

# Phlebotomy (blood taking) Survey

In January 2015, the Clinical Commissioning Group (CCG) re-commissioned the blood taking service in West Hampshire. The new service means that patients are able to access blood taking at their own surgery, one of the local surgeries, or the local hospital.

## 1. How many times have you used the phlebotomy (blood taking) service in your surgery since January?

- Never     Once or twice     Three to five     Six or more times

## 2. How many times have you used the hospital phlebotomy service since January?

- Never     Once or twice     Three to five     Six or more times

## 3. How many times have you used the phlebotomy service in another surgery since January?

- Never     Once or twice     Three to five     Six or more times

## 4. If you have had your bloods taken, why did you choose to go to that location?

- |   |  |
|---|--|
| <input type="checkbox"/> Convenient to get to                           | <input type="checkbox"/> I feel I get a good service                                   |
| <input type="checkbox"/> Convenient for parking                         | <input type="checkbox"/> The appointment time was convenient                           |
| <input type="checkbox"/> Convenient for public transport                | <input type="checkbox"/> There were no appointments available at my preferred location |
| <input type="checkbox"/> Prefer an appointment time to walk in clinic   | <input type="checkbox"/> I wasn't aware there was a choice                             |
| <input type="checkbox"/> Prefer a walk in clinic to an appointment time | <input type="checkbox"/> Other (please specify) _____                                  |
| <input type="checkbox"/> The staff know me                              |  |
| <input type="checkbox"/> The staff are good at taking my blood          | _____  |

## 5. What aspects of the following are most important when having your bloods taken? (There are aspects which are taken for granted, such as good infection control, and excellent clinical and interpersonal standards.) Please number them in order of importance, where 1 is the most and 10 is the least.

Convenient appointment times-----	1	2	3	4	5	6	7	8	9	10
Early morning appointments -----	1	2	3	4	5	6	7	8	9	10
Early evening appointments -----	1	2	3	4	5	6	7	8	9	10
Saturday morning appointments -----	1	2	3	4	5	6	7	8	9	10
Continuity of care (same person taking bloods each time) -----	1	2	3	4	5	6	7	8	9	10
Choice of location -----	1	2	3	4	5	6	7	8	9	10
Convenient parking -----	1	2	3	4	5	6	7	8	9	10
Walk in service -----	1	2	3	4	5	6	7	8	9	10
Appointments running to time-----	1	2	3	4	5	6	7	8	9	10
Good public transport links -----	1	2	3	4	5	6	7	8	9	10

## 6. For patients of the locality (Blackthorn Health Centre, Bursledon Surgery, Hedge End Medical Centre, St Lukes and Botley Surgeries and West End Surgery), the new Phlebotomy Service offers:

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Pre-booked appointments</li><li>• Walk-in clinics</li><li>• Early morning appointments (7.30am start)</li></ul> | <ul style="list-style-type: none"><li>• Morning appointments</li><li>• Afternoon appointments</li><li>• Access to phlebotomy across all the surgeries</li></ul> |
|---|---|

- **Early evening appointments (7.30pm finish)**

- **Saturday morning appointments**

**There will also still be a service at Southampton General.**

**Which service is of interest to you – please tick all that apply.**

- |  |   |
|--|---|
| <input type="checkbox"/> Pre-booked appointments                   | <input type="checkbox"/> Early evening appointments (7.30pm finish)     |
| <input type="checkbox"/> Walk-in clinics                           | <input type="checkbox"/> Saturday morning appointments                  |
| <input type="checkbox"/> Early morning appointments (7.30am start) | <input type="checkbox"/> Access to phlebotomy across all the surgeries  |
| <input type="checkbox"/> Morning appointments                      | <input type="checkbox"/> A single point of contact for all appointments |
| <input type="checkbox"/> Afternoon appointments                    | <input type="checkbox"/> Other (please specify) _____                   |

**7. Which Practice are you registered with?**

- Blackthorn Health Centre
- Bursledon Surgery
- Hedge End Medical Centre
- St Lukes & Botley Surgeries
- West End Surgery
- Unsure

**8. If you have used the service since January, please comment on:**

Booking process (was it easy to book, did you have to make lots of phone calls etc.)

How long you had to wait for an appointment (our aim is to book you within 7 days)

The phlebotomist you saw (were they professional, efficient, courteous and did they run to time)

A walk in clinic (did you have a long wait, were you turned away as it was full etc.)

**And finally for monitoring purposes, please answer the following:**

Your year of birth \_\_\_\_\_ Your Ethnic Origin \_\_\_\_\_

Your Sex \_\_\_\_\_ Do you consider that you have a disability? \_\_\_\_\_

**Thank you for taking the time to complete this survey, please return it to reception.**