

Phlebotomy update - Mid Essex

12th March 2021

Current waiting times for routine appointments as of Friday 12th March 2021:

(Length of wait includes non-working days but is provided in this format to assist in managing patient expectation)

Current wait times as of Friday 12 th March 2021	
Broomfield Hospital	Monday 22 nd March (10 days)
Christchurch Clinic	Wednesday 23 rd March (11 days)
St Michael's Hospital	Monday 15 th March (3 days)
St Peters Hospital	Tuesday 23 rd March (12 days)

Appointment booking line for patients: swiftqueue.co.uk/midessex.php
(or via mse.nhs.uk and search for "blood tests")
01245 516963

Clinically urgent appointments (GP use only): 01245 514159

Please note that calls to the urgent appointment line must be made by the GP and that only patients who have been escalated via this route will be seen urgently. The patient may not call this line.

*****We are asking Practices to please remind patients that they must not attend for a blood test at these clinics if they have symptoms of Covid-19 or are in a period of isolation.*****

Key developments since last report:

- Relocation of services from Christchurch to Chelmsford Central Health Hub**
 Phlebotomy clinics at Christchurch in Chelmsford will cease on Friday 26th March 2021 and will relocate to the Chelmsford Central Health Hub from Monday 29th March 2021. This clinic is in central Chelmsford (next to the bus station – see map further below). This new facility has undergone renovation and provides a larger space with more flexibility to enable an increase in provision of phlebotomy services as demand continues to grow. Any patients who had booked for Christchurch beyond the 26th March have been contacted to inform them of the new location. In the first instance, the opening hours will match those currently offered at Christchurch pending recruitment and training of more phlebotomists. Once the service is embedded, some appointments currently offered at the Broomfield site will relocate to the hub to reduce footfall of community patients at the acute hospital.
 - Online appointment-booking platform (Swiftqueue)**
 Many patients are choosing to utilise the online appointment-booking platform which has led to an improved telephone service to patients who choose to call due to a reduction in caller volume. Patients can access Swiftqueue visiting www.mse.nhs.uk and searching for "blood tests". Alternatively, the direct web address is www.swiftqueue.co.uk/midessex.php.
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Further Information:

• **Easter Opening Hours**

Phlebotomy clinics will be CLOSED on 2nd April and 5th April 2021. Clinics on all other days at all other sites will remain open as usual.

- To support physical distancing measures please remind patients who have arrived by private vehicle to remain in their car until 5 minutes before their appointment time and no earlier, and to enter the premises alone unless carer support is required.

Contact for questions:

If you have any queries, you can contact Beverley Steele (Improvement Lead for Group Pathology Services) by emailing beverley.steele@meht.nhs.uk.

Clinic locations:

WB 15/3/21		
Name	Opening times	Daily appointments
St Michael's Hospital	Monday to Thursday 7am – 4pm	M / F 189 Tu / W / Th 126
St Peter's Hospital	Monday to Friday 7am – 2.30pm	M / Tu / W / F 156 Th 148
Broomfield Hospital	Monday to Friday 7.30am – 6pm	156
		Same Day Queue 76
Christchurch Clinic	Monday to Friday 7am – 3pm	M / W / F 238 Tu / Th 160

Location of Chelmsford Health Hub

