

# Phlebotomy Service

## What is a Phlebotomy Service?

The Phlebotomy Service provides both a clinic and home based service for collection of blood samples. Clinics are based across Health Centre's in 3 localities, North East, North West and South.

The team is made up of Phlebotomists, Health Care Support Workers and Community Staff Nurses who are supported by Phlebotomy Coordinators and a Nurse Team Lead.

## Do you treat children?

The Phlebotomy Service is available for adults and children aged 5 years and over.

## How do I get a referral?

All patients must be referred by their GP practice. Referrals are then processed by a team of administrative staff and patients are then given a clinic appointment or a home visit depending on their individual needs.

Beatson patients are referred directly to the service and patients can contact the Single Point of Access telephone number to make an appointment.

## How Do I Make an Appointment?

All referrals for bloods test will be made by a GP. They will either send a referral to the Single Point of Access team, who will contact you directly to book, or you will be provided with the Single Point of Access number for you to phone to arrange an appointment. The Team will ask the patient questions to make sure they have all the correct details. Patients are then given a clinic appointment or a home visit depending on their individual needs.

The service will call three times on three different days to make an appointment and they will leave a voice mail to call them back on ☎ **0141 355 1525**. If no call is received from you after the third attempt we will let your GP know we have tried to make contact but have not been able to reach you.

There will soon be QR codes displayed in your GP surgery so you can scan the code with the camera on your phone to make an appointment.

## How long does an appointment last?

Your appointment will last approximately 10 minutes.

## Appointment Information

### Text messaging

If you have registered your mobile phone number you will receive a text message 2 working days before the appointment to remind you to attend. This text will include, date, time, venue and contact details. If an appointment is made at short notice, within the 2 days, no text message will be sent.

If you are late, the phlebotomist may not be able to see you and you may have to make another appointment.

If you do not attend your appointments on more than three occasions, you will be required to be re-referred by your GP.

### Change or cancel my appointment

If you are unable to attend your appointment, please cancel as soon as possible to enable another patient to be seen.

To change or cancel your appointment, please telephone Single Point of Access (**☎ 0141 355 1525**). Alternatively, you may also change or cancel your appointment at the Health Centre reception desk.