

# FINAL REPORT

Healthwatch Waltham Forest Enter & View Report

## Community Phlebotomy (Bloodtesting) Services

October and November 2015

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## Visit details

Service address	Community phlebotomy services in Waltham Forest: <ul style="list-style-type: none"> <li>• Claremont Medical Centre</li> <li>• Comely Bank Health Centre</li> <li>• Langthorne Health Centre</li> <li>• Oliver Road Polyclinic</li> <li>• St James Street Health Centre</li> <li>• Silverthorn Centre</li> <li>• York Road Health Centre</li> </ul>	
Service Provider	Barts Health NHS Trust	
Service description	Community phlebotomy (bloodtesting) services in Waltham Forest	
Reason for visit	During its normal intelligence gathering exercise, Healthwatch has received a number of comments from people raising issues about the community bloodtesting services. The aim of this programme is to observe these services in action, looking at the following areas: accessibility, environment, waiting times, staff, information, results and follow up. We will ask service users to give feedback on the above as well as suggestions for service improvement. We will also seek feedback from phlebotomy staff.	
Status of visit	Announced	
Dates of visit	Langthorne	Thurs 29.10.2015 8:45-12:00
	Comely Bank	Fri 30.10.2015 8:30-10:45
	Oliver Road	Thurs 5.11.2015 8:00-11:45
	St James Street	Mon 9.11.2015 7:45-10:15
	Claremont	Wed 11.11.2015 8:45-12:00
	Silverthorn	Fri 13.11.2015 8:15-10:55
	York Road	Tues 17.11.2015 8:00-11:00
Authorised Representatives	Langthorne	Nafisa Saboowala and Margaret Elias,
	Comely Bank	Cheryl Whittle and Jaime Walsh
	Oliver Road	Evalina Strum and Nafisa Saboowala
	St James Street	Margaret Elias and Andrea Elfers (work placement student)
	Claremont	Nafisa Saboowala and Nicholas Suarez (work placement student)
	Silverthorn	Cheryl Whittle, Evalina Strum and Andrea Elfers (work placement student)
	York Road	Nafisa Saboowala and Elektra Demetriou
Declarations of interest	None	

## Acknowledgements

Healthwatch Waltham Forest would like to thank the service provider, patients/ service users and staff for their co-operation and hospitality in hosting this visit. We would also like to thank our Authorised Enter & View representatives and work placement students who assisted us in putting together this report. We welcome all contributions to this Enter and View programme.

## Enter & View

Enter & View is a statutory power conferred upon Healthwatch by the Health and Social Care Act 2012. It gives Authorised Representatives of Healthwatch Waltham Forest the right to enter and observe publically funded health and social care services in the borough. Enter & View visits are visits and not inspections. Enter & View visits are used to get a lay perspective on the service concerned and are an opportunity for service users to talk about their experiences with the service. This takes place in the communal areas as our visits preclude talking to people on their own in their private rooms. A report of our visits is produced which includes any recommendations for change or improvement arising from the visit. This is shared with the service prior to publication. All Healthwatch Waltham Forest Authorised Representatives undergo training and background checks before joining the Enter & View programme.

Providers are required by the Health and Social Care Act to respond to Enter & View reports within 20 working days. Furthermore, according to the relevant legislation (Section 221 [3A] and Section 224 of the Local Government and Public Involvement in Health Act 2007, and the Local Healthwatch Regulations 2013), service providers *must have regard to the views, reports and recommendations included in local Healthwatch Enter & View reports and must respond to Healthwatch 'explaining what action they will take or why they are not taking action'*. Local Healthwatch is also required to state in our annual reports whether any providers have failed to respond to our recommendations or to a request for information.

**Disclaimer:** This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users, visitors and staff who contributed to the report on that date.

## 1.0 Introduction

Healthwatch Waltham Forest has received numerous comments from local residents about community phlebotomy services as part of its normal intelligence gathering exercises during the period 2013-2015. The main comments are about waiting times, with waits of over an hour commonplace and clinics closing early because of volume of patients. The aims of our Enter & View visits to the community phlebotomy services were:

- a) To extend our investigation and understanding of the issues patients experience with phlebotomy services across the borough;
- b) To add value to the existing body of knowledge by coming up with ‘patient led’ suggestions on how to improve services locally;
- c) To share this information with the service provider to help shape service improvement.
- d) To share this information with the CCG (Clinical Commissioning Group) and influence future proposals concerning investment in the community phlebotomy services.

## 2.0 Methodology

During October and November 2015 our Authorised Enter & View Representatives visited the community phlebotomy services in Waltham Forest, which are based at 7 centres and looked at the following areas:

- Accessibility
- Environment
- Waiting times
- Staff
- Information
- Results and follow up

To capture as many views as possible we issued a patient questionnaire. This questionnaire included questions about the current service as well as questions to help determine what improvements patients would like to see. The number of questionnaires completed by patients at each centre is given below.

Claremont	37
Comely Bank	50
Langthorne	33
Oliver Road	15
St James Street	9
Silverthorn	54
York Road (Chingford Health Centre)	45
Unknown (returned by post)	2
<b>Total</b>	<b>245</b>

The large phlebotomy centres are: Comely Bank, Langthorne, St James Street and Silverthorn.

Our report and recommendations are based upon what we (our Authorised Enter & View Representatives) observed during our visits, the feedback we obtained from staff and patients (also referred to as service users) during those visits and the feedback from our patient questionnaires.

Our Authorised Representatives arrived before the advertised opening time for each centre, so they could observe whether there were any queues before the bloodtesting clinic opened, and stayed c3-4 hours. During three of the visits E&V (Enter & View) Representatives were accompanied by work placement students.

## 2.1 Structure of Report

This report is structured to show the areas the E&V Representatives looked at and our observations and findings for each bloodtesting clinic. Each section of this report starts with our observations from the visit and is followed by the feedback from our patient questionnaires.

We have included data from the patient questionnaires in our report - the full data analysis can be found in Appendix A to this report.

Information about the people we spoke to is shown in Appendix B.

The patient questionnaire is included as Appendix C.

There is an Executive Summary in Section 3.0 which provides a summary of our findings and recommendations. The responses from the provider are also shown in the Executive Summary. The recommendations are also listed at the end of the report in Section 13.0.

The names of the bloodtesting clinics have been abbreviated in the report and graphs.

### 3.0 Executive Summary

Visits by our Enter & View Representatives to the 7 community phlebotomy services in Waltham Forest and our survey of patients have highlighted a number of issues to be addressed.

We have summarised the main findings below, together with our recommendations for service improvement. A number of changes shown below can be actioned quickly to give immediate positive results. Others may require further investigation or further investment in terms of time and funds.

#### 3.1 Accessibility

- All centres are wheelchair accessible and all have disabled toilet facilities.
- Parking is an issue at some centres - particularly St James Street, Silverthorn and Langthorne.
- All centres except Oliver Road and Claremont have a digital display showing the next ticket number; but no displays announce the ticket number. The location of the digital display screen may not always be visible from all seats.
- At Oliver Road and Claremont Road the next ticket number is announced by the phlebotomist and patients respectively. There are no designated translators at any of the facilities, so patients sometimes bring relatives, spouses, or friends along to translate for them.

**Recommendation 1 - All centres should have digital ticket number displays that also announce the next ticket number. More than one digital display may be required to ensure all those in the seating area are able to see the screen and hear the number being announced.**

Barts Health Response	Action Owners	Timeframe
<p>Barts Health agrees that all centres providing walk in phlebotomy services should have digital ticket number displays, at the moment Claremont Rd and Oliver Road surgeries do not. There will be cost and Estates considerations to this request. Costs will be covered in the next retendering process, and individual Estates &amp; Facilities issues will be addressed on a site by site basis subject to contract award. It should be noted displays which announce the next number could prove irritating to patients given the volume of patients seen per hour.</p>	<p>WFCCG (Waltham Forest Clinical Commissioning Group) Barts Health NHS Trust</p>	<p>July 2017 - (subject to contract award)</p>

### 3.2 Environment

- All centres have toilets for public use but the men’s toilet at St James Street has a sign on it saying it is locked and to ask a member of staff to unlock it.
- Most centres’ waiting rooms have sufficient room for wheelchairs or pushchairs, except for Claremont.
- There is insufficient seating in some centres at peak times and patients would like more seating available.
- Most centres have no water dispensing machines or drinks vending machines for patients, although reception staff often provide water to patients on request.
- Some waiting areas can feel too warm/cold and poorly ventilated.
- Most centres have no reading materials for adults; one or two may have healthcare leaflets; and only one had a single toy for a child.

**Recommendation 2 - All public toilets should be unlocked when not in use. St James Street Health Centre’s men’s toilet to be kept unlocked when not in use.**

Barts Health Response	Action Owners	Timeframe
St James St keep the toilet locked to prevent abuse from drug users. This ensures that patients and their families are kept safe from used needles.	St James Health Centre Management	April 2016

NHS Property Services Response - Landlord at Comely Bank , St James Street, Silverthorn and Oliver Road
<p>Unfortunately we have had to install security measures at this site due to the large numbers of drug users leaving behind needles and other items in the toilets.</p> <p>We regularly clean out the toilets but there have been several incidents whereby other patients have reported needles etc when they have used the facilities.</p> <p>We have already installed ultraviolet lighting in both the male and female toilets to discourage drug users as well as other systems. These are preventative measures so young children do not gain access and come to harm via a needlestick incident.</p> <p>Sorry but the toilets at this particular site will remain as requested access only.</p>



**Recommendation 3 - All centres to have water dispensing machines in the waiting area. (If there is fear of spillage, the machine can be placed in or near the staff area, so staff can dispense water easily to patients without having to leave the reception area).**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees that water dispensing machines should be situated in all phlebotomy waiting areas. There will be a cost consideration to this, and Barts Health will discuss with WFCCG the feasibility of funding this prior to any re-tendering process.	WFCCG Barts Health NHS Trust	July 2016

NHS Property Services Response - Landlord at Comely Bank , St James Street, Silverthorn and Oliver Road
The contract for the supply of water fountains was offered to tenants back in 2013 when the PCT were dissolved. It was left up to the services if they wanted to provide chilled filtered water to both their staff and service users, many decided not to carry on the contracts mainly due to budget constraints.

**Recommendation 4 - All centres to offer reading materials such as newspapers, magazines for adults and some toys for children. A TV screen showing health related films such as basic first aid could help patients pass the waiting time more productively. Similarly health related information and complaints & compliments/feedback leaflets to take away should be left in leaflet stands in the waiting area.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees that reading materials in the waiting areas would be beneficial for patients and will therefore make arrangements for this to be in place. This will cover general materials such as newspapers and also health information leaflets.	Barts Health NHS Trust WFCCG	May 2016
Toys were removed on the recommendation of Infection Control team to reduce the risk of cross contamination.		July 2017 (subject to contract award)
Installing TVs would be an additional benefit to patients by Barts Health cannot commit to this under current contractual arrangements. This		

provision will be catered for in any future contract renegotiations. The installation of TV screens will also be dependent upon building restrictions and may not be practical for all sites.		
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**NHS Property Services Response - Landlord at Comely Bank , St James Street, Silverthorn and Oliver Road**

It is my understanding that items like this were recommended by the Infection Control teams to be removed so as to reduce the risk of cross contamination.

If these are to reinstated, then once purchased by the service provider, a cleaning regime will have to be drawn up and all toys would have to be maintained by them and it would be their responsibility to ensure that they meet current regulations and be fit for purpose at the end of every session. This is not a service that NHS Property Service supplies.

TV's showing healthcare information, the CCG would have to authorise and pay for this as the waiting area is a communal space. Again this is not a service NHS Property service supplies.

**Recommendation 5 - All centres to ensure there is a log to show regular checks of maintenance and health and safety issues This should show any issues raised and action taken and should cover heating, ventilation lights, lifts, clocks etc.**

<b>Barts Health Response</b>	<b>Action Owners</b>	<b>Timeframe</b>
<p>Barts Health agrees that under standard Health &amp; Safety regulations these checks should be made by the building owners/managers.</p> <p>Barts Health will request the building owners/managers to implement regular maintenance checks and to provide evidence that these have been done and actions taken.</p>	Community Premises Management Teams	May 2016

**NHS Property Services Response - Landlord at Comely Bank , St James Street, Silverthorn and Oliver Road**

All maintenance issues are logged on the Helpdesk system MICAD by tenants. All servicing paperwork is kept mainly electronically on the NHS Property servers and when possible, depending on the contractor, a paper copy is held on site in the Site Maintenance folder. All statutory compliance paperwork is held on both systems.  
At Comely Bank all maintenance issues are the responsibility of Rydons

Maintenance Company and all requests go through their helpdesk. All servicing paperwork is kept on site and is the property of Rydons.

### 3.3 Waiting Times

- There can be long queues of patients waiting before the clinic opening times; some centres have some shelter outside (Langthorne, St James Street); while others may allow people access to the building before the clinic opening time (Comely Bank, Claremont, York Road).
- The majority of respondents to our patient questionnaire said they would expect to wait longer than 30 minutes for a blood test. Some said they would expect to wait over two hours.
- The majority of respondents arrived before the centre opening times or within the first half hour. Some arrived over an hour before the centre opened.
- Most centres operate a ticket system - some have ticket machines and others have just a roll of tickets which is generally unsecured.
- At Oliver Road patients from the two practices who use the service have to book in advance for a particular session but are not given a timed slot for that session.
- Most respondents said they choose a particular centre because it is close to where they live.
- When asked to select from two specific options, the majority of respondents selected 'fewer centres with a shorter waiting time' rather than 'more centres with a longer waiting time'. However, conversations with patients commonly indicated that patients would like more staff and shorter waiting times at current centres.
- Patients are generally happy with the ticket system but some would like to see an appointment system or a mixture of both tickets and appointments.
- The majority of patients would like to see some prioritisation, with the main groups identified as elderly, children, working people and pregnant women.
- Only 10% of people would keep the current opening times, most would like to see some extension of current clinic times.

**Recommendation 6 - All centres to have ticket machines so that tickets are kept secure.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees that ticket machines will keep tickets secure and help the overall running of the phlebotomy services. However, there are costs associated with such an undertaking which under existing contractual arrangements Barts Health are unable to address at the present		July 2017 (subject to contract award)

time.		
This provision will be catered for in any future contract renegotiations.		

**Recommendation 7 - Review service capacity at each centre e.g. by monitoring the time when tickets are removed early and the frequency of early closure and look at options for increasing capacity.**

Barts Health Response	Action Owners	Timeframe
Barts Health will undertake a review if service capacity issues at each centre and report findings back to WFCCG.	Barts Health NHS Trust	May 2016

**Recommendation 8 - More phlebotomists to be available at peak times such as the first hour of the clinic, so waiting times are reduced.**

Barts Health Response	Action Owners	Timeframe
As part of the above review, Barts Health will assess how many additional resources would be required across sites to provide additional phlebotomy resource at busy times. Barts Health will explore the possibility of funding with WFCCG.	Barts Health NHS Trust WFCCG	July 2016

**Recommendation 9 - A loosely based appointment system to be explored for the larger centres (Comely Bank, Langthorne, St James Street and Silverthorn) so patients who are prioritised by their GP can be seen more quickly by being given timed slots e.g. 9:00-9:30; 9:30-10:00 etc.**

Barts Health Response	Action Owners	Timeframe
Barts Health is not convinced an appointments based system at larger centres would benefit the service or patients. There are also cost implications as a system would be required to manage the appointment bookings and human resources to administer it.  However, this recommendation will be explored further and will feed in to future contract renegotiations.	Barts Health NHS Trust WFCCG	April 2017 (subject to contract award)

**Recommendation 10 - Oliver Road should offer its patients timed slots e.g. 6 slots for every half hour from 8:30 to 11:30 e.g. 8:30; 9:00; 9:30 etc. It should also explore how to fully utilise the bloodtesting service.**

Barts Health Response	Action Owners	Timeframe
Oliver Road set up their own service which involved time slots of 12 per hour. We were asked to provide the phlebotomist for a four hour session. However, this recommendation will be explored further and will feed in to future contract renegotiations.	Barts Health NHS Trust WFCCG	April 2017 (subject to contract award)

**Recommendation 11 - Review clinic opening times with a view to extending them to allow greater flexibility - this could be a combination of earlier opening times and later closing time and possibly weekends.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees that extended opening times would make the service more accessible for patients. However, there would be a cost associated with this which at the present time is not covered under the current contractual arrangements. However, this will feed in to any future contractual renegotiations.  In the meantime, Barts Health will discuss the need to resource extended opening hours with WFCCG with a view to exploring interim solutions.	Barts Health NHS Trust WFCCG	May 2016

**Recommendation 12 - Review Service Level Agreements (SLAs) between the phlebotomy service provider and the building owners/managers with a view to existing centres opening in advance of clinic opening times.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this needs doing. Subject to other considerations outlined above, Barts Health will liaise with WFCCG for assistance in this.	Community Premises Management Teams Barts Health NHS Trust WFCCG	August 2016

### 3.4 Staff

- Reception staff are generally the frontline staff who patients approach with queries about the bloodtesting clinic. They are also most likely to have to deal with queries following early closure of a bloodtesting clinic.
- As the staff are separate from the bloodtesting clinic, they may not be informed enough to be able to respond or resolve issues for patients.

**Recommendation 13 - Review SLAs between the phlebotomy service providers and building owners/management to ensure good communication and co-operation between phlebotomy staff and reception staff at the centres.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this needs doing. Subject to other considerations outlined above, Barts Health will liaise with WFCCG for assistance in this.	Community Premises Management Teams Barts Health NHS Trust WFCCG	August 2016

**Recommendation 14 - In consultation with reception staff, Barts Health to produce a list FAQs (Frequently Asked Questions) so centre staff can assist patients more effectively. FAQs to include information about early closure, other centres, approximate waiting times and time for results.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this would benefit patients and the service considerably.	Barts Health NHS Trust	April 2016

### 3.5 Information

- There is inconsistency in the format and content of the information about the different bloodtesting centres - information obtained from 3 GP surgeries and bloodtesting forms show Harrow Road Surgery as a blood testing clinic even though there is no longer a clinic there. Similarly York Road (Chingford Health Centre) is not always shown on information from GP surgeries.
- Signage/notices for the ticket system and how it works, children’s blood tests, early closure etc. are not consistent across all centres.
- Most patients do not know how long it will be before they get their results.
- Most patients do not know how to feedback about the service.

**Recommendation 15 - Barts Health to produce an updated list every quarter to show blood test centres and opening times. This should include details about children’s blood tests and early closure and also length of time for results (if possible). This should be circulated to all GPs for wider circulation to patients.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this would benefit patients and the service considerably.	Barts Health NHS Trust	April 2016

**Recommendation 16 - Standardised bloodtesting forms to be used by GP surgeries.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees that this would make sense both for the service and patients.	WFCCG	TBC

**Recommendation 17 - Standardised signage/notices to be used across all centres to explain the ticket system, children’s blood tests, early closure and where to go when this happens.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this would benefit services and patients. This would need the co-operation of Community Premises Management teams and funding to review and update signage. There is also a clear dependency on the implementation of new ticketing machines and displays etc.	Barts Health NHS Trust Community Premises Management Teams WFCCG	September 2016

**Recommendation 18 - Feedback questionnaires to be available so people can comment about the service. Complaints’ and Compliments leaflets to be produced by Barts Health for the bloodtesting service and left in the waiting area.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this would be of benefit to patients and the future development of the service. Barts Health will discuss with the new Friends and Family Test (FFT) Providers to begin placing FFT response cards and other information at the sites.	Barts Health NHS Trust I Want Great Care	April 2016

**Recommendation 19 - A system of regular review and analysis of these comments is required which feeds into service development, thus leading to service improvement.**

Barts Health Response	Action Owners	Timeframe
Barts Health agrees this would be of benefit to patients and the future development of the service. Barts Health will discuss with the new FFT Providers to begin placing FFT response cards and other information at the sites. The new provider can produce detail reports down to service level.	Barts Health NHS Trust I Want Great Care	April 2016

### 3.6 Results and Follow Up

There were no significant issues found about results and follow up.



## 4.0 General Information

All the bloodtesting clinics are based at health/medical centres where other services also operate. The waiting areas at a majority of these centres are shared between multiple services. In some cases the bloodtesting treatment room may be used by another service at a different time/day of the week.

Some centres allow access before the bloodtesting clinics open and at others we found people queuing outside, some having arrived over an hour before the bloodtesting clinic's opening time.

All centres except Oliver Road operate a drop-in service for borough residents, with a ticket system so patients are seen on a first come first served basis. The Oliver Road bloodtesting clinic is only available to patients of the Orient Practice and Leyton Healthcare, which are GP services that are located in that building. These patients are required to book for a particular session before attending but are not given a timed slot.

All centres except Oliver Road and Claremont have a digital display showing, but not announcing, the next patient number.

Barts Health provide the phlebotomists that run the bloodtesting service but the clinics are based in centres that are managed by NELFT NHS Foundation Trust or NHS (National Health Service) property services.

Staff at the centres are not associated with the phlebotomy service and there are no dedicated reception staff for phlebotomy there. All centres have receptionists and these are often the frontline staff who have to deal with queries from the public regarding the bloodtesting clinics. At some centres the reception desk is not manned when the bloodtesting clinic opens.

## 5.0 Description of Phlebotomy Clinics

### 1) Claremont

- Opening hours for phlebotomy clinic: Mondays and Wednesdays 9:00-12:30.
- Located on ground floor.
- Facilities, including waiting area are shared by a GP practice, midwives, a physiotherapist and the phlebotomy services. On the day of our visit people were also waiting to see their GP.
- One phlebotomist on duty - approximately 50 bloodtests per session.
- Authorised Enter and View Representative spoke to the receptionist, the phlebotomist, one of the GPs and a number of patients.
- The centre has applied for funding to build an extension and this extra space could accommodate phlebotomy services five days a week.
- The building was open before the bloodtesting clinic started so people were already seated inside before the service started.
- No digital ticket number display, so patients have to announce the next ticket number.

### 2) Comely Bank

- Opening hours for phlebotomy clinic: Monday to Friday 9:00-12:30.
- Located on the 1st floor of the main community clinic.
- Other services also operate in the building: a GP practice, Health Visitor offices, a leg ulcer clinic, smoking cessation sessions and a community dentist clinic.
- 2 phlebotomists on duty during our visit and two reception staff.
- Authorised Enter and View Representatives spoke to the receptionist.
- The service looked relatively busy, but flowing well according to Authorised Enter and View Representatives. Reception staff told us it was a quiet day.

### 3) Langthorne

- Opening hours for phlebotomy clinic: Monday to Friday 8:30-12:30.
- Located on ground floor - Room 15.
- Other services also operate at the centre and the waiting area is shared with other clinics. The Diabetes clinic was operating on the day of our visit.
- 3 phlebotomists on duty.
- The Reception Desk for the centre did not open until 9:00 am.

### 4) Oliver Road

- Opening hours for phlebotomy clinic - Thursdays only 8:30-12:00.
- Patients book to attend a session in advance and are told the service is available from 8:30am to 11:30am/11:45am.
- Located on the first floor of Oliver Road Polyclinic, two levels above street level.
- Other clinics operate at this centre and two GP practices: Orient Practice and Leyton Healthcare. Orient Practice also offers a walk-in

GP service for patients across Waltham Forest. The waiting area is shared with those waiting to see a GP from the Orient Practice, those attending the walk-in GP service, and those waiting for other clinics such as podiatry.

- One phlebotomist on duty.
- There is no electronic ticket number display, so the phlebotomist comes out of his room to call the next number.

#### **5) St. James Street**

- Opening hours for phlebotomy clinic: Monday to Friday 8:00-11:30.
- The clinic is built on one floor and the blood testing service is located at the back of the building.
- There are other clinics held at the centre and a GP practice, but reception did not have the information to give us. There were no clinics running at the time of the visit.
- The centre opens at 8.00am.

#### **6) Silverthorn**

- Opening hours for phlebotomy clinic: Monday- Friday 8:30-13:00.
- Located on the ground floor.
- There are other clinics taking place at the centre, including pathology and chiropody on the day of our visit.
- 3 phlebotomists on duty, but we were informed by reception staff that there are sometimes two.
- There were two receptionists on duty. They faced the patients, sitting opposite them.

#### **7) York Road**

- Opening hours for phlebotomy clinic: Monday, Tuesday, Thursday, Friday 8:30-12:00.
- Located on the ground floor of the Chingford Health Centre.
- This building is shared with a GP practice and several other services, such as podiatry, district nurses, midwives and health visitors.
- One phlebotomist on duty.
- There are two distinct waiting areas as you enter the centre, one for patients waiting for bloodtests and one for the GP practice. There are two reception counters visible: the one nearest the seating area for bloodtests is marked as 'Enquiry Desk' and the other Reception to the right of the entrance is for the GP practice.
- The Enquiry Desk opened promptly at 9am.

## 6.0 Accessibility

### 6.1 Observations

#### 1) Claremont

One of the GPs informed the E&V Representative that there was parking for 4 cars outside the clinic and 5 spaces across the road. There are bus stops about 100 yards away allowing easy access via public transport.

All patient consulting and treatment rooms are located on the ground floor, providing step free access to wheelchair users; however, the manual doors entering and leaving the clinic make it a bit difficult for anyone in a wheelchair or with a stroller to get in or out.

As you enter the building there is a small unheated waiting area and another set of doors takes you to the reception and main waiting area. Due to the size of the room and the number of chairs in the waiting area, there is limited space for pushchairs or wheelchairs, particularly when the room is full of patients - the E&V Representative observed one lady with a pram, waiting in the area outside the centre.

There is a Gentlemen's toilet clearly visible off the waiting area, and a Ladies' toilet, which is also the disabled toilet, but there are no baby changing facilities.

There is no digital ticket number display or automatic announcement of ticket numbers, so the phlebotomist depends on the patients to call the next number as they leave. The E&V representative observed some confusion when patients failed to announce the next number or did not call it out loudly or clearly enough. Occasionally those in the external waiting area would pop in to ask other patients about the next number to ensure they did not miss their turn.

#### 2) Comely Bank

Some of the patients E&V Representatives spoke to identified parking as being a major problem, due to limited spaces and the 1 hour parking limit. In addition they felt the new mini Holland scheme had caused issues with access to the clinic. There are fewer than 15 parking spaces within the clinic, and surrounding areas are for permit holders only. During the visit one patient's car was blocked in. She was told to go around the various reception areas in the building to ask people who had blocked her car. She said she felt embarrassed having to do this; she felt she was not assisted and this should have been done by a staff member.

The clinic is located on the first floor, there is a lift provided and it has two flights of stairs. The clinic is wheelchair accessible (as long as the lift is working).

The waiting room seats are moveable for wheelchair users, which allows them to sit with family and friends. E&V Representatives observed one wheelchair user come in with her family and manoeuvre around the space without any problems. The clinic was still fairly busy at this time.

There is a multi use toilet which appeared to E&V Representatives to be clean and accessible for all and had clear signage above the door. There was no signage in the waiting room itself advising where the toilet was located.

There is an electronic ticket number display which beeps when the ticket number changes to alert people when it is their turn. This would be suitable for D/deaf and hard of hearing people, however blind and visually impaired patients would not be able to see the numbering system in place and would need assistance to identify when it was their turn and some help in then getting to the phlebotomy room down the corridor.

Most patients sitting in the waiting area could see the ticket screen relatively clearly from where they were sitting, however some had their back to it and would need to turn around to look, after hearing the bleep.

E&V Representatives did not observe any use of or attendance of translators at the service. We spoke to one adult who attended with her elderly mother in order to translate for her and another man who had brought his partner along to translate for him.

### **3) Langthorne**

There are parking spaces including 5 disabled parking bays for patients at the centre, but there is permit parking in the roads around the centre.

Langthorne centre is accessible to wheelchair users and the waiting room was spacious and had room at the end of each row of seats where wheelchair users would be able to wait. However, the space between the rows of seating was a little tight, making it difficult for people to get in and out easily.

There are disabled toilet facilities in the building which are signposted at the entrance to the centre but we could not see any signage to the toilets in the main waiting area.

The waiting area for the bloodtesting service is 'L' shaped and the majority of seats face the electronic display and the room where the blood tests are conducted.

At the start of the service, one of the phlebotomists came out and called the first three ticket numbers, but thereafter the service users had to keep an eye on the display which beeped every time the ticket number changed. This would be suitable for D/deaf and hard of hearing people,

but not for blind and visually impaired patients.

There were a few people who did not speak much English but generally they understood the ticket system and appeared to know what to do.

#### **4) Oliver Road**

The area surrounding the centre has controlled parking but patients sometimes use the Score Centre's car park across the road.

The centre is fully accessible with an open lift on the ground floor to upper ground floor and then a regular lift from the upper ground floor to other levels. E&V Representatives were advised that there is also another lift elsewhere in the building in case the lift at the entrance is not functioning.

E&V Representatives noticed that there was some space at the end of the row of fixed seats in the bloodtesting waiting area to accommodate wheelchair users.

On the floor where the blood tests are conducted, there is one toilet for customers, which is a disabled toilet with baby changing facilities. It is located to the left of the Reception Desk in the main waiting area.

E&V Representatives also noted there were some people with limited or no English in the waiting area, but those coming for a blood test seemed to know what they had to do or could speak to one of the 4 Reception staff who we observed were friendly and helpful - one member of staff was able to communicate in Romanian to a patient attending the clinic.

#### **5) St. James Street**

The receptionist explained that the car park was only for staff and blue badge holders (disabled people). In the car park itself the E&V Representative saw one sign on the side of the building saying 'staff parking' but no signage to say 'blue badge holder parking'.

There are no marked disabled bays (which are normally larger than normal car parking spaces) so when the E&V representative, who is a blue badge holder, returned to her own car after the visit, the proximity of the adjacent vehicle made it difficult for her to put away her walker and get into the car herself.

There were no wheelchair users present during our visit but the centre is fully accessible and there is room in the waiting area for someone using a wheelchair. There are two fire exits in the room one exit said it was not suitable for wheelchair users and the other had a notice saying it was wheelchair accessible.

There were people there who spoke little or very basic English but there

were no translators present. We observed an elderly couple with limited English who were attending the clinic. They gave the E&V Representative a piece of paper with the words, "We have not eaten since last night". We tried to explain that we did not work there and they should go to reception and ask. Later we noticed they were getting their blood tested ahead of their ticket number.

The E&V Representative also noted that the clock in the waiting room was showing the wrong time - it had not been adjusted after British Summer Time ended two weeks previously.

## **6) Silverthorn**

Some of the patients E&V Representatives spoke to identified parking as being a problem, due to limited spaces - there are 12 free spaces and 1 disabled parking bay for the clinic. However we noted that it was also possible to park in the surrounding streets free of charge.

The clinic, located on the ground floor, is wheelchair accessible and there is a ramp outside for wheelchair users leading into the centre and an electronic door which opens and closes as people enter and leave. The corridors appear wide enough to accommodate wheelchairs but the chairs in the waiting area are situated too closely together to allow wheelchairs to get in between.

There are two multi use toilets available for patients to use (i.e. Male/Female); there is a disabled toilet on the ground floor and one upstairs. There is clear signage to where the toilets are situated when you walk into the clinic.

The waiting room seats are fixed. For wheelchair users, this meant being placed in walkways if the room was busy. Initially when the clinic opened there was not enough seating for the patients and many had to stand.

As patients walk into the centre there is an electronic display ticket machine with a notice for patients. E&V Representatives noted there is a digital number sign which flashes the next ticket number, situated to the right hand top wall of the waiting room. We observed that those sitting to the left or some at the centre chairs could not see the numbers at all. E&V Representatives kept their eyes open for an elderly gentleman seated at the centre chairs, who could not see the numbers as he did not want to miss his turn. Although we only saw one display, the centre has informed us that there is another digital display on the left hand side of the waiting room.

We did not observe any use of or attendance of translators at the service.



## 7) York Road

The centre has a car park with free parking for patients as long as they register by using the touch screen terminal which is located near the ticket machine for blood tests. The receptionist at the 'Enquiry Desk' told E&V Representatives that they had to introduce the 'Parking Eye' system to ensure use of the car park was restricted to patients and staff. Even blue badge holders are required to register and there are clear signs informing people about this.

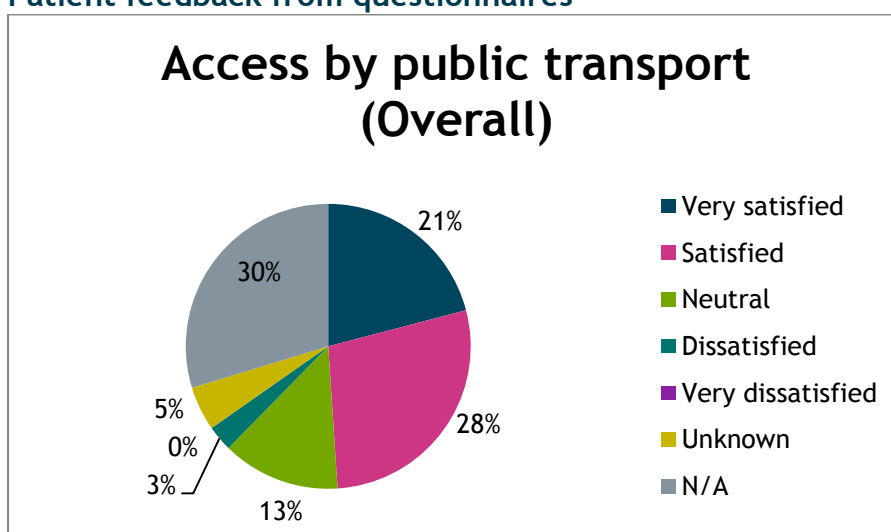
The clinic is located on the ground floor and the area is fully accessible. There are male and female toilets near the waiting area, which are clearly signposted and a disabled toilet and baby changing room off the main waiting area.

The waiting room for the blood tests has 22 padded seats which are fixed in units of 2 and 4 seats and there is sufficient space for wheelchair users at the end of the rows. We observed people with children in prams or pushchairs and someone waiting in a mobility scooter and there was still space for people to move around easily.

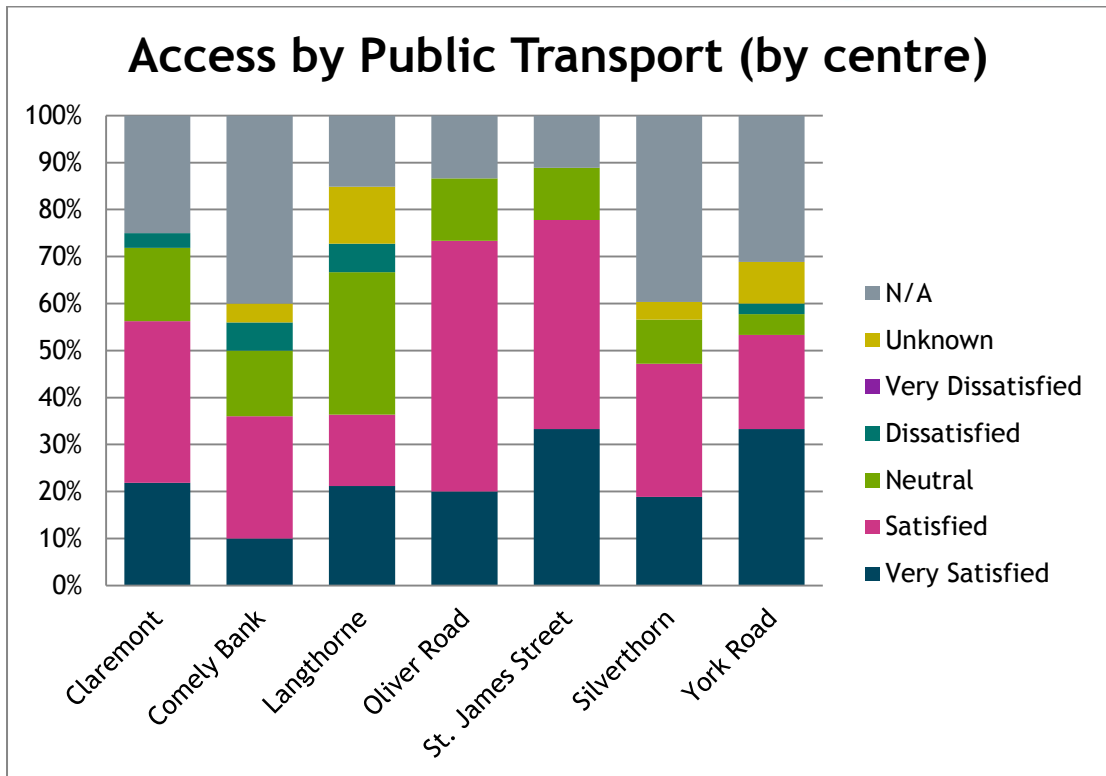
All the seats in the bloodtesting waiting area face the electronic number display, which is clearly visible. It indicates the next patient and beeps when the number changes. The phlebotomy room is some way from the waiting area but is well signposted.

E&V Representatives did not observe any use of or attendance of translators at the service and all the people we spoke to were able to speak English. The Enquiry Desk receptionist told us they do not have any interpreters but if people are enquiring about the blood tests they can usually understand what they are asking. They also have a leaflet in large print showing the different bloodtesting clinics, their address and opening times.

## 6.2 Patient feedback from questionnaires

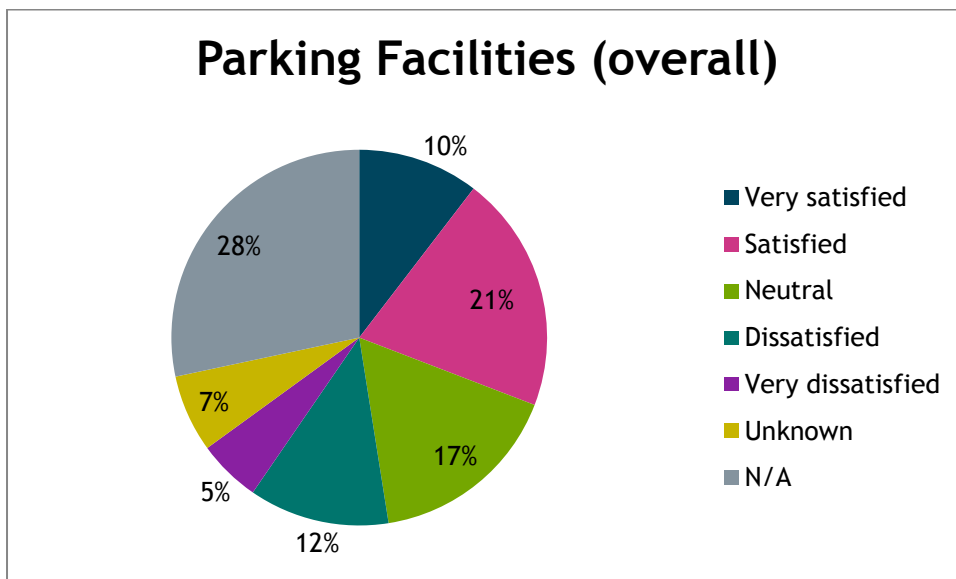


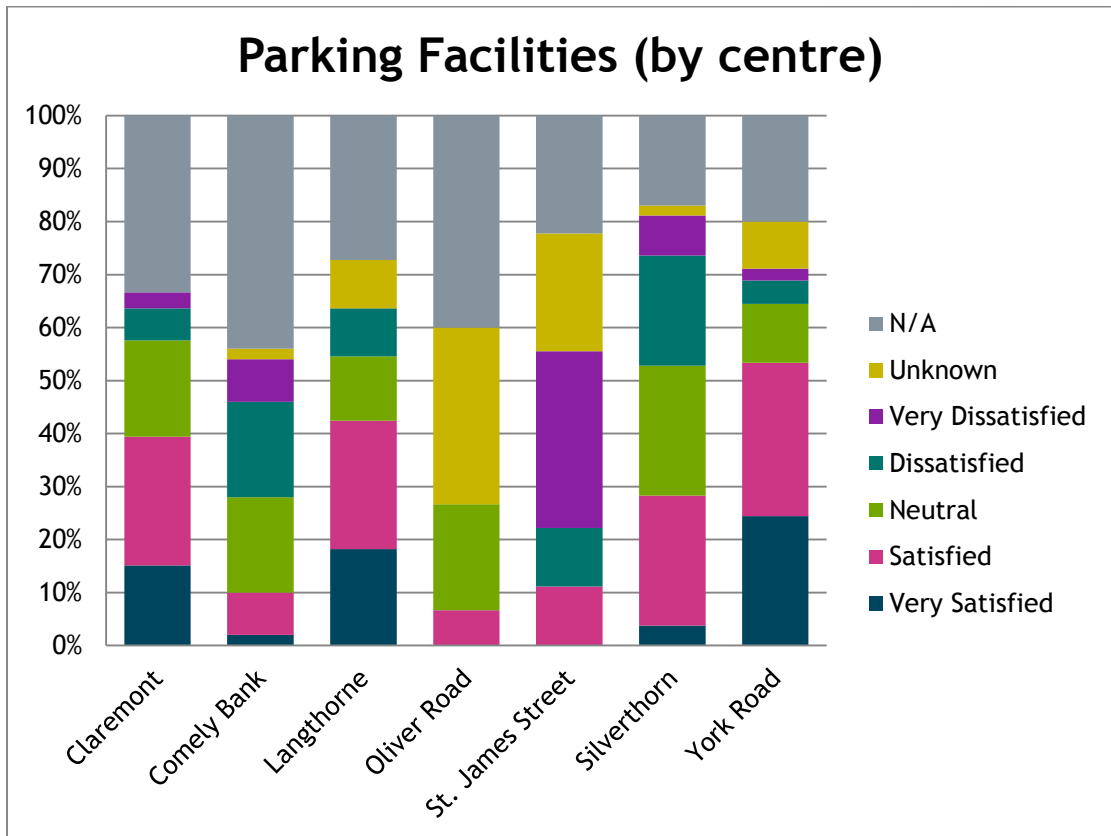




No. of surveys for individual centres can be found in Section 2.0

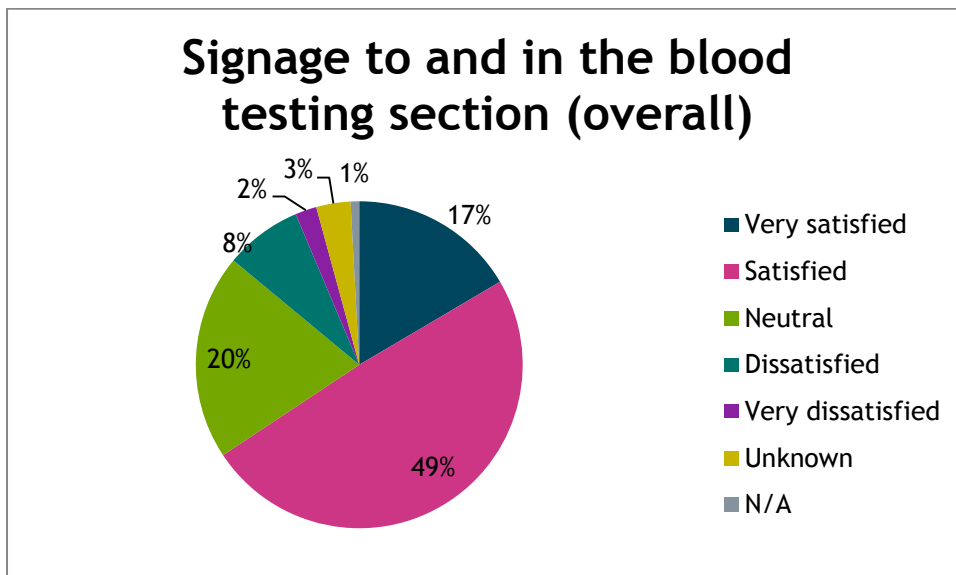
49% of all respondents are satisfied or very satisfied with access by public transport and only 3% are dissatisfied. St James Street (78%) and Oliver Road (74%) show the highest satisfaction levels in public transport access.





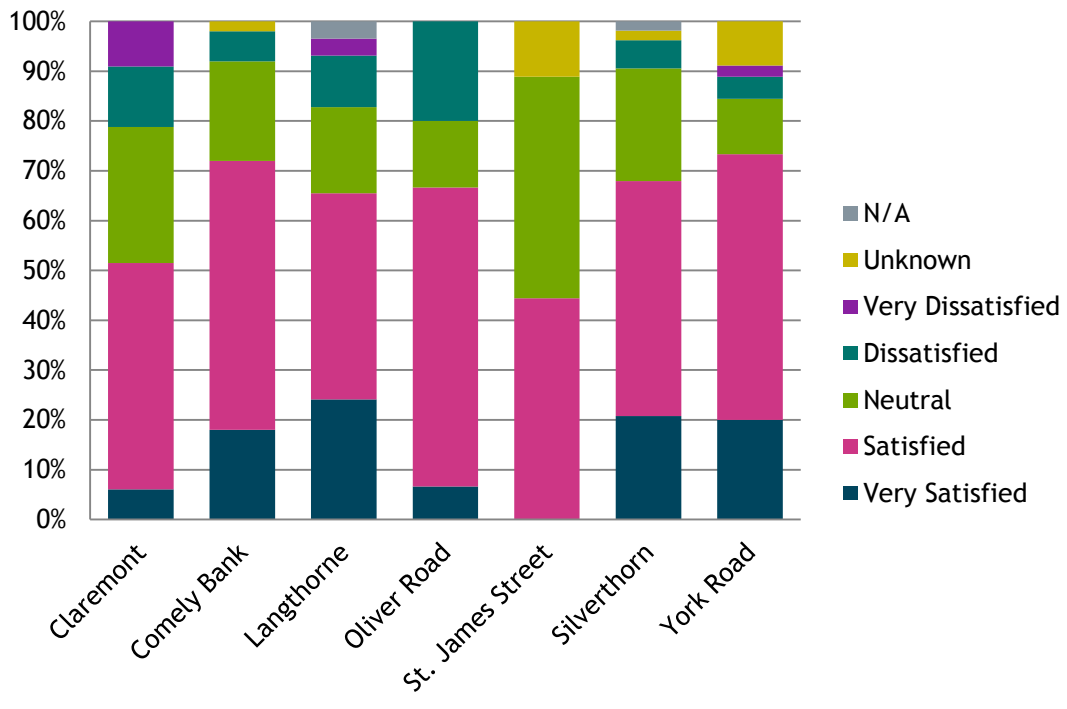
No. of surveys for individual centres can be found in Section 2.0

30% of all respondents are satisfied or very satisfied with parking facilities and 17% are dissatisfied or very dissatisfied. St James Street shows the highest dissatisfaction level (45%).



No. of surveys for individual centres can be found in Section 2.0

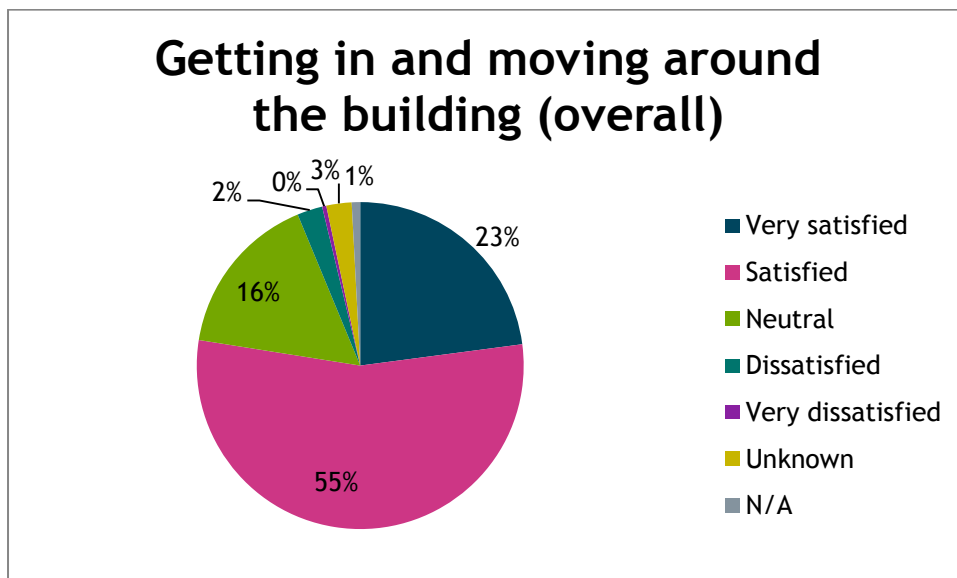
### Signage to and in the blood testing section (by centre)

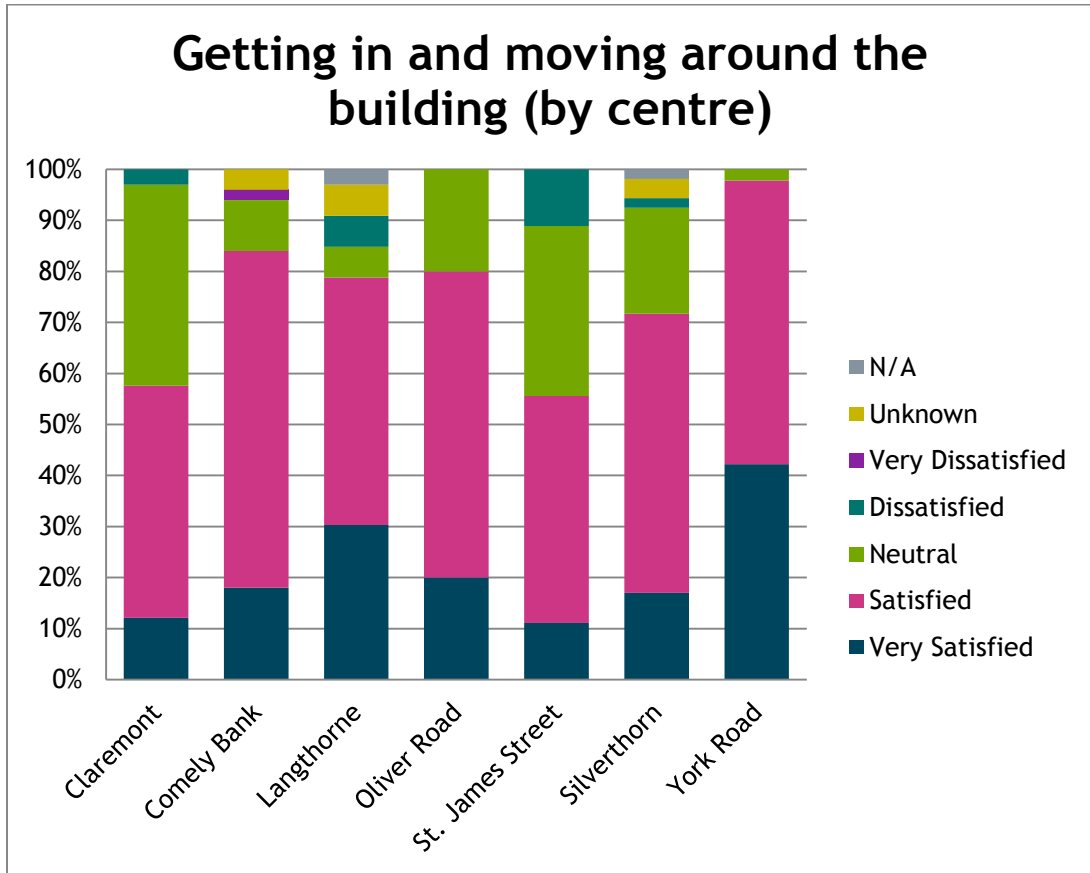


No. of surveys for individual centres can be found in Section 2.0

66% of all respondents are satisfied or very satisfied with the signage to and in the blood testing section with overall dissatisfaction 10%. The greatest dissatisfaction is shown at Claremont (21%) and Oliver Road (20%).

### Getting in and moving around the building (overall)





*No. of surveys for individual centres can be found in Section 2.0*

78% of all respondents are satisfied or very satisfied with getting in and around the building and only 2% show any dissatisfaction. York Road shows the greatest satisfaction (98%). St James Street shows the greatest dissatisfaction (11%).

## 7.0 Environment

### 7.1 Observations

#### 1) Claremont

The E&V Representative found the waiting area was dimly lit and saw two lightbulbs that were not working so needed replacement. The waiting areas were clean and there were 30 seats in total: 22 in the actual waiting room and 8 in the seated area by the main front entrance. As more and more people arrived, the main waiting room filled up. At one point there were 6 people standing, including a queue of 3 people waiting to speak to the receptionist. There was one person on crutches who was unable to find a seat. One patient who had come to see her GP was standing as there were no spare seats. She said that it was very hard to find a seat because of the number of patients who had come for a blood test.

There was additional seating outside the main waiting area, which whilst helpful to have, felt cold as it was unheated. The main waiting room, by contrast, felt uncomfortably warm, and one person who was accompanying his wife told us he was feeling unwell due to the warm conditions in the waiting room, so would stay outside for a while.

The E&V Representative noted there was no water dispenser available, so one patient asked the receptionist if she could have her bottle filled with water. The receptionist took the bottle away and came back after about 5 minutes with a filled bottle.

The E&V Representative observed one toy designated for toddlers/young children in the waiting room. A child played with the toy for a few minutes and his mother gave him some paper and asked us for a pen to occupy him while she was waiting for her blood test.

The E&V Representative saw 3 magazines and papers available for patients.

When the E&V Representative first arrived, the waiting room was very quiet, but gradually people started to chat to their neighbours and it became increasingly noisy.

There is a reception counter with a glass partition in the waiting room, but the counter is very high and when the receptionist is seated it is difficult for patients to see and talk to the receptionist or tell when she may be speaking to someone on the phone. At the side in the hallway is a window which is the reception for wheelchair users to use - this is lower, so allows easier face to face contact. One patient commented that it is not good to have the reception desk so near to people waiting for blood tests, as there is no privacy for people when they speak to the receptionist.

Viewed from a distance (we did not enter the room) the bloodtesting room

appeared spacious and is used by a GP as a consulting room on other days. The E&V Representative noted that the door was open throughout the service, meaning that those having blood tests would be visible from the hallway to those going to visit their GP.

The E&V Representative noted a leaflet stand on one of the walls near the toilets with a number of health related leaflets and several notices on the notice boards.

## **2) Comely Bank**

The clinic and bathroom appeared to E&V Representatives to be bright and clean.

There is space for 50 people in the waiting area. By 9:15 there were only 8 seats left, however it did not get completely full whilst we were there.

E&V Representatives felt the clinic was quiet and had a nice calm feeling.

The waiting area felt very warm and we were told by reception staff there is limited ventilation and no air conditioning.

There is no water dispenser or vending machine for patients.

There is no entertainment or other facilities for children, young people or adults in the waiting area.

## **3) Langthorne**

E&V Representatives found the waiting room to be clean, bright and spacious with plenty of seats and although these filled quickly, there were seats available for everyone during our visit. The atmosphere remained calm and quiet throughout our visit.

E&V Representatives also managed to see the bloodtesting room when there were no patients using it. There was an examination couch in the room, which made the room appear smaller and cramped.

It was a mild day outside and very warm in the waiting area, and the receptionist told us there was a problem with adjusting the heating temperature.

There is no water dispenser or drinks vending machine at the centre for public use. One of the reception staff provided some water to the E&V Representatives on request, but this meant leaving the reception area and going across to the kitchen where the water dispenser is housed. She commented that the water dispenser could not be left in the public area because there was a risk of spillage.

E&V Representatives noted there were no magazines or newspapers in the waiting area and also no toys for young children who were waiting with their parents. There was also no health related information/leaflets on display there which might have helped pass the time more quickly although we noted there were some leaflets in the reception area.

#### **4) Oliver Road**

E&V Representatives found the waiting room bright and spacious, with fixed metal seats in banks of four. There were sufficient seats available during our visit and there was some space at the end of some rows for a wheelchair user to wait.

It felt warm in the centre on the day of our visit and although there was no water dispenser, we were told that people are able to buy drinks from the pharmacy on the 2nd floor.

The waiting area was observed to be fairly full, but E&V Representatives felt it still had a friendly and relaxed atmosphere with people chatting to each other.

E&V Representatives noted there were no magazines or books for adults or toys for children, and we observed children walking around the waiting area with nothing to do. There were information leaflets on various stands about different types of injuries, vaccinations, etc.

There are two screens in the waiting area which show health related films or information. During our visit the screen displayed information about what causes a heart attack, recognising the symptoms and who to contact for further information. There was also information about flu vaccinations. Every so often the waiting time would appear at the bottom of the screen indicating 'waiting time 3 hours' - we were advised that this referred to the waiting time for the GP walk-in service. Occasionally a patient's name and the consulting room they needed to go to would be displayed on the screen and also announced.

E&V Representatives saw the blood testing room before testing commenced and it appeared to be spacious and clean. We were informed by the phlebotomist that it is used by other clinics during the week.

#### **5) St. James Street**

The chairs in the waiting area are positioned in two sections each with 3 rows and the two sections face each other. People can see the numbers on the electronic ticket display from their chairs if they are seated in the main waiting area but during our visit a number of people were sitting on the floor and others waiting in the GP waiting area, so they had to keep getting up to see the display.

The E&V Representative felt the waiting room appeared dirty because the paintwork looked old.

The toilets are signposted and in the main corridor, the men's toilet had a sign on it saying it is locked and to ask a member of staff to unlock it.

There is neither a water dispenser nor a vending machine - the receptionist informed us that there had been a water dispenser there but it had been abused and there were issues with health and safety because of water on the floor.

It was quiet in the waiting area, as there was very little conversation going on.

The E&V Representative observed notices on the walls and the Healthwatch poster was on the glass window of the phlebotomy room. There was a display cabinet on the wall but the information in it seemed old and faded and difficult to read through the glass.

The E&V Representative did not see any magazines or newspapers in the waiting area or anything to keep children entertained, however there were leaflets in the GP waiting area.

## **6) Silverthorn**

E&V Representatives thought the clinic appeared clean but very dark in some areas; this was due to the dark blue blinds left closed. We felt the 2 toilets appeared to be of average cleanliness. We did not see any disabled facilities, but were later informed that there is a disabled toilet on the ground floor and on the first floor.

There is space for 30 people in the waiting area. Although the door continually opened and closed with people coming in and out, E&V representatives felt the room was warm and the seats were comfortable.

E&V Representatives felt the clinic was quiet and had a pleasant atmosphere.

There is no water vending machine for patients but there is a notice advising patients if they want a drink of water they should ask at reception.

E&V Representatives noted there was no entertainment or other facilities for children, young people or adults in the waiting area and reception staff advised us they cannot provide this facility due to health and safety reasons.

There is a notice board behind the patients seating and a further wire rack with leaflets by the reception windows.



## 7) York Road

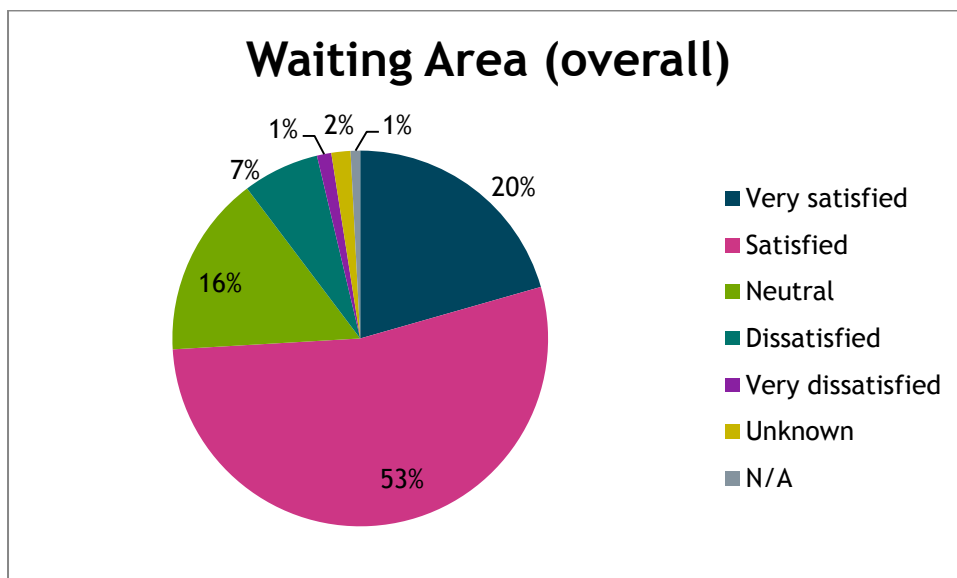
E&V Representatives found the clinic to be bright, clean and spacious. Apart from the 22 seats in the bloodtesting waiting area, there are about 30 seats in the waiting area for the GP surgery and one or two people waiting for blood tests chose to wait there. During our visit there were sufficient seats for everyone.

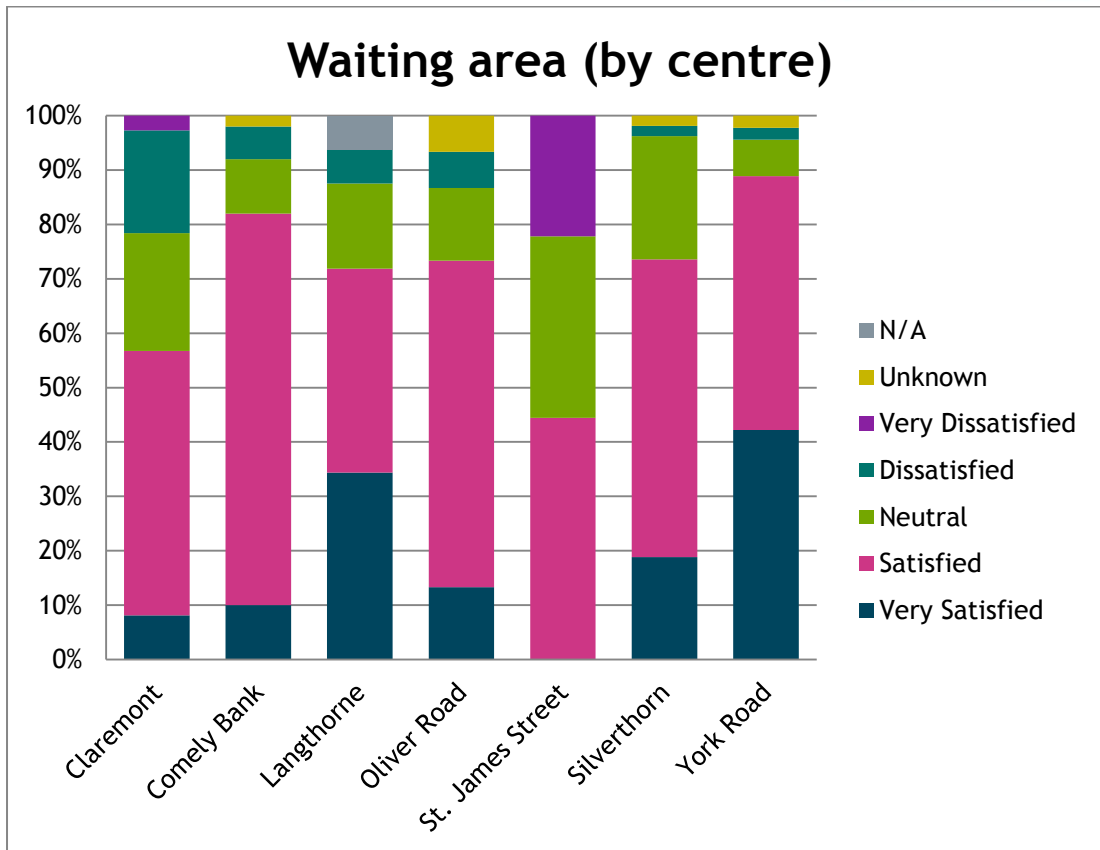
E&V Representatives felt the clinic was quiet and the atmosphere was very calm and relaxed and the temperature was comfortable.

There is no water dispenser or drinks vending machine for patients, but the receptionist advised that they have a water dispenser in their office, so can give patients water on request and in warmer weather they put a jug of water near the desk in the waiting area.

E&V Representatives did not see any entertainment or other facilities for children or young people, but the receptionist directed us to some bookshelves near the GP area with a variety of books. These were not visible from the bloodtesting waiting area.

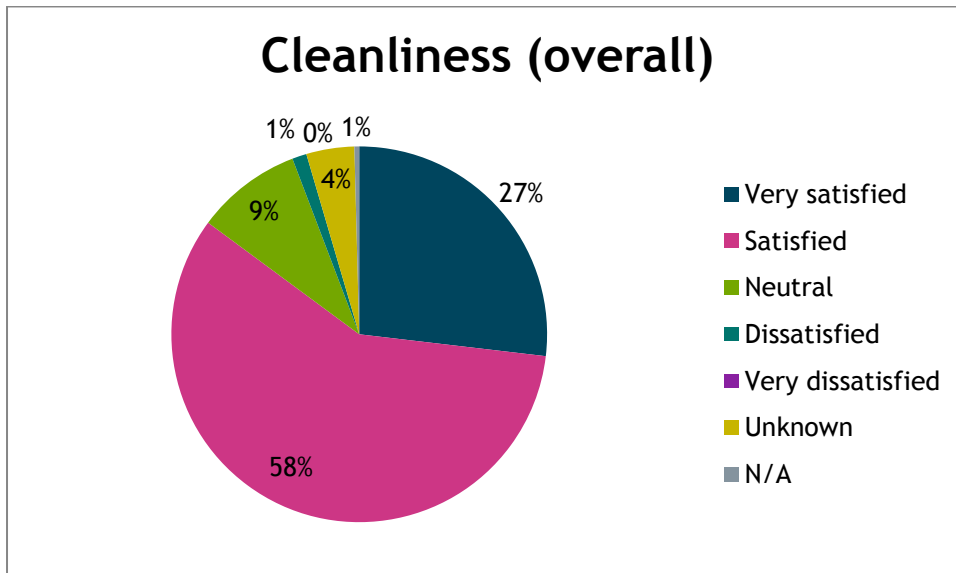
### 7.2 Patient feedback from questionnaires

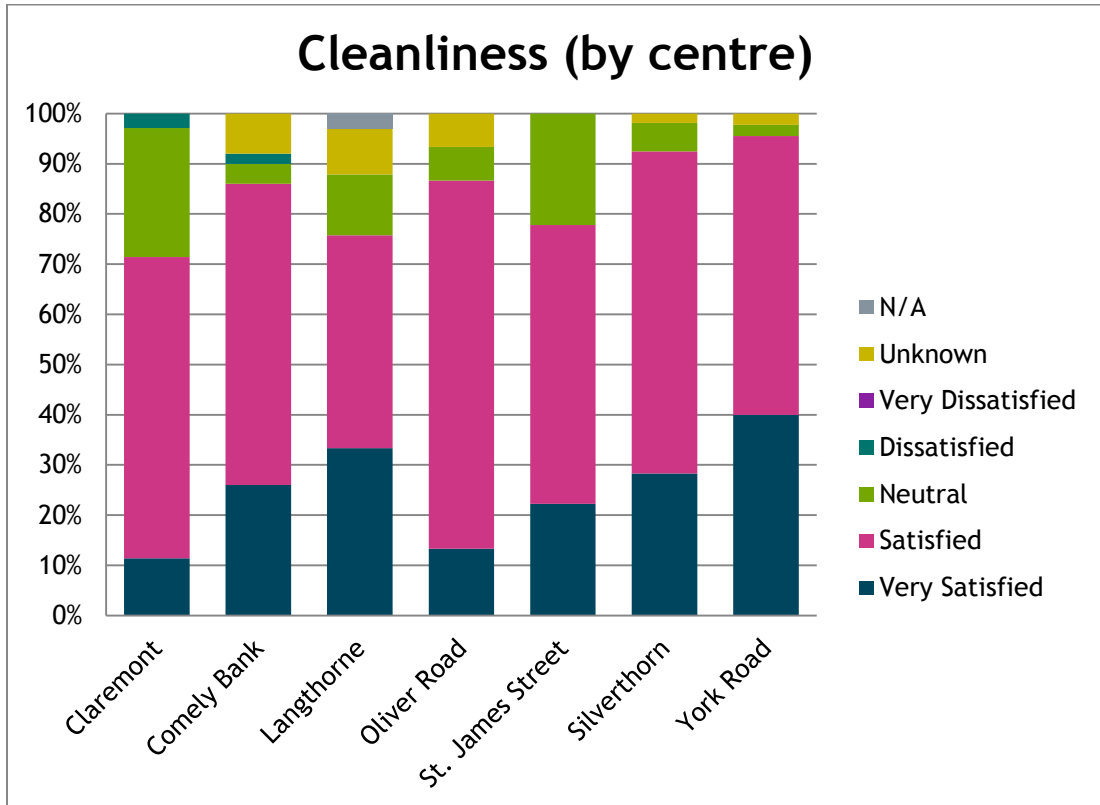




No. of surveys for individual centres can be found in Section 2.0

73% of all respondents are satisfied or very satisfied with the waiting area with only 8% showing any dissatisfaction. The greatest dissatisfaction is at Claremont (22%) and St James Street (22%).





*No. of surveys for individual centres can be found in Section 2.0*

85% of all respondents are satisfied or very satisfied with cleanliness with only 1% showing any dissatisfaction. Claremont shows the highest dissatisfaction at 3%.

## 8.0 Waiting Times

### 8.1 Observations

#### 1) Claremont

The E&V Representative arrived at the centre at around 8:45 and there were about 30 people seated inside waiting for blood tests. The GP we spoke to said he opened the doors at 8:15 that morning so that people could wait inside although the bloodtesting service does not start till 9am. He said that people queue very early for blood tests and on one occasion he found someone waiting outside at 6:30am.

The E&V Representative did not see any prioritisation of patients for bloodtesting as people were seen on a 'first come first served' basis. One woman who was pregnant and also had a small child in a pram said that she had come the previous Wednesday and the tickets had been removed so she had to go home. She had phoned reception and asked if she could be prioritised for a blood test but was told 'No'.

We observed someone leaving and then returning after his number was called, thus missing his turn. He was seen next, after having explained to the phlebotomist why he had missed his number, but other patients commented that because he had missed his turn, he should have taken a new ticket and waited like the rest of them.

The tickets were removed from the counter at 11:14, before the closing time of 12:30. The receptionist and the phlebotomist did not seem to communicate with each other at the start of the service to determine what the final ticket number should be, so it is likely the phlebotomist may have done more than the 50 tests planned as we believe 56 tickets were issued in total although some people may have left before being seen.

Just before the staff were about to remove the tickets, a woman came in with her son and only took one ticket. When she realised she should take another, she found the tickets had been taken away. When she explained the situation to the receptionist she was told no further tickets could be issued that day - the receptionist did not explain why this was not possible and why no exceptions could be made. The receptionist said she would talk to the phlebotomist, but we understand that no further tickets were issued despite the request.

The receptionist told the E&V Representative they cannot predict how many people will attend any session and it had been quiet at the previous session on Monday. She said that people can get angry if tickets are removed before the advertised closing time. One of the GPs at the Centre informed us that they have to remove the tickets early roughly on 1 in 4 occasions.

## 2) Comely Bank

When E&V Representatives arrived just before 8.30am, the centre was closed. Approximately 20 people were queuing outside in the rain (some under a covered section and some with their own umbrellas after the covered area was full). The Health Centre opened promptly at 8:30am and people entered, some going to the GP practice on the ground floor and others to the phlebotomy clinic on the first floor. Upstairs they queued again momentarily whilst a staff member arrived and opened up the area for them. Although the phlebotomy service and separate NELFT reception desk do not open until 9am, people were able to come in early, take a ticket and sit down and wait. The reception desk opened promptly at 9am and the phlebotomy clinic also started at this time. By 9am there were 27 people waiting inside and then others arrived at 9am - they were surprised to find it so busy as they had not been informed you could get into the building early and take a ticket.

There was a steady stream of patients for the duration of our visit - 3 or 4 numbers were called through at the same time. The numbers flicked on the screen very quickly and although it may help if this could be slower for some patients, who may worry about missing their turn, this did not seem to affect anyone.

E&V Representatives observed several people come in, take a ticket and then leave again.

## 3) Langthorne

E&V Representatives observed 5 people waiting in the covered area outside the centre at 8am and 30 by 8:30am, most of these waiting for blood tests.

Several patients commented that the service was unusually quiet on the day of our visit, so the queue moved quite quickly and by about 10:30, people were attended to almost immediately on arrival. One service user remarked that he had come for a blood test the previous day at 11:33, but as it was very busy the tickets had been removed and no further patients could be seen, so he had to return again today.

The phlebotomists advised that they regularly check the number of people in the waiting room and have to remove the tickets prior to the advertised closing times about 3-4 times each week. This is because they have to ensure they finish and vacate the room by 12:45 as it is used by other clinics. This early closure can be very frustrating for patients who arrive within the advertised opening times, but after the tickets have been removed. Both phlebotomy and reception staff admitted they have been subjected to abuse by angry customers when there is early closure. This issue has been raised by reception staff with the phlebotomy service and we have been informed that no action appears to have been taken.

The phlebotomists at the centre told E&V Representatives they generally see about 12 patients an hour but this may vary and an experienced phlebotomist may be able to see more patients. Equally, if a patient is unwell or faints, this may delay the service as they give the patient time and privacy to recover.

#### **4) Oliver Road**

The bloodtesting clinic is only available to patients of the two GP practices based in that building and only runs on Thursday mornings: Orient practice has been allocated 12 slots each session and Leyton Healthcare 24. Patients book in advance for a particular session and when they arrive they report to reception who tick against their name and give them a sequentially numbered ticket.

There were no queues outside the centre when the E&V Representatives arrived and just one or two people waiting for blood tests in the waiting area. More people arrived closer to the opening time and waiting time was less than an hour in most cases. Some patients remarked how pleased they were about this.

On the day of our visit, all 36 blood testing slots were booked. At c10:45 E&V Representatives were informed that there were 12 people who were still expected. We were concerned in case the remaining people all showed up a few minutes before the closing time, because there is no mechanism in place to prevent this but there did not appear to be any new arrivals after about 11:30. When we checked at 11:45 (the closing time advised to patients) we were told that 7 patients had failed to show up that day. The one phlebotomist operating this service informed us that he had seen 26 patients that day. This suggests that 3 patients had taken a ticket but may have left before their turn was announced.

The phlebotomist advised that he generally sees less than 30 people at a session, but has to wait till 12:00 in case someone turns up at the last minute. He felt that not everyone knows about the service at Oliver Road and so the majority of the time the service is not fully used. As blood tests have to be booked in advance we were not aware of any system to utilise this spare capacity.

E&V representatives asked if anyone follows up with no-shows and were told by the Orient Practice that they just put a note on their system to try and book their patients again if necessary. Staff advised that sometimes patients choose to go elsewhere even after booking a slot.

#### **5) St. James Street**

When the clinic opened at 8:00 E&V Representative noted there were 40 people waiting outside. There were children waiting for a blood test and they had to wait their turn. There were a lot of notices in the health

centre warning parents that children aged 10 and under had to go to Whipps Cross, giving the days and times they could be seen and where to go at Whipps.

There was a young woman there with a 6 week old baby and she said that the long waiting time was difficult for her as if the baby woke up and got restless she would have to leave and come back another day.

The ticket roll was replaced at 9:15 and the roll was taken away at 10:10 (before the advertised closing time of 11:30). A notice was put on the door saying that people who had tickets would be seen, but new arrivals had to go to Whipps Cross outpatient Area 1 if they wanted the blood test done that day.

#### **6) Silverthorn**

When E&V Representatives arrived just before 8:15 the centre was closed. Approximately 42 people were queuing outside and there was no covered space for patients to stand under. The centre was due to open at 8:30 but opened 5 minutes late. On opening the reception shutter remained closed for a further 10 minutes. By 9:00 there were 52 people waiting.

We observed a steady stream of patients during our visit - 5 numbers were called through at the same time. The numbers flicked on the screen very quickly.

#### **7) York Road**

E&V Representatives were told by the receptionist at the Enquiry Desk that the centre opens at 7:30 for the GP practice so patients are usually able to wait inside the building. The bloodtesting service does not start till 8:30am and there are signs saying the tickets for blood tests will be available from 8:30am.

The receptionist confirmed that the phlebotomist places the sequentially numbered tickets in the machine for patients to take when the service opens. We were not clear how those arriving early could ensure they were taking the ticket number to reflect their place in the queue, if they are already seated when the tickets are put out. We feel that this could potentially cause problems particularly if the bloodtesting clinic is busy and patients are required to wait a long time.

Even though both E&V Representatives arrived before 8am to assess how many people may be queueing, we found that the phlebotomist had already started the bloodtesting. She said that she knew we were coming and so wanted to get started. There were a handful of people waiting at 8:00.

The receptionist stated it was hard to predict as each day was different and some days could be very busy and others very quiet. She told us that

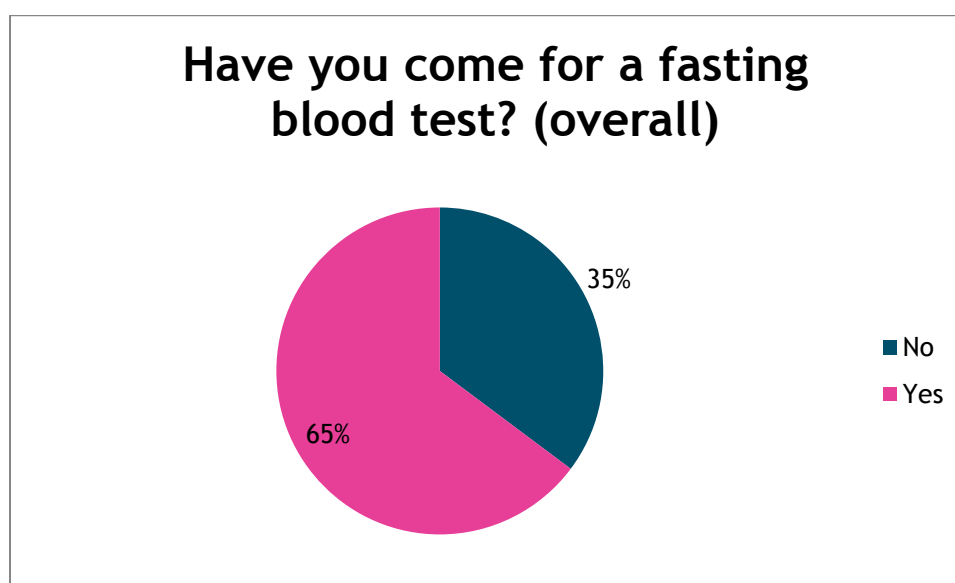
Tuesdays (the day of our visit) were usually the busiest days.

One patient advised that he had visited the centre about 10 days ago and even though there were only 6 people ahead of him he had to wait an hour. He said the woman behind him had been next in the queue and she had been waiting for 25 minutes since the previous patient was called. He thought that perhaps the phlebotomist was having a tea break, which he felt they were entitled to have, but no one informed them why there was a delay.

E&V Representatives asked what happened when the tickets were removed early and the receptionist advised that this does not happen often, but they have a leaflet with the other bloodtesting centres to give to people. They advise people to come back on another day, go to Silverthorn Centre which is nearby, or go to Whipps Cross. They would normally ring Silverthorn first to check they were still seeing patients.

By the time E&V Representatives left the clinic at 11:00 there were just 4-5 people waiting for blood tests.

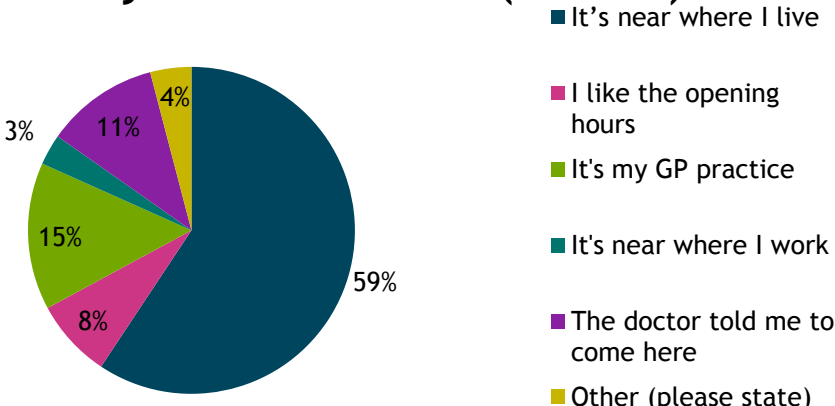
## 8.2 Patient feedback from questionnaires



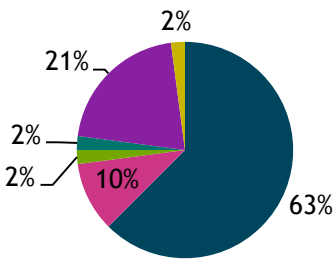
65% of all respondents said they had come for a fasting blood test. The majority of all respondents in each of the centres had come for fasting blood tests except Oliver Road (47% fasting blood test compared to 56%-70% for the other centres).



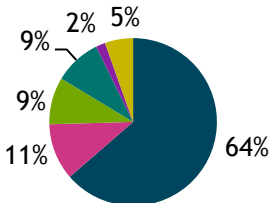
### Why did you choose this centre for your blood test? (overall)



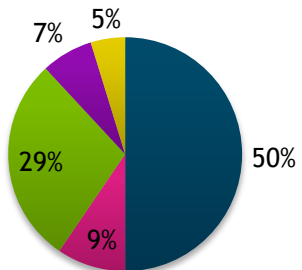
#### Claremont



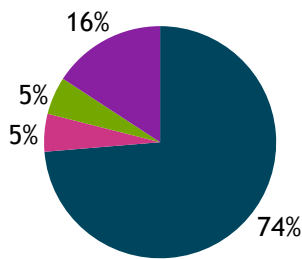
#### Comely Bank

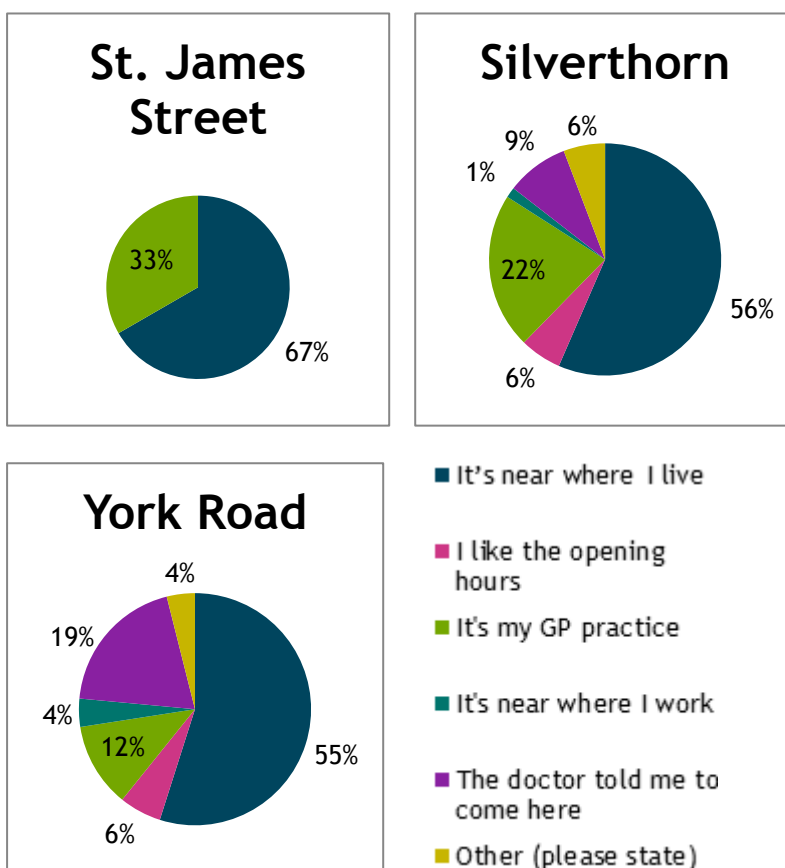


#### Langthorne



#### Oliver Road





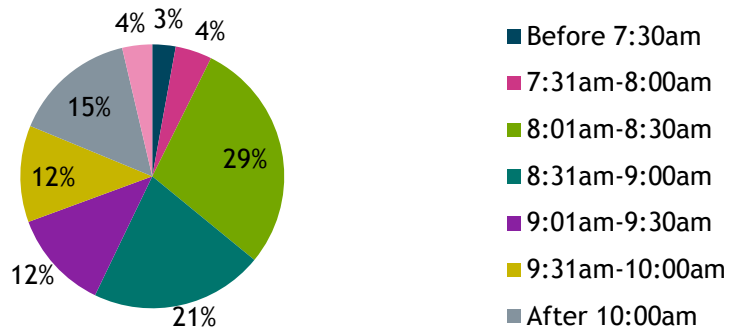
No. of surveys for individual centres can be found in Section 2.0

59% of all respondents said they chose the centre because it is near where they live. This is the main reason at all the centres. The second most popular reason at Langthorne (29%), Silverthorn (22%) and St James Street (33%) is that it's their GP practice. For respondents from York Rd (19%), Oliver Rd (16%) and Claremont (21%) it is because their doctor told them to go there, while patients visiting Comely Bank cite other reasons such as comparative cleanliness and car parking (11%).

The demographic data from respondents shows the following:

	What is the postcode where you live?
Claremont	E17 - 93%
Comely Bank	E17 - 71%
Langthorne	E10 - 46%; E11 - 37%
Oliver Road	E10 - 100%
St James Street	E17 - 83%
Silverthorn	E4 - 85%
York Road	E4 - 95%

### What time did you arrive for your blood test? (overall)



**Opening times:**

Claremont Road: Mondays and Wednesdays 9:00-12:30

Comely Bank - Monday to Friday 9:00-12:30

Langthorne - Monday to Friday 8:30-12:30

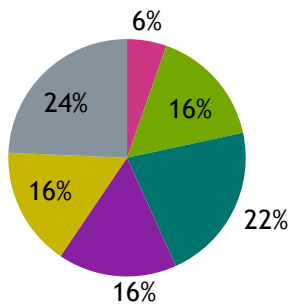
Oliver Road - Thursdays only 8:30-12:00

St James Street - Monday to Friday 8:00-11:30

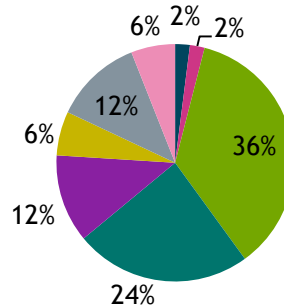
Silverthorn - Monday to Friday 8:30-13:00

York Road - Monday, Tuesday, Thursday, Friday 8:30-12.00

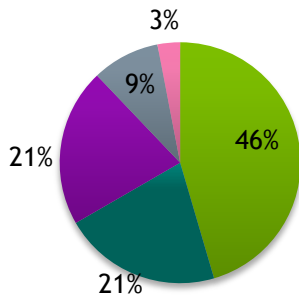
#### Claremont



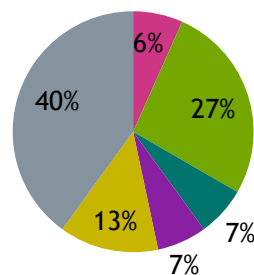
#### Comely Bank

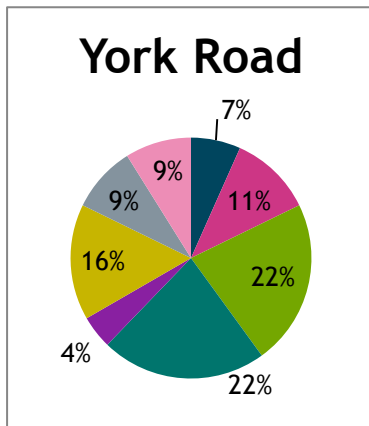
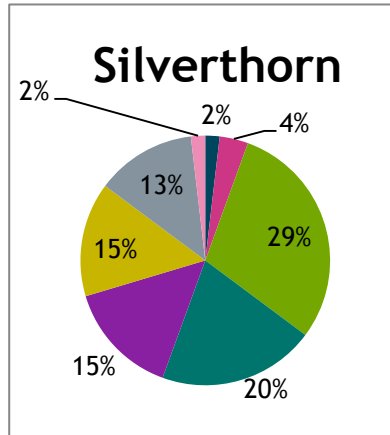
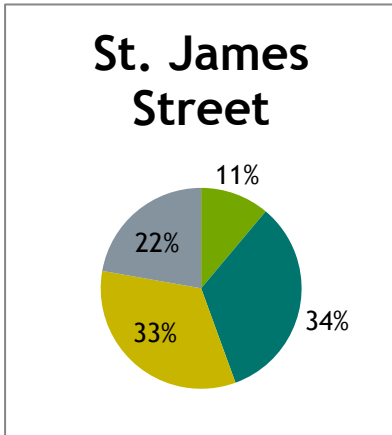


#### Langthorne



#### Oliver Road

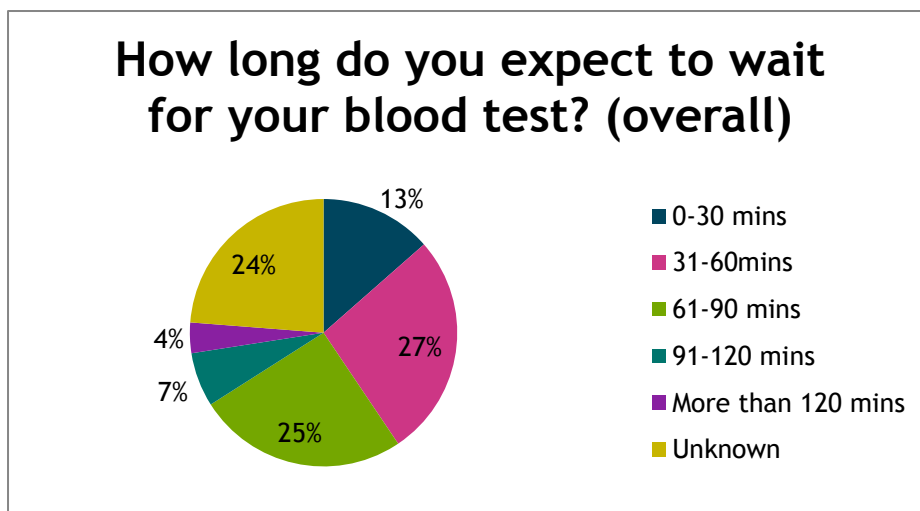




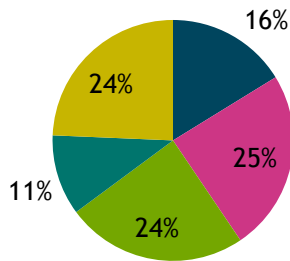
- Before 7:30am
- 7:31am-8:00am
- 8:01am-8:30am
- 8:31am-9:00am
- 9:01am-9:30am
- 9:31am-10:00am
- After 10:00am
- Unknown

No. of surveys for individual centres can be found in Section 2.0

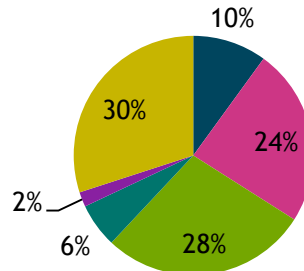
Centres have different opening times, but a large proportion of respondents arrived before the centre opening times or within the first half hour - Claremont (60%); Comely Bank (76%); Langthorne (67%); Oliver Road (40% even though they have a booking system); Silverthorn (55%) and York Road (62%). The only exception is St James Street showing 11%, but this is based on a very small sample size as very few patients chose to take part in our survey.



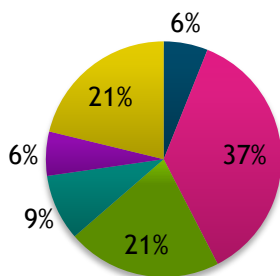
### Claremont



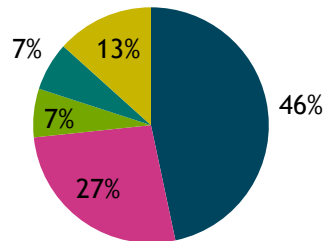
### Comely Bank



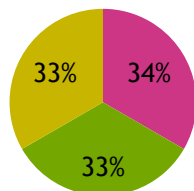
### Langthorne



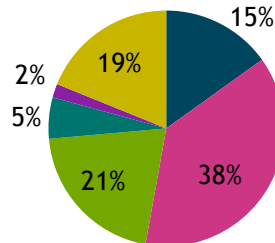
### Oliver Road



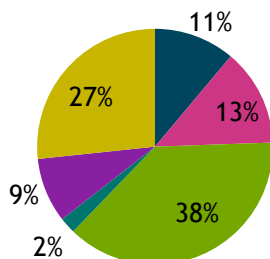
### St. James Street



### Silverthorn

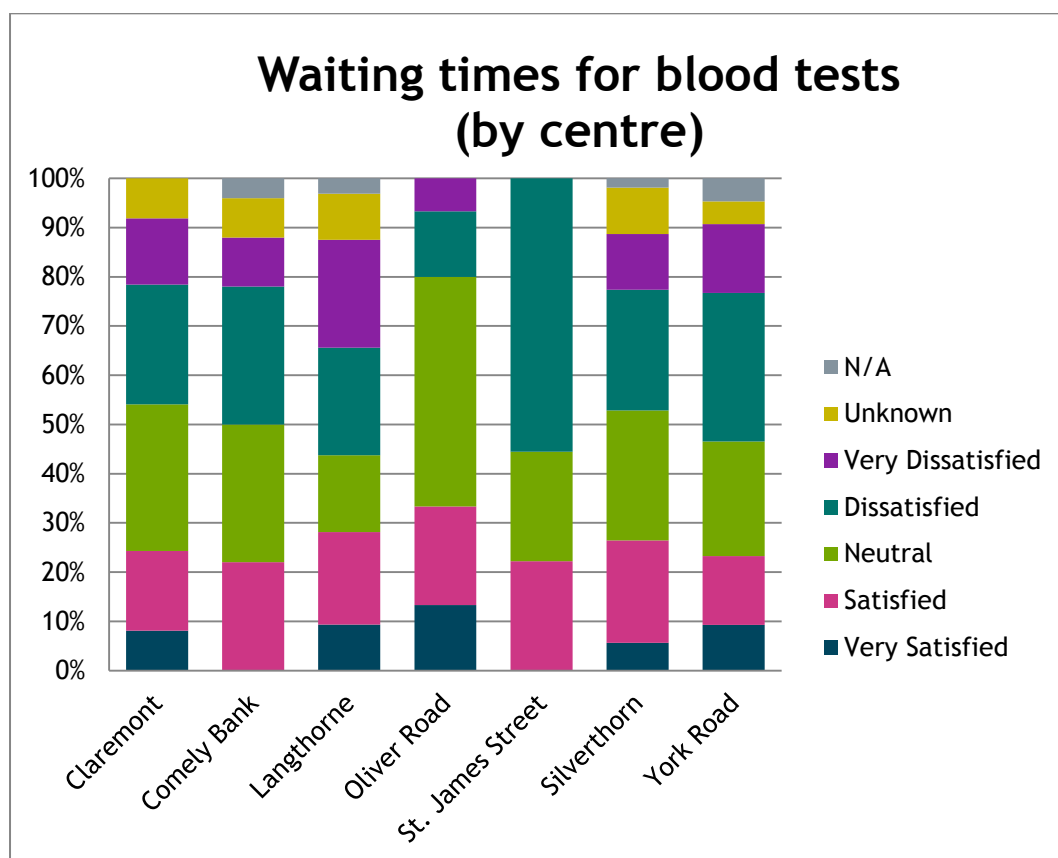


### York Road



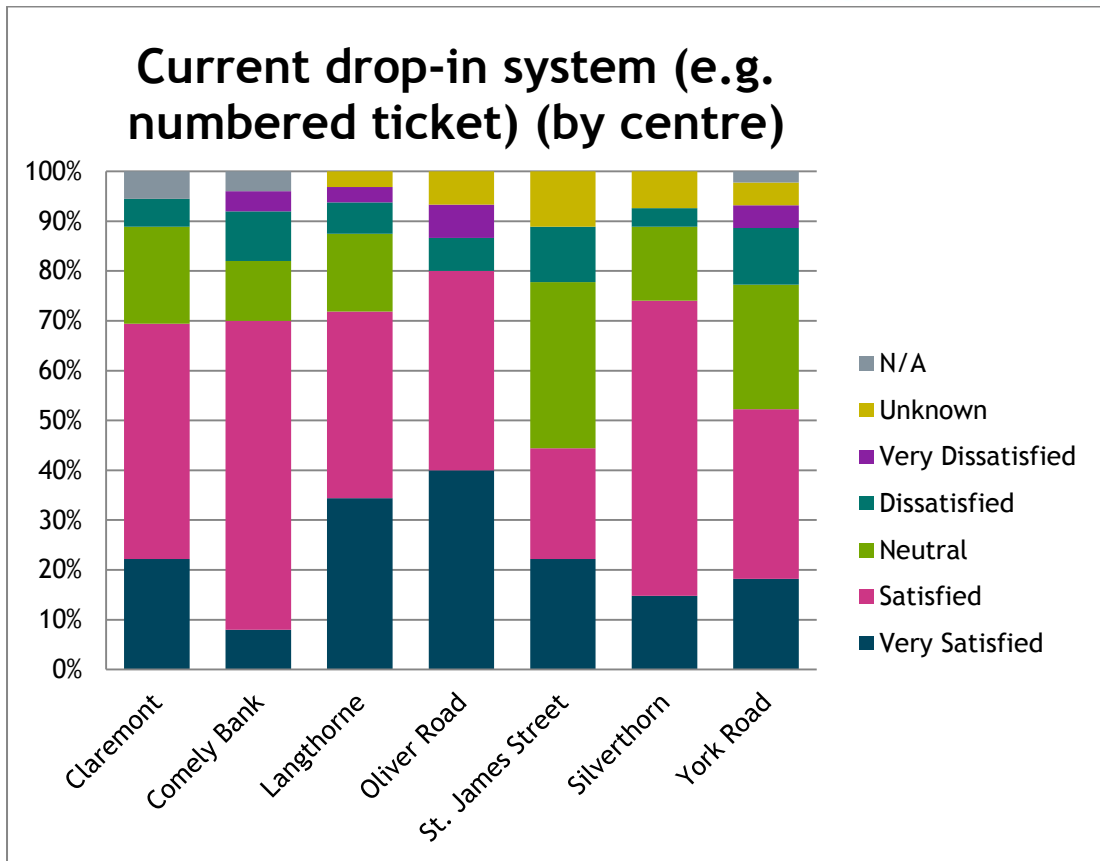
No. of surveys for individual centres can be found in Section 2.0

63% of all respondents expect to wait longer than 30 minutes for a blood test. Individual centre results show: Claremont (60%); Comely Bank (60%); Langthorne (73%); Oliver Road (41% - has pre booking system); St James Street (67%); Silverthorn (66%) and York Road (62%).



No. of surveys for individual centres can be found in Section 2.0

All centres, apart from Oliver Road, show a greater dissatisfaction than satisfaction with the waiting times: Claremont (38%); Comely Bank (38%); Langthorne (44%); Oliver Road (20%); St James Street (56%); Silverthorn (36%) and York Road (44%)



*No. of surveys for individual centres can be found in Section 2.0*

A high proportion of respondents at each centre are satisfied or very satisfied with the current drop-in system with numbered tickets. Although St James Street shows the lowest satisfaction of all centres (44%), this is higher than dissatisfaction with the system which is 11%.

## 9.0 Staff

### 9.1 Observations

#### 1) Claremont

The E&V Representative was told by the receptionist that the phlebotomy service is a separate service. She was unable to answer questions about the service such as the waiting time, but we observed her going to speak to the phlebotomist a few times to try and resolve queries/issues for patients.

The phlebotomist came into the waiting room at the start of the service and halfway through the service to indicate there would be a couple of minutes break before the next person. She also came into the reception area a couple of times to check on the ticket numbers before the tickets were removed but otherwise there was no interaction with those in the waiting room.

#### 2) Comely Bank

Reception staff, albeit not part of the phlebotomy service, were welcoming and friendly. They attended to other duties, but when a patient came up to the desk they immediately came to the desk and assisted them - E&V Representatives observed this on several occasions.

E&V Representatives saw one staff member proactively assist a patient who attended with a child. The clinic does not do blood tests for children under 10 years of age, so by asking the family who the test was for when they arrived, she was able to inform them of this thus sparing them a fruitless wait.

E&V Representatives felt staff assisted individuals that required help and were courteous and helpful.

We did not witness any phlebotomists coming out of the room so are unable to comment on their contact and communication with patients.

#### 3) Langthorne

During the visit E&V Representatives were able to speak to one of the two Community Health reception staff and to the three phlebotomists on duty that day. The phlebotomists told us they work on a rota basis, circulating among the different community phlebotomy centres and Whipps Cross wards. If a phlebotomist is off sick and no other staff are available, staff may be shifted around and/or the service reduced in some centres or the wards. They advised that the phlebotomy service is short- staffed, but recruitment is underway to increase their numbers.

E&V Representatives asked the phlebotomists if they knew how patients



felt about the service and they said people would have issues with waiting times and the tickets being withdrawn early but generally they were happy with the phlebotomists as they work swiftly once they see a patient. They said that people would generally contact their supervisor if they have any feedback and this would be forwarded to the individual if the complaints are to do with anything they can action.

#### **4) Oliver Road**

The phlebotomist on duty that day advised that they work on a rota basis but as he lives nearby, he generally takes the Thursday morning phlebotomy clinic at Oliver Road.

When asked about feedback, he said that people would generally tell you if they have complaints about the service.

The Managers of both GP practices, who refer patients to the Oliver Road phlebotomy service, told E&V Representatives they had never received any complaints about the service as most people were happy with it.

#### **5) St James Street**

The community receptionist started at 8:30 and although she is not part of the phlebotomy service, she advised she does get involved when there is early closure of the service and patients are still arriving and enquiring about blood tests.

#### **6) Silverthorn**

Reception staff, albeit not part of the phlebotomy service, did not have much interaction with the patients for the phlebotomy clinic.

They sat at reception throughout our visit and assisted individuals who needed help.

E&V Representatives observed one member of staff making a personal call, which other patients could also hear. We also witnessed an exchange between another staff member and a patient who had blocked in a staff member's car - the matter was discussed in an open area and was audible to all those in the waiting area - E&V Representatives felt that due to the nature of the conversation, this could have been handled better in a private area, rather than a public space.

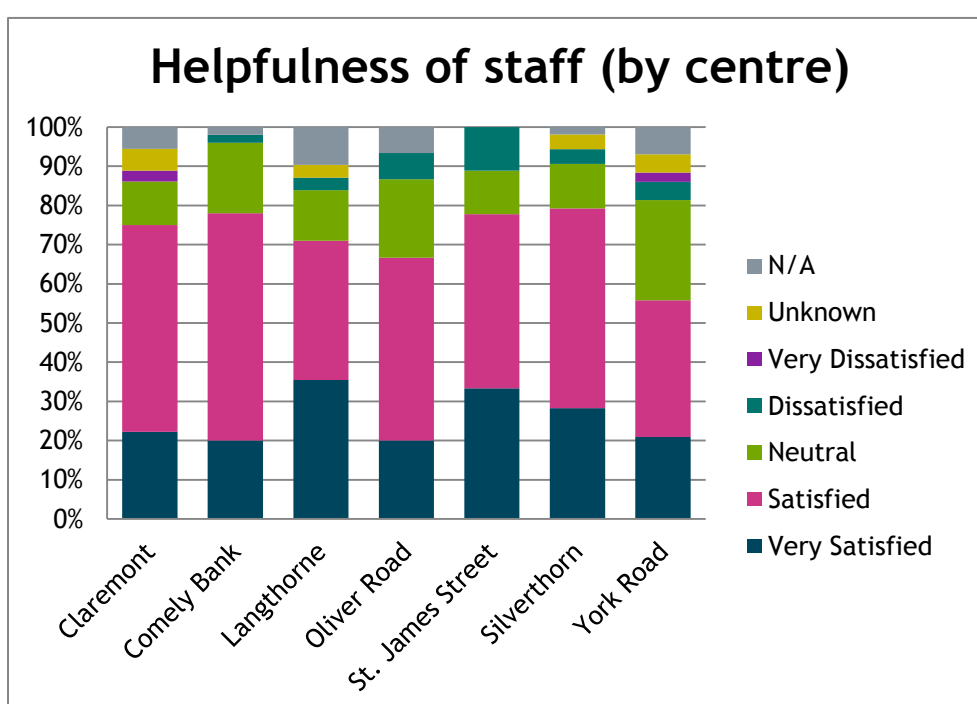
E&V Representatives did not observe any phlebotomists coming out of the treatment room so we were unable to comment on their contact and communication with patients.

## 7) York Road

E&V Representatives observed the receptionist at the Enquiry Desk to be friendly and helpful in her interaction with patients. She had to keep interrupting her work to attend to queries and information, but did so in a friendly, patient and courteous manner.

The staff at the Health Centre view the bloodtesting service as being separate from the health centre. There is a sign advising people to call the Blood Clinic at Whipps Cross for all queries relating to the blood testing service, stating that this is a Whipps Cross Service and Chingford Medical Practice is not part of this service.

## 9.2 Patient feedback from questionnaires



*No. of surveys for individual centres can be found in Section 2.0*

Most respondents are satisfied or very satisfied with the helpfulness of staff and dissatisfaction is generally low across all centres except St James Street (11%).

The patient questionnaire asked whether respondents had any comments or suggestions about staff attitude and interaction. Most respondents did not have any comments (positive or negative) to make about staff. A few comments suggest staff could be friendlier and others state there is little/no interaction with patients.

## 10.0 Information

### 10.1 Observations

#### 1) Claremont

The E&V Representative could see no signs to indicate the opening times of the Claremont Medical Centre or the bloodtesting services within it. There were no signs directing where to get tickets, or instructions about what to do. The tickets were in a roll sitting on the reception desk. Some patients came in looking for the tickets but only found them after looking around or asking other patients.

We noted a sign at reception that said the centre may close early if there are too many patients waiting for a blood test. If people arrived after the tickets had been removed, there was no notice advising them of early closure or where they could go to get their blood test. Similarly, there was no notice about where people should go for blood tests for children aged 10 or younger.

The E&V Representative waited for a few minutes after early closure and observed the receptionists advising newly arrived patients to come back again or go to another centre such as Langthorne or Comely Bank. As they operate the same system of early closure, we feel it would have been advisable to direct them to Whipps Cross Hospital instead. We asked the receptionist for a copy of details of other bloodtesting centres, which was given on request, but was not displayed in the waiting area.

#### 2) Comely Bank

E&V Representatives saw no signage outside the building to the bloodtesting service, only reference to Community Services. There were also no opening and closing times of the clinic on the main front door of the building and no official building signage to indicate the blood testing clinic's existence. We saw signs on the ground floor which had been printed from the computer, informing patients that blood testing was on the first floor.

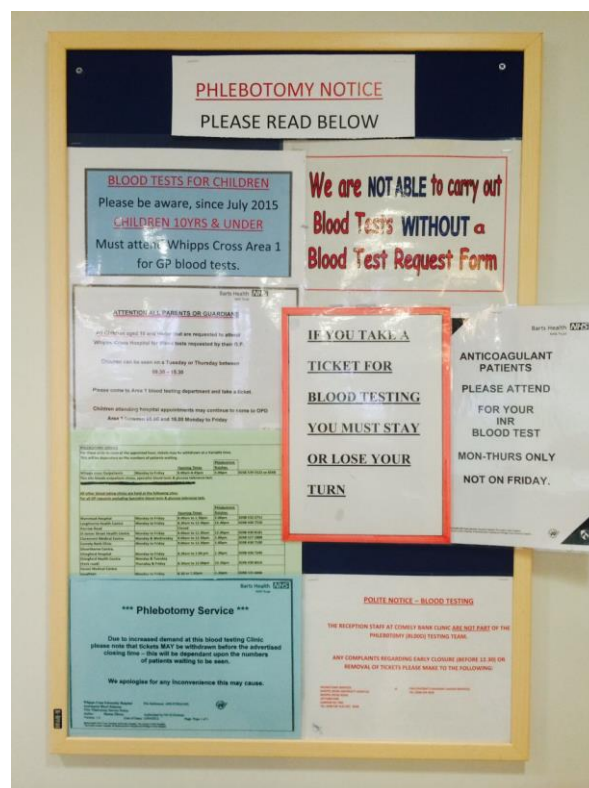
When you first walk into the room the reception desk is on the left and the main waiting area with lots of chairs is on the right. There is no visible signage to the ticket dispensing machine, so as the machine is located past the reception desk, on the wall, it may not be immediately visible to people who perhaps do not know the clinic. E&V Representatives had to signpost several people to the ticket machine as did the receptionist.

Children are no longer seen at this clinic - there is a sign hanging off the ticket machine highlighting that children under 10 years old must now go to Whipps Cross for their blood test. We were informed by reception staff that this changed around July 2015 and previously the site had been able to

do tests for those aged 5 years and over.

A few people arrived for tests for their children and were then told to go to Whipps Cross. One woman who had come for her child's blood test showed us her blood testing form from her GP practice. This listed all the clinics and opening times but did not make any reference to blood tests for children.

E&V Representatives saw several notices on the reception desk relating to the phlebotomy service and three further notice boards in the room, one of which was specifically for the phlebotomy service. As all notice boards displayed a lot of information, due to their busyness a lot of useful information was easily lost. We did not observe anyone looking at the phlebotomy notice board.

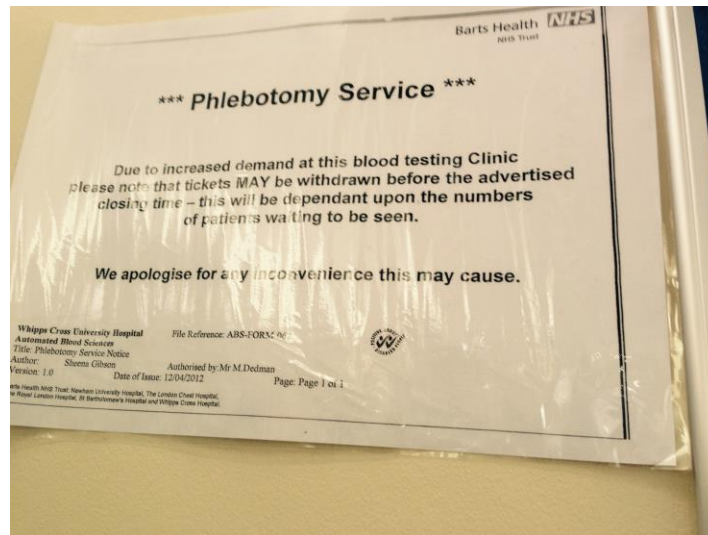


E&V Representatives noted one leaflet rack in the room, which was mostly empty except for a row of photocopied complaints leaflets for the NELFT services also operating in the building. The rack looked messy and there was no sign to say it was for complaints. We saw no other information or leaflets for patients to take away.

### 3) Langthorne

E&V Representatives saw clear signs at the entrance and reception directing people to the bloodtesting services. One sign read: 'Blood tests Room 15. Please take a ticket. Please take a seat'. There was also a sign over the door of Room 15 identifying it as the blood testing room.

E&V Representatives also saw notices in the waiting area advising that depending on numbers of patients to be seen, 'tickets may be withdrawn before the advertised closing time'. However, the opening times were not displayed anywhere, nor instructions on where to go for a blood test if there was early closure. Reception staff said they would advise patients to go to Whipps Cross. We were informed that reception staff generally did have details of other blood testing centres but had run out of copies of this information, so would have to print some more.



E&V Representatives saw a notice advising that children aged 10 or under would need to go to Whipps Cross on Tuesday or Thursday afternoon 9:30 to 15:30. Phlebotomists confirmed they would only see children who were over 10 years old. We saw a child waiting for a blood test but she was not prioritised - she took a ticket and waited her turn just like other patients.

#### 4) Oliver Road

E&V Representatives saw a sign indicating the phlebotomy service was on the first floor but did not see the opening times displayed. As the bloodtesting service is not a walk-in service and all patients are only from the two GP practices based in the building, this is probably not an issue.

We noted that the receptionists of the Orient Practice were able to provide information about other blood testing centres on request.

A lot of information is displayed on the walls of the waiting area - E&V Representatives counted c100 posters/notices on the walls, some of them multiple copies of the same information.

We also saw some stands with useful health related information.

#### 5) St. James Street

The opening times of the phlebotomy service are displayed but there is no

signage showing the way to the waiting area until you actually get into the waiting area.

The E&V Representative noted a sign saying to take a ticket from the machine and then the phlebotomist would call out your number.



There was no machine, just a roll of tickets on a table which someone dropped so it rolled through the waiting queue. The E&V Representative picked and rolled it up and asked the next person to put it back on the table. No-one came to call out numbers - there was a digital display showing the next ticket number. People visiting the clinic for the first time were very confused and approached us several times to ask what the procedure was.

The E&V Representative saw a sign advising that the service may have to be stopped depending on the number of people waiting to be seen.

Reception advised that they keep a list of alternative centres people can go to, but do not to advertise this. The receptionist said that the phlebotomy department refer people to Whipps Cross, but Whipps Cross complain that people should not be going there.

The E&V Representative asked the reception what other clinics run at the same time as the phlebotomy clinic, but the receptionist apologised as she was unable to find a list of the different clinics.

We were unable to speak to the phlebotomy staff as they were very busy.

## 6) Silverthorn Centre

There were signs on the ground floor which had been printed from the computer, informing patients about blood testing timings.



When you first walk into the room the reception desk is on the right and the main waiting area on the left. There is visible signage to the ticket machine when entering the clinic. The ticket dispensing machine is located opposite the reception desk on a pillar and is immediately visible.

Children are no longer seen at this clinic. There is a sign hanging off the ticket machine and displayed on the notice boards highlighting that children under 10 years old must now go to Whipps Cross for their blood test. Our E&V Representatives noted one patient waiting with her child who was not aware of this.

E&V Representatives noted several notices on the reception desk relating to the phlebotomy service and two further notice boards in the room, but these showed very little information and were situated in places that patients could not see.

There was one leaflet rack in the clinic which had a variety of information but no leaflets on how to complain about the service were visible.

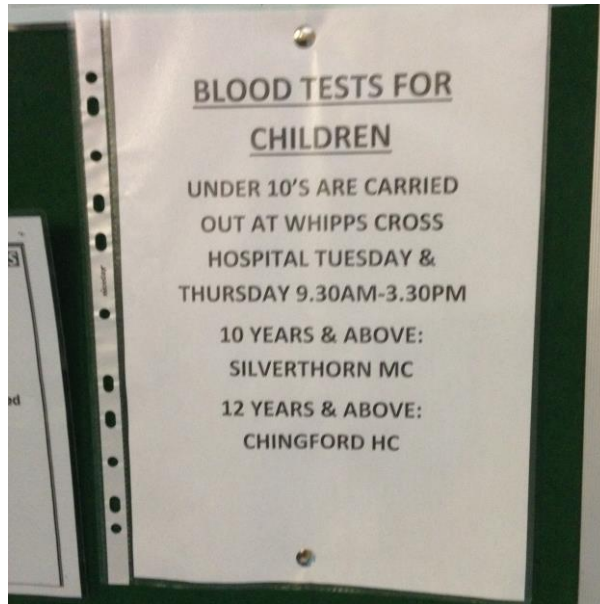
## **7) York Road**

E&V Representatives noted a bright yellow notice with the opening times for the bloodtesting clinic.

The ticket machine is near the Enquiry Desk and there are clear signs on the wall nearby advising people to take a ticket and wait for their number to appear on the display and also signs to the bloodtesting room.

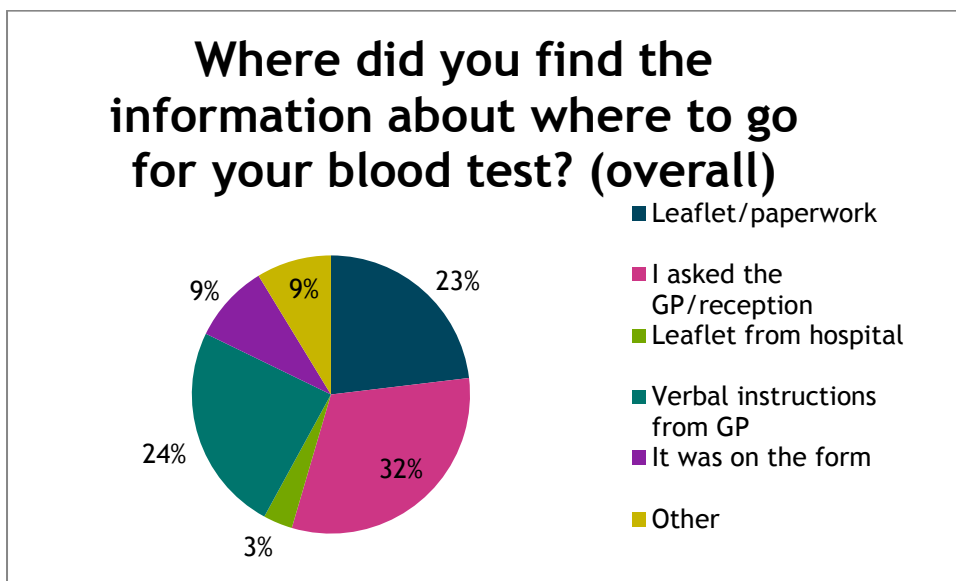
There is also a notice about early closure 'Due to increased demand at this blood testing Clinic please note that tickets MAY be withdrawn before the advertised closing time - this will be dependant upon the numbers of patients waiting to be seen. We apologise for any inconvenience this may cause.'

E&V Representatives saw a notice advising where people can go for blood tests for children. As there is only one Phlebotomist when the service operates, the centre can only see children aged 12 and above. We saw some patients with young children, but did not observe any children waiting to have a blood test.



There are several notice boards around the area and notices are also on the walls and pillars. We also saw a rack of leaflets, with health related information including leaflets advertising products that patients could take with them.

## 10.2 Patient feedback from questionnaires

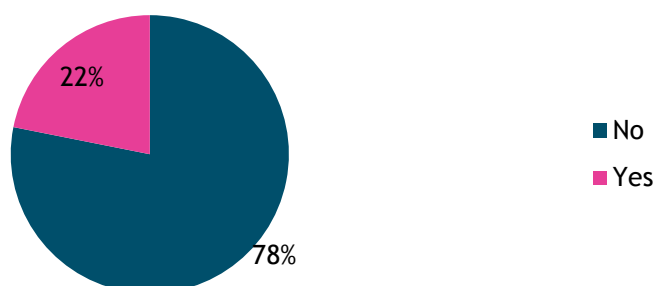


56% of all respondents asked their GP or have had verbal instructions from the GP about which bloodtesting centre to attend.

The next significant source is leaflets/paperwork (23%).

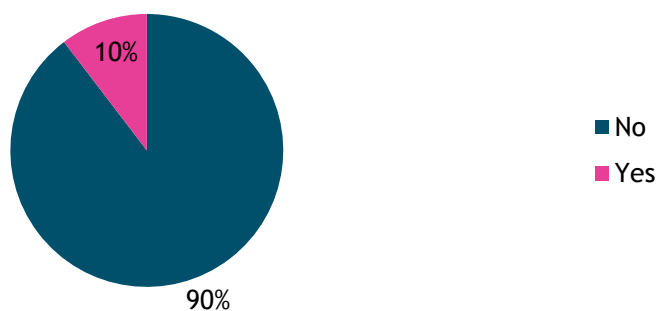


### Have you been told in advance when you will get your blood test results? (overall)



78% of all respondents say they have not been told in advance when they will get their blood test results. There is little variance across centres (74%-81%). Those who answered that they did know gave varying responses ranging from 1 day to 3 weeks to get results.

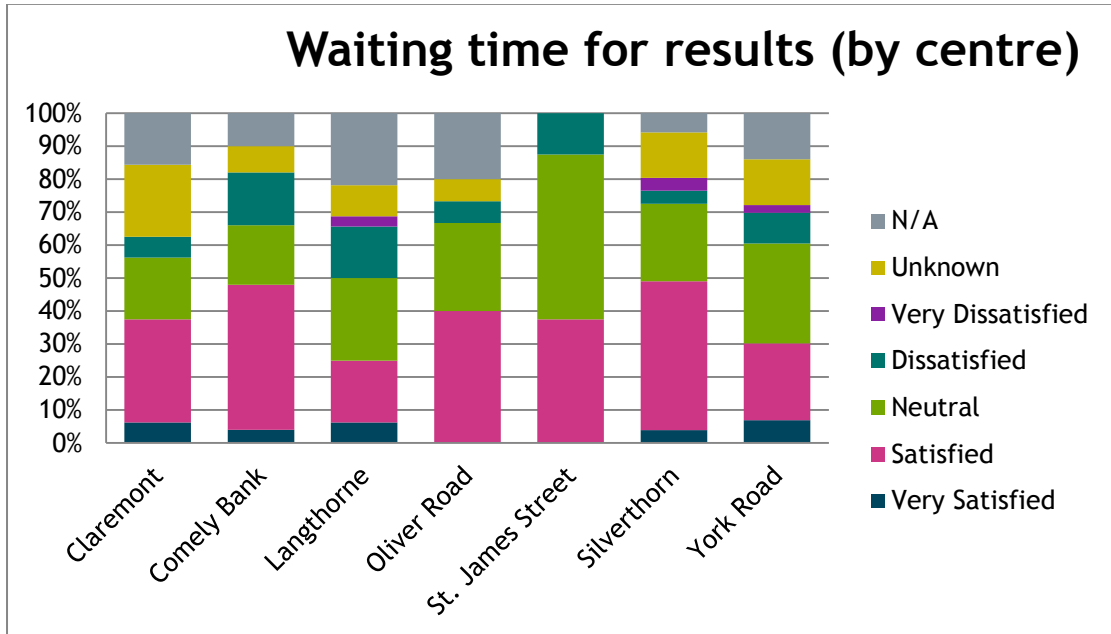
### Do you know how to feed back your experiences about the blood testing services? (overall)



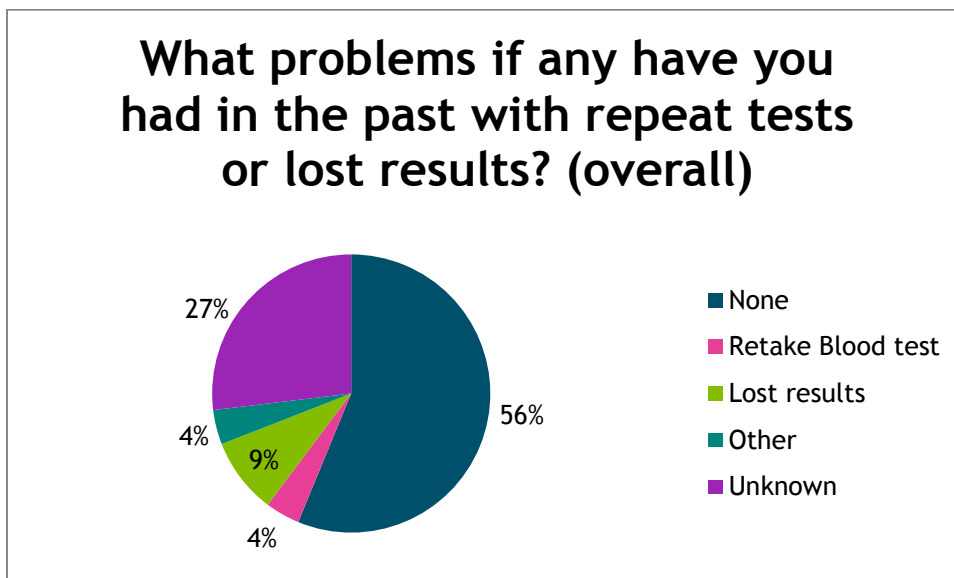
90% of all respondents said they do not know how to feedback about the service. Again this is reflected across all the centres and where people have answered yes, the range of answers indicate feeding back to: the GP, NHS direct, reception, the clinic, PALS (Patient Advice & Liaison Service) and the health authority.

## 11.0 Results and Follow Up (findings from patient questionnaire only)

### 11.1 Patient feedback from questionnaires



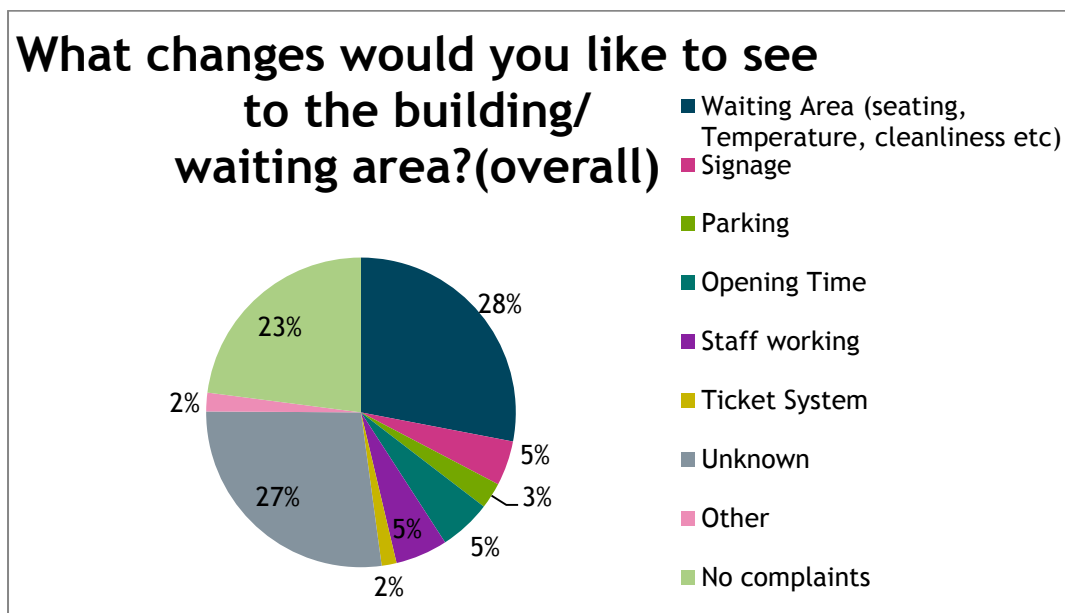
No. of surveys for individual centres can be found in Section 2.0



56% respondents have not had any problems with repeat tests or lost results in the past. 9% have had problems with lost results and 4% have had to retake blood tests.

## 12.0 Service Improvement (findings from patient questionnaire only)

### 12.1 Patient feedback from questionnaires



28% of all respondents would like to see improvements to the waiting area, with more seating cited most frequently, so people do not have to stand, particularly at the start of the service. Also to ensure there is space between rows of seats. Comments about the waiting area also include the need to improve cleanliness; provide better ventilation; provide TV screens and better toys for young children.

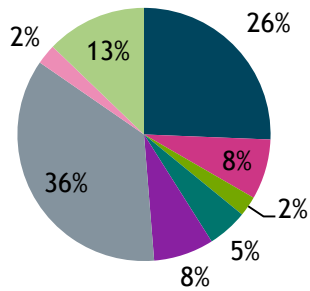
5% would like improvements in signage - suggestions include better signage to show where tickets are, what to do and how to get to the bloodtesting area (with arrows); signage about why tickets are not available and what the alternative is and signs to show expected waiting time.

5% would like to see improvements regarding staff - most cited the need for more staff to speed up waiting times.

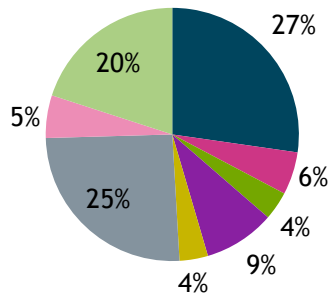
5% would like to see improvements to opening times with some wanting earlier/longer/expansion to opening times. Some simply want to be admitted to the waiting area prior to the opening times to avoid queuing outside.

Individual results for improvements to the building/waiting area are shown as follows.

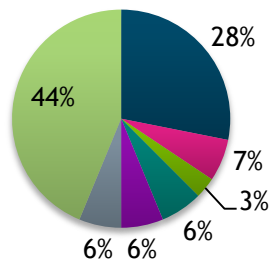
### Claremont



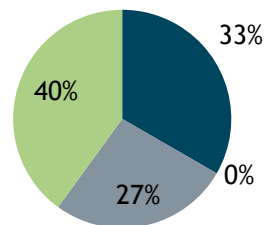
### Comely Bank



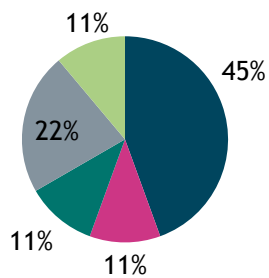
### Langthorne



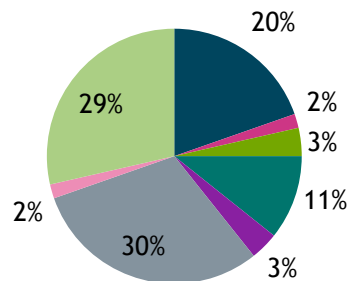
### Oliver Road



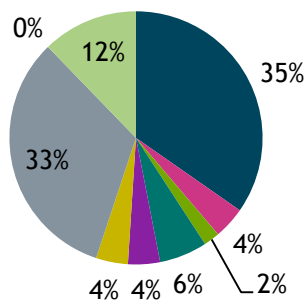
### St. James Street



### Silverthorn

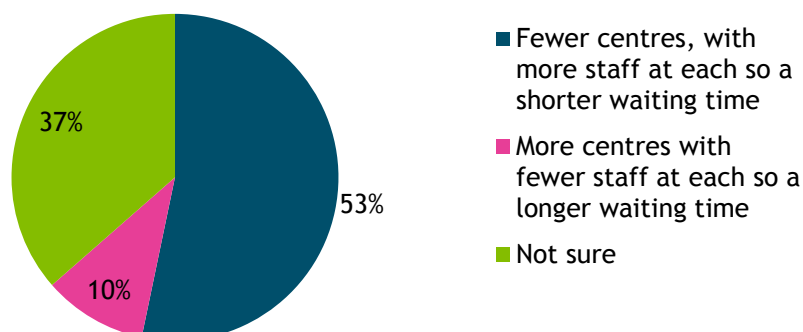


### York Road



- Waiting Area (seating, Temperature, cleanliness etc)
- Signage
- Parking
- Opening Time
- Staff working
- Ticket System
- Unknown
- Other
- No complaints

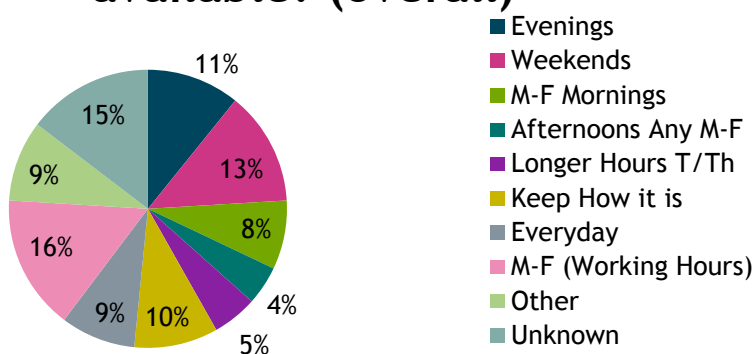
### If the service were changed what would you prefer? (overall)



Across the individual centres the results are as follows:

	Fewer centres...	More centres...	Not sure
Claremont	61%	12%	27%
Comely Bank	52%	7%	41%
Langthorne	55%	7%	38%
Oliver Road	47%	13%	40%
St James Street	62%	0%	38%
Silverthorn	42%	15%	43%
York Road	60%	8%	32%

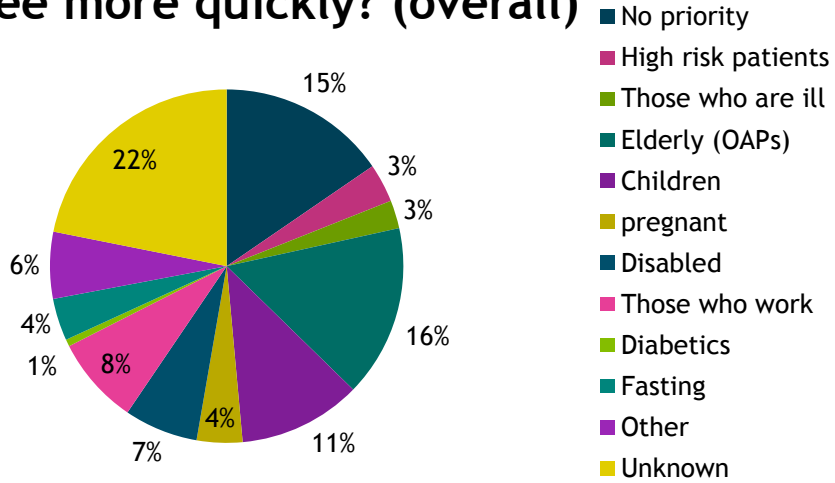
### When would you like the bloodtesting service to be available? (overall)



M-F - Monday to Friday  
T/Th - Tuesdays/Thursdays

There is a wide range of responses with 10% wanting to keep the hours as they are. Most respondents would like some extension of the current service: evenings (11%); weekends (13%); afternoons any Mon-Fri (4%); longer hours (5%); every day (16%); M-F working hours (16%).

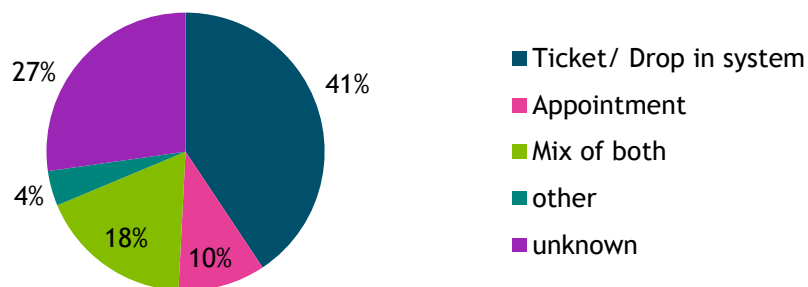
**Which people, if any would you like the service to prioritise so they are see more quickly? (overall)**



15% of all respondents do not think anyone should have priority.

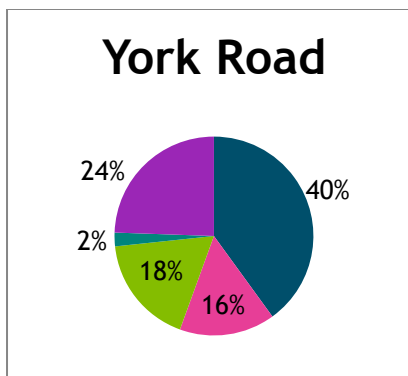
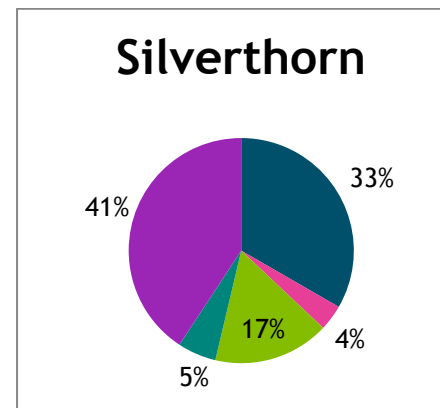
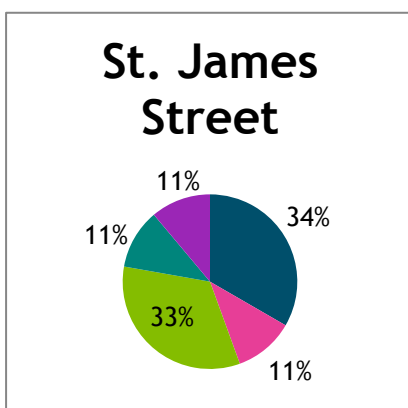
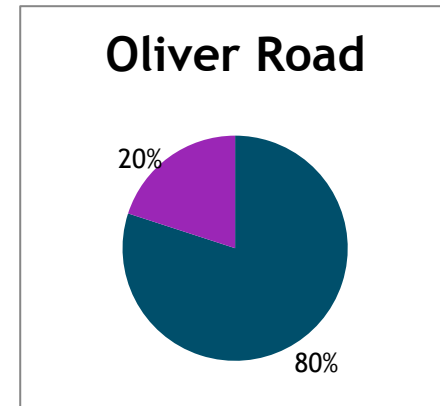
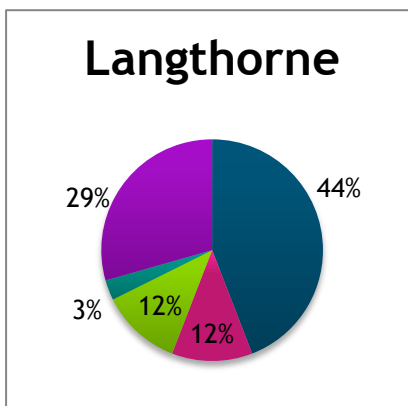
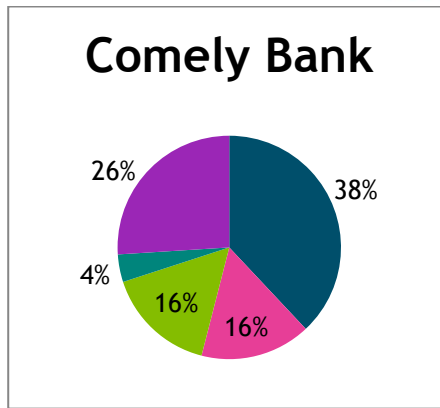
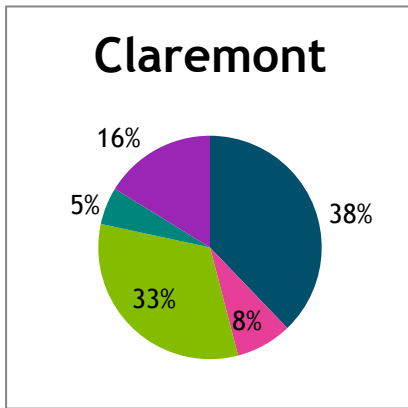
The top 6 groups for prioritisation are: elderly (16%); children (11%); those who work (8%); disabled (7%); pregnant (4%) and those who are fasting (4%).

**If you could design a new process/ system, what would it look like? (overall)**



*Ticket/Drop in system is the current system in centres (with slight variation at Oliver Road)*

Although results vary across the various centres 10 of all respondents are also keen to see appointments system and 18% a mixture of both ticket/drop-in and appointment.



- Ticket/ Drop in system
- Appointment
- Mix of both
- other
- unknown

No. of surveys for individual centres can be found in Section 2.0

## 13.0 Recommendations

Our findings during visits to the 7 community bloodtesting centres in Waltham Forest validate many of the issues highlighted by the comments received from Healthwatch's normal intelligence gathering.

The recommendations below are based on the observations of the E&V Representatives; feedback from service users and staff (from the phlebotomy service and centres) as well as the feedback from our patient questionnaires.

**Recommendation 1 - All centres should have digital ticket number displays that also announce the next ticket number. More than one digital display may be required to ensure all those in the seating area are able to see the screen and hear the number being announced.**

**Recommendation 2 - All public toilets should be unlocked when not in use. St James Street Health Centre's men's toilet to be kept unlocked when not in use.**

**Recommendation 3 - All centres to have water dispensing machines in the waiting area. (If there is fear of spillage, the machine can be placed in or near the staff area, so staff can dispense water easily to patients without having to leave the reception area).**

**Recommendation 4 - All centres to offer reading materials such as newspapers, magazines for adults and some toys for children. A TV screen showing health related films such as basic first aid could help patients pass the waiting time more productively. Similarly health related information and complaints & compliments/feedback leaflets to take away should be left in leaflet stands in the waiting area.**

**Recommendation 5 - All centres to ensure there is a log to show regular checks of maintenance and health and safety issues This should show any issues raised and action taken and should cover heating, ventilation lights, lifts, clocks etc.**

**Recommendation 6 - All centres to have ticket machines so that tickets are kept secure.**

**Recommendation 7 - Review service capacity at each centre e.g. by monitoring the time when tickets are removed early and the frequency of early closure and look at options for increasing capacity.**

**Recommendation 8 - More phlebotomists to be available at peak times such as the first hour of the clinic, so waiting times are reduced.**

**Recommendation 9 - A loosely based appointment system to be explored for the larger centres (Comely Bank, Langthorne, St James Street and**



Silverthorn) so patients who are prioritised by their GP can be seen more quickly by being given timed slots e.g. 9:00-9:30; 9:30-10:00 etc.

**Recommendation 10** - Oliver Road should offer its patients timed slots e.g. 6 slots for every half hour from 8:30 to 11:30 e.g. 8:30; 9:00; 9:30 etc. It should also explore how to fully utilise the bloodtesting service.

**Recommendation 11** - Review clinic opening times with a view to extending them to allow greater flexibility - this could be a combination of earlier opening times and later closing time and possibly weekends.

**Recommendation 12** - Review Service Level Agreements (SLAs) between the phlebotomy service provider and the building owners/managers with a view to existing centres opening in advance of clinic opening times.

**Recommendation 13** - Review SLAs between the phlebotomy service providers and building owners/management to ensure good communication and co-operation between phlebotomy staff and reception staff at the centres.

**Recommendation 14** - In consultation with reception staff, Barts Health to produce a list FAQs (Frequently Asked Questions) so centre staff can assist patients more effectively. FAQs to include information about early closure, other centres, approximate waiting times and time for results.

**Recommendation 15** - Barts Health to produce an updated list every quarter to show blood test centres and opening times. This should include details about children's blood tests and early closure and also length of time for results (if possible). This should be circulated to all GPs for wider circulation to patients.

**Recommendation 16** - Standardised bloodtesting forms to be used by GP surgeries.

**Recommendation 17** - Standardised signage/notices to be used across all centres to explain the ticket system, children's blood tests, early closure and where to go when this happens.

**Recommendation 18** - Feedback questionnaires to be available so people can comment about the service. Complaints' and Compliments leaflets to be produced by Barts Health for the bloodtesting service and left in the waiting area.

**Recommendation 19** - A system of regular review and analysis of these comments is required which feeds into service development, thus leading to service improvement.

Responses to recommendations are shown in the Executive Summary.

## Glossary of Terms

Community Phlebotomy Services	Bloodtesting services based in health/medical centres in the community.
Enter & View	Enter & View is a statutory power conferred upon Healthwatch by the Health and Social Care Act 2012 giving Authorised Representatives of Healthwatch the right to enter and observe publically funded health and social care services in the borough.
Enter & View Representatives (E&V Representatives)	Individuals who have been trained and authorised to conduct the Enter & View visits.
PALS	Patient Advice and Liaison Service
Phlebotomists	Staff who carry out bloodtests
WFCGG	Waltham Forest Clinical Commissioning Group

If you have any comments on this report or wish to share your views and experiences of the community phlebotomy services in Waltham Forest please contact us.

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