide and non-trust specific Q&A

Question	Answers
Will the additional capacity planned provide enough Phlebotomy appointments for patients who have had blood test delayed or deferred since the Covid pandemic began?	Based on the advice of local clinicians, we estimate the additional capacity should allow the backlog of blood test to be resolved by mid-September but this will continually be under review.
Do patients have to wear face masks to attend their phlebotomy appointments?	Yes, patients should be informed, when they are being referred for blood test that they should wear face covering when attending the Phlebotomy clinic. If they refuse to wear a mask, the service may refuse to take bloods.