

**Phlebotomy Services
Overview and Scrutiny Briefing
August 2009**

Introduction

NHS Stockton-on-Tees (formerly Stockton-on-Tees TPCT) is proposing to move two phlebotomy sessions from Thornaby Health Centre to the Woodbridge site in Ingleby Barwick. The aim of the proposal is to improve patient access to phlebotomy services at Ingleby Barwick.

Background

Up until August 2007 phlebotomy was provided by North Tees & Hartlepool Trust (NTHT) at the Woodbridge practice in Ingleby Barwick. This service was relocated due to space and premises issues at that time.

The additional clinics were relocated to Thornaby Health Centre. Currently, 44.5 hours of phlebotomy are provided at Thornaby. This is based on 7 sessions (5 morning and 2 afternoon) per week with 2 members of staff.

The merger of Woodbridge and Barleyfields practices has enabled a suitable space to be identified in order to reinstate the service within the Woodbridge practice. The service provider will remain as North Tees and Hartlepool Foundation Trust.

Proposal

It is proposed that two phlebotomy sessions are transferred from Thornaby Health Centre to the Woodbridge Practice in Ingleby Barwick. The Practice have identified that they have capacity and that the clinical rooms are fit for purpose and would require very little adaptation.

Sessions will be held on a Tuesday and Thursday morning, 8am to 12 noon with a capacity to see 40 patients per session and will be open to all residents of Ingleby Barwick.

This development does not represent an increase or decrease in capacity or increase in hours for phlebotomy services. It is a change of location to improve accessibility for those patients living in Ingleby Barwick.

Clinic times will remain unchanged at Thornaby Health Centre but will run with one member of staff on Tuesday and Thursday mornings, rather than two. Capacity at both clinics will be monitored on an ongoing basis.

The service will run on non- appointment basis in a similar manner to the existing service at Thornaby. NHS Stockton and North Tees Hartlepool Foundation Trust are exploring the possibility of introducing a web-based booking system to enable some appointments to be pre-booked; however, this is yet to be determined.

The service re- location will commence from Tuesday 29 September 2009.

Informing and Involving local people

Patient Advice and Liaison Service (PALS)

The PALS service received two concerns from patients in Ingleby Barwick in July 2009. Both patients were concerned that what they perceived to be an important service was no longer available in Ingleby Barwick and that they had to travel to Thornaby.

Public Meeting held to discuss the merge between Woodbridge and Barleyfields Practices

An issue was raised at a public meeting held on the 25th March 2009 regarding the removal of the phlebotomy service from Ingleby Barwick, concerns being for those patients who would prefer to access the service at a GP Practice in Ingleby Barwick and may have difficulty travelling to Thornaby.

Planned Communication and Engagement

NHS Stockton- on- Tees wishes to ensure that awareness is raised and that patients are suitably informed of this change to the location of some Phlebotomy sessions.

A communication and involvement plan has been drawn up and is appended to this briefing.

It is proposed that activity to inform and involve identified stakeholders and patients, carers and the public take place from the week commencing 17th August until the week commencing the 14th September which is when the sessions at Ingleby Barwick will commence. The sessions will continue to be promoted at both the Thornaby and Ingleby Barwick sites after the commencement date.

The information-provision and involvement will include the following groups:

- Health Overview and Scrutiny Committee
- Local Involvement Network

- Patients and Carers at the Woodbridge, Barley Fields and **** Practices in Ingleby Barwick
- Patients and Carers at Thornaby Health Centre
- Residents of Ingleby Barwick and Thornaby
- Staff

See Appendix 1: Communication and Engagement Plan

Action for Overview and Scrutiny

Overview and Scrutiny are asked to note the content of this briefing and highlight any additional issues that they feel may need addressing in informing and involving the local community and how they wish to be involved.

Appendices:

Appendix 1: Communication and Engagement Plan August 2009